

PRODUCT SCORECARD

Unit4 ERP

Enterprise Resource Planning -
Midmarket

Improving and Accelerating Enterprise
Software Evaluation and Selection

Stations Park 1000
Sliedrecht, ZH
Netherlands

31882471777
www.unit4.com
www.linkedin.com/company/unit4
1000+ Customers
3,000 Employees

23
Reviews

Unit4 ERP

Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users’ of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS
23 | UNIT4

Unit4 ERP

ENTERPRISE
RESOURCE
PLANNING -
MIDMARKET

Unit4 ERP is a cloud ERP solution that enables service-centric organizations in the public and private sectors to gain a significant advantage over their peers. Its leading-edge architecture facilitates faster innovation at a lower cost and with less disruption. The result is more opportunity and smarter operations.

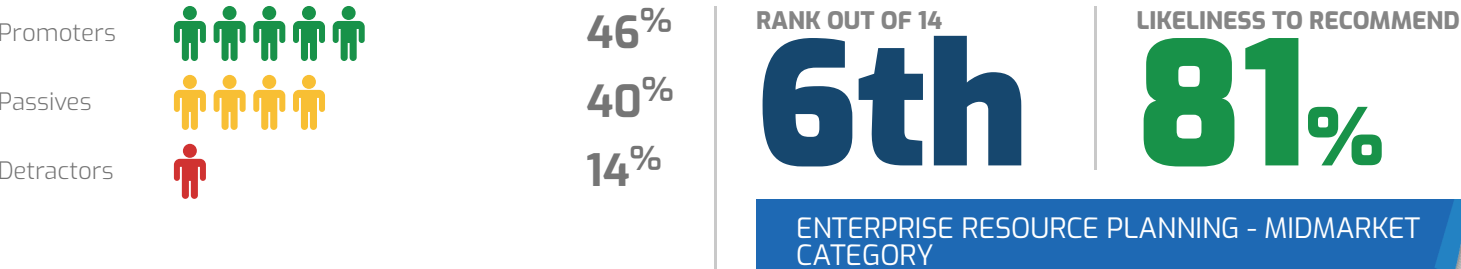
3,000 Employees
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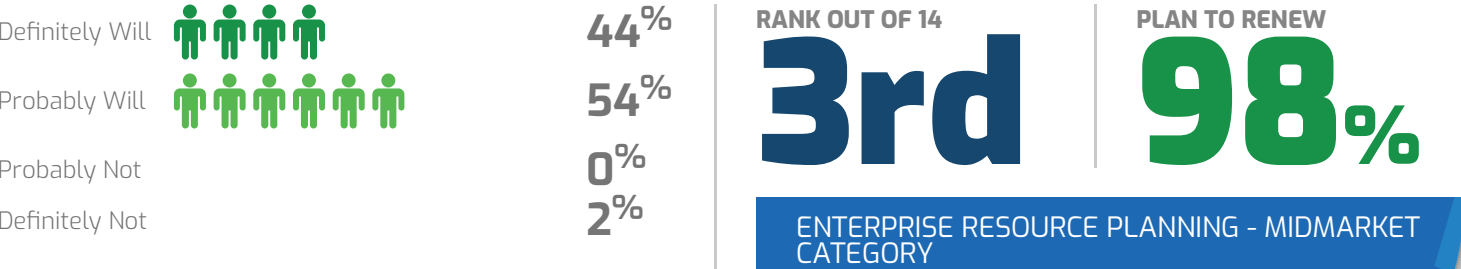
The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

8.0/10 COMPOSITE SCORE

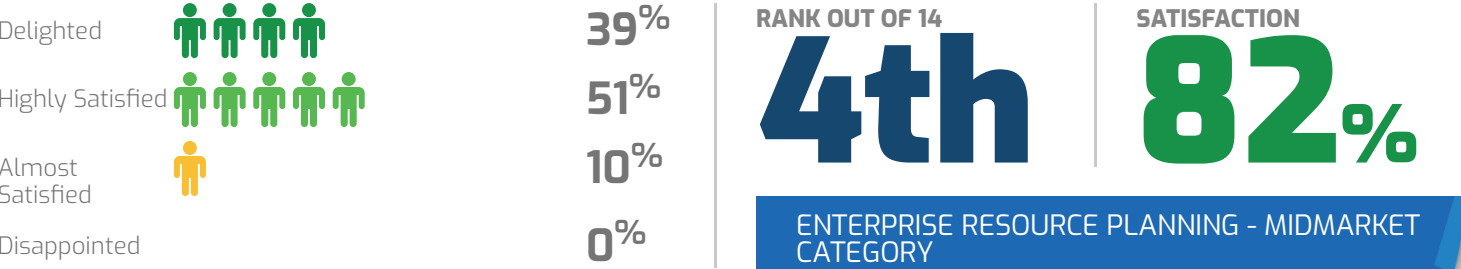
Likeliness to Recommend



Plan to Renew



Satisfaction that Cost is Fair Relative to Value



When making the right purchasing decision, use peer satisfaction ratings to decipher Unit4 ERP's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Unit4 ERP capabilities?

38%
OF CLIENTS
ARE DELIGHTED

DEGREE OF SATISFACTION	
Delights	
Highly Satisfies	
Almost Satisfies	
Disappoints	

**of 14 in
Enterprise
Resource
Planning -
Midmarket**

34%
OF CLIENTS
ARE DELIGHTED

DEGREE OF SATISFACTION	
Delights	
Highly Satisfies	
Almost Satisfies	
Disappoints	

of 14 in
Enterprise
Resource
Planning -
Midmarket

DEGREE OF SATISFACTION	
Delights	
Highly Satisfies	
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Midmarket**

DEGREE OF SATISFACTION

Delights	
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DEGREE OF SATISFACTION	
Delights	
Highly Satisfies	
Almost Satisfies	
Disappoints	

of 14 in
Enterprise
Resource
Planning -
Midmarket

77%
SATISFACTION

77%
CATEGORY
AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Enterprise Resource Planning - Midmarket market.

How satisfied are you with the following Unit4 ERP features and functionalities?

ENTERPRISE RESOURCE PLANNING - MIDMARKET

MANDATORY FEATURES

Industry Specific Capabilities

27%
OF CLIENTS
ARE DELIGHTED

Includes all unmentioned industry specific modules and capabilities related to the primary industry of your company.



Ranked
5th
of 14 in
Enterprise
Resource
Planning -
Midmarket

79%
SATISFACTION
75%
CATEGORY
AVERAGE

Analytics and Reporting

31%
OF CLIENTS
ARE DELIGHTED

Includes historical & real-time dashboard visualizations, detailed & summary reporting, sales forecasting & easy data extraction for data analysis.



Ranked
5th
of 14 in
Enterprise
Resource
Planning -
Midmarket

79%
SATISFACTION
76%
CATEGORY
AVERAGE

Procurement Management

27%
OF CLIENTS
ARE DELIGHTED

Includes purchasing and procurement management, as well as supplier management and optimization.



Ranked
5th
of 14 in
Enterprise
Resource
Planning -
Midmarket

77%
SATISFACTION
76%
CATEGORY
AVERAGE

BI and Performance Management

34%
OF CLIENTS
ARE DELIGHTED

Includes all aspects of reporting and BI analytics, as well as planning and optimization.



Ranked
5th
of 14 in
Enterprise
Resource
Planning -
Midmarket

77%
SATISFACTION
74%
CATEGORY
AVERAGE

Accounting and Financial Management

32%
OF CLIENTS
ARE DELIGHTED

Includes accounting and finance functions such as general ledger, accounts payable, and accounts receivable.

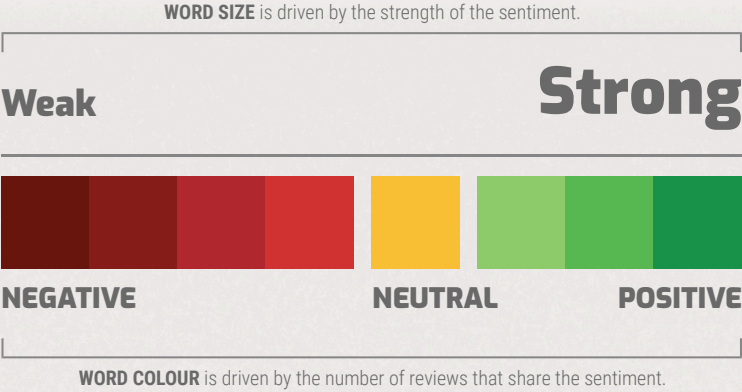


Ranked
6th
of 14 in
Enterprise
Resource
Planning -
Midmarket

81%
SATISFACTION
79%
CATEGORY
AVERAGE

UNIT4 ERP Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

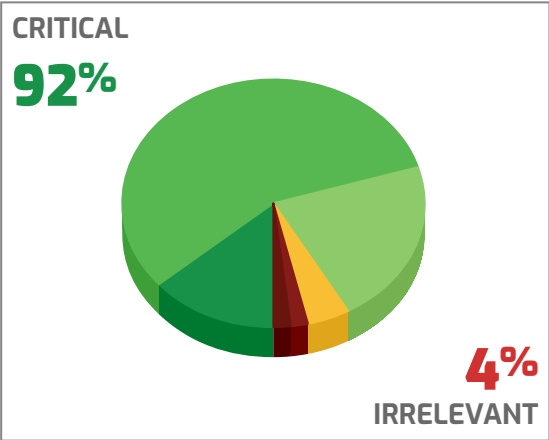




UNIT4 ERP Emotional Footprint

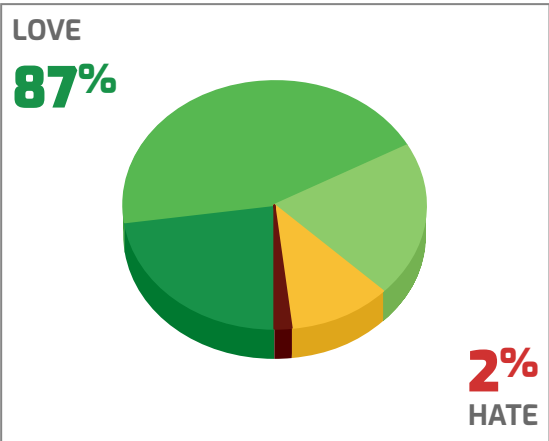
Importance to Professional Success

How important is Unit4 ERP to your current professional success?



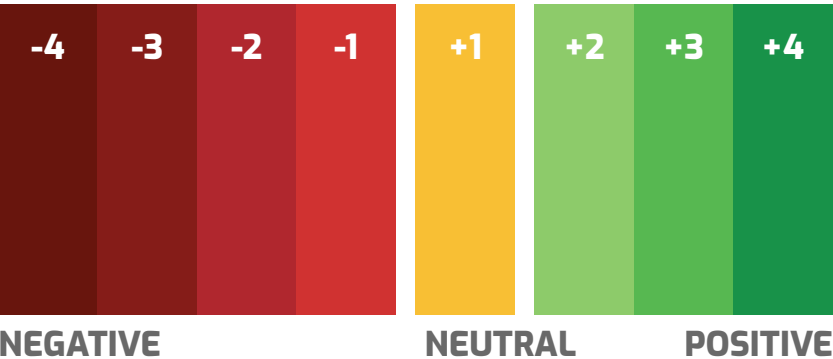
Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Unit4 ERP



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



% - % = NET EMOTIONAL FOOTPRINT

POSITIVE NEGATIVE

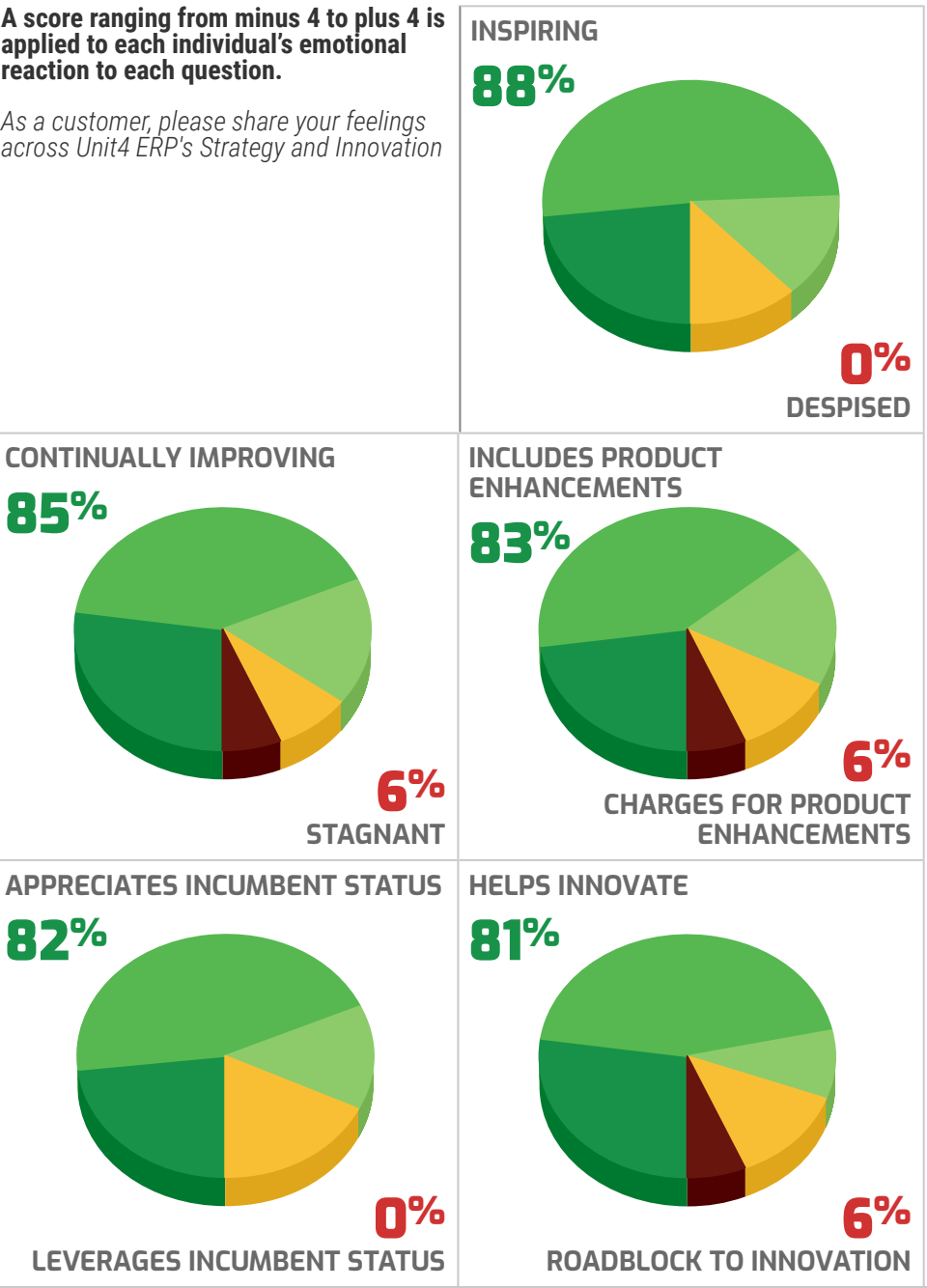
NET EMOTIONAL FOOTPRINT +83

UNIT4 ERP

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Unit4 ERP's Strategy and Innovation



<div>Service Experience</div> <div>As a customer, please share your feelings across Unit4 ERP Service Experience</div>	<div>RESPECTFUL</div> <div>94%</div> <div><table><tr><td>RESPECTFUL</td><td>94%</td></tr><tr><td>DISRESPECTFUL</td><td>2%</td></tr></table></div>	RESPECTFUL	94%	DISRESPECTFUL	2%	<div>CARING</div> <div>87%</div> <div><table><tr><td>CARING</td><td>87%</td></tr><tr><td>NEGLECTFUL</td><td>2%</td></tr></table></div>	CARING	87%	NEGLECTFUL	2%	<div>EFFICIENT</div> <div>83%</div> <div><table><tr><td>EFFICIENT</td><td>83%</td></tr><tr><td>BUREAUCRATIC</td><td>2%</td></tr></table></div>	EFFICIENT	83%	BUREAUCRATIC	2%	<div>SAVES TIME</div> <div>82%</div> <div><table><tr><td>SAVES TIME</td><td>82%</td></tr><tr><td>WASTES TIME</td><td>2%</td></tr></table></div>	SAVES TIME	82%	WASTES TIME	2%	<div>EFFECTIVE</div> <div>77%</div> <div><table><tr><td>EFFECTIVE</td><td>77%</td></tr><tr><td>FRUSTRATING</td><td>2%</td></tr></table></div>	EFFECTIVE	77%	FRUSTRATING	2%
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<div>Product Experience</div> <div>As a customer, please share your feelings across Unit4 ERP's Product Experience</div>	<div>ENABLES PRODUCTIVITY</div> <div>90%</div> <div><table><tr><td>ENABLES PRODUCTIVITY</td><td>90%</td></tr><tr><td>RESTRICTS PRODUCTIVITY</td><td>0%</td></tr></table></div>	ENABLES PRODUCTIVITY	90%	RESTRICTS PRODUCTIVITY	0%	<div>SECURITY PROTECTS</div> <div>87%</div> <div><table><tr><td>SECURITY PROTECTS</td><td>87%</td></tr><tr><td>SECURITY FRUSTRATES</td><td>2%</td></tr></table></div>	SECURITY PROTECTS	87%	SECURITY FRUSTRATES	2%	<div>RELIABLE</div> <div>87%</div> <div><table><tr><td>RELIABLE</td><td>87%</td></tr><tr><td>UNRELIABLE</td><td>0%</td></tr></table></div>	RELIABLE	87%	UNRELIABLE	0%	<div>PERFORMANCE ENHANCING</div> <div>85%</div> <div><table><tr><td>PERFORMANCE ENHANCING</td><td>85%</td></tr><tr><td>PERFORMANCE RESTRICTING</td><td>2%</td></tr></table></div>	PERFORMANCE ENHANCING	85%	PERFORMANCE RESTRICTING	2%	<div>UNIQUE FEATURES</div> <div>83%</div> <div><table><tr><td>UNIQUE FEATURES</td><td>83%</td></tr><tr><td>COMMODITY FEATURES</td><td>2%</td></tr></table></div>	UNIQUE FEATURES	83%	COMMODITY FEATURES	2%
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<div>Negotiation and Contract Experience</div> <div>As a customer, please share your feelings across Unit4 ERP's Negotiation and Contract</div>	<div>GENEROSITY</div> <div>87%</div> <div><table><tr><td>GENEROSITY</td><td>87%</td></tr><tr><td>GREED</td><td>2%</td></tr></table></div>	GENEROSITY	87%	GREED	2%	<div>TRANSPARENT</div> <div>87%</div> <div><table><tr><td>TRANSPARENT</td><td>87%</td></tr><tr><td>DECEPTIVE</td><td>2%</td></tr></table></div>	TRANSPARENT	87%	DECEPTIVE	2%	<div>FRIENDLY NEGOTIATION</div> <div>83%</div> <div><table><tr><td>FRIENDLY NEGOTIATION</td><td>83%</td></tr><tr><td>HARDBALL TACTICS</td><td>2%</td></tr></table></div>	FRIENDLY NEGOTIATION	83%	HARDBALL TACTICS	2%	<div>CLIENT'S INTEREST FIRST</div> <div>81%</div> <div><table><tr><td>CLIENT'S INTEREST FIRST</td><td>81%</td></tr><tr><td>VENDOR'S INTEREST FIRST</td><td>6%</td></tr></table></div>	CLIENT'S INTEREST FIRST	81%	VENDOR'S INTEREST FIRST	6%	<div>OVER DELIVERED</div> <div>76%</div> <div><table><tr><td>OVER DELIVERED</td><td>76%</td></tr><tr><td>OVER PROMISED</td><td>4%</td></tr></table></div>	OVER DELIVERED	76%	OVER PROMISED	4%
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<div>Conflict Resolution Experience</div> <div>As a customer, please share your feelings across Unit4 ERP's Product Impact</div>	<div>INTEGRITY</div> <div>92%</div> <div><table><tr><td>INTEGRITY</td><td>92%</td></tr><tr><td>LACK OF INTEGRITY</td><td>2%</td></tr></table></div>	INTEGRITY	92%	LACK OF INTEGRITY	2%	<div>TRUSTWORTHY</div> <div>92%</div> <div><table><tr><td>TRUSTWORTHY</td><td>92%</td></tr><tr><td>BIG FAT LIARS</td><td>2%</td></tr></table></div>	TRUSTWORTHY	92%	BIG FAT LIARS	2%	<div>CLIENT FRIENDLY POLICIES</div> <div>90%</div> <div><table><tr><td>CLIENT FRIENDLY POLICIES</td><td>90%</td></tr><tr><td>VENDOR FRIENDLY POLICIES</td><td>2%</td></tr></table></div>	CLIENT FRIENDLY POLICIES	90%	VENDOR FRIENDLY POLICIES	2%	<div>FAIR</div> <div>85%</div> <div><table><tr><td>FAIR</td><td>85%</td></tr><tr><td>UNFAIR</td><td>2%</td></tr></table></div>	FAIR	85%	UNFAIR	2%	<div>ALTRUISTIC</div> <div>77%</div> <div><table><tr><td>ALTRUISTIC</td><td>77%</td></tr><tr><td>SELFISH</td><td>2%</td></tr></table></div>	ALTRUISTIC	77%	SELFISH	2%
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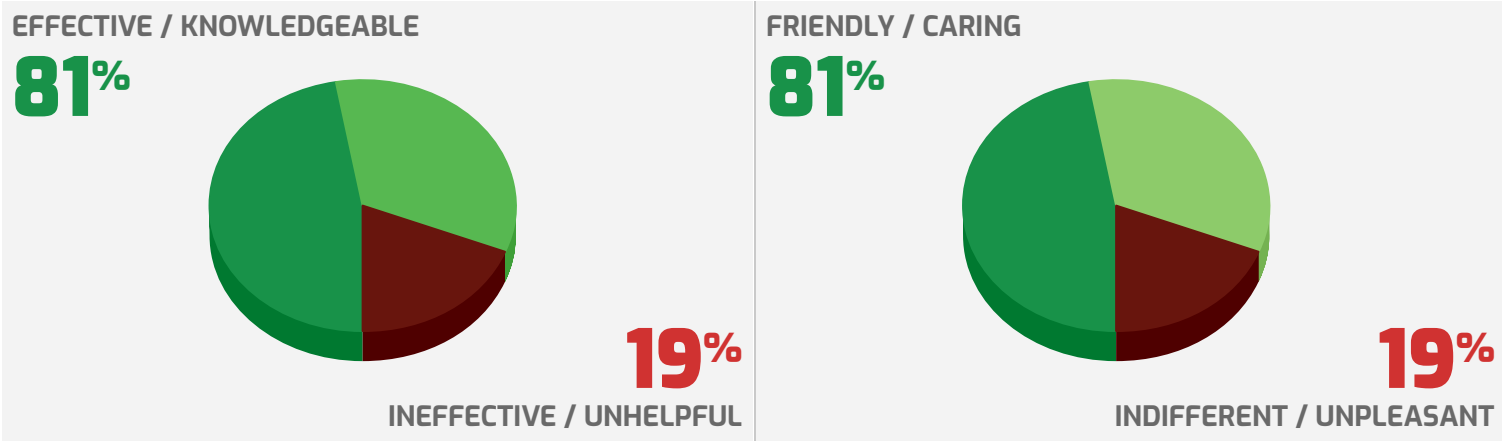
Relationships and Interaction

When interacting with Unit4 ERP your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

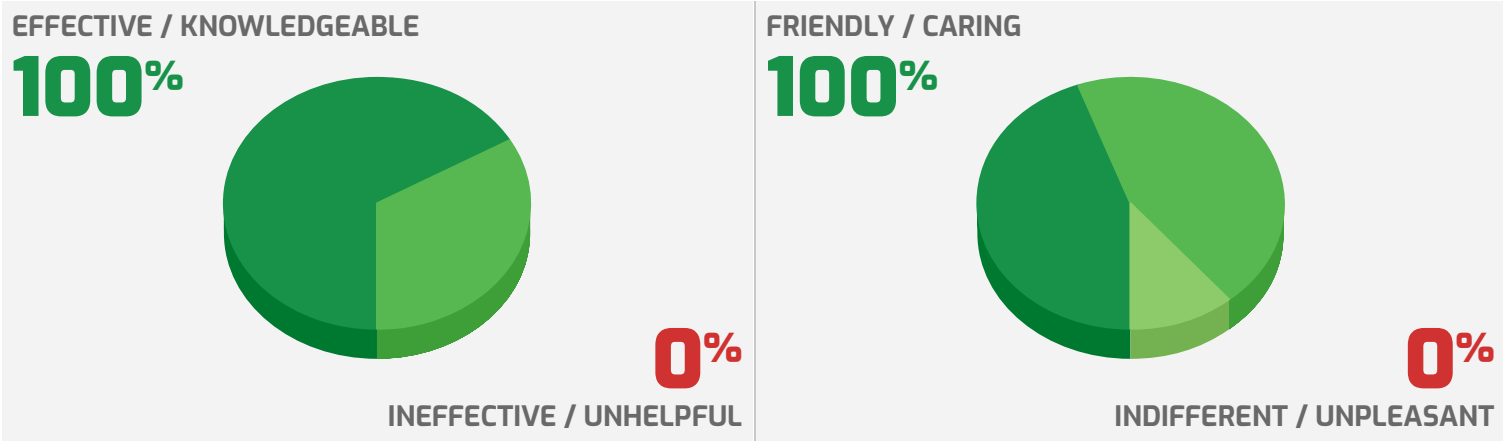
Based on your interactions and relationships with Unit4 ERP, please summarize what you experienced



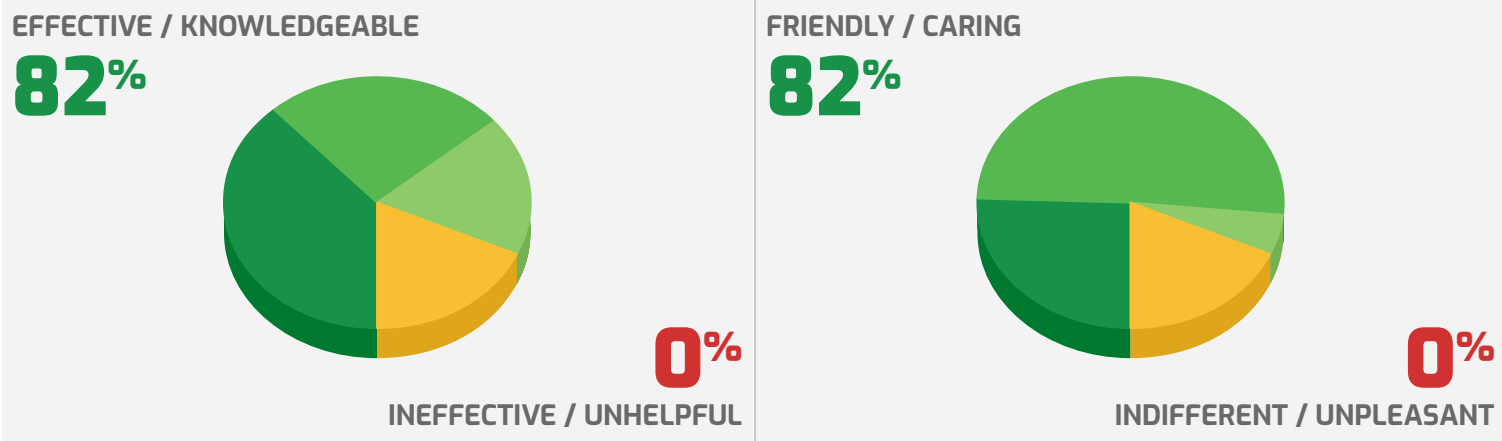
Sales Team



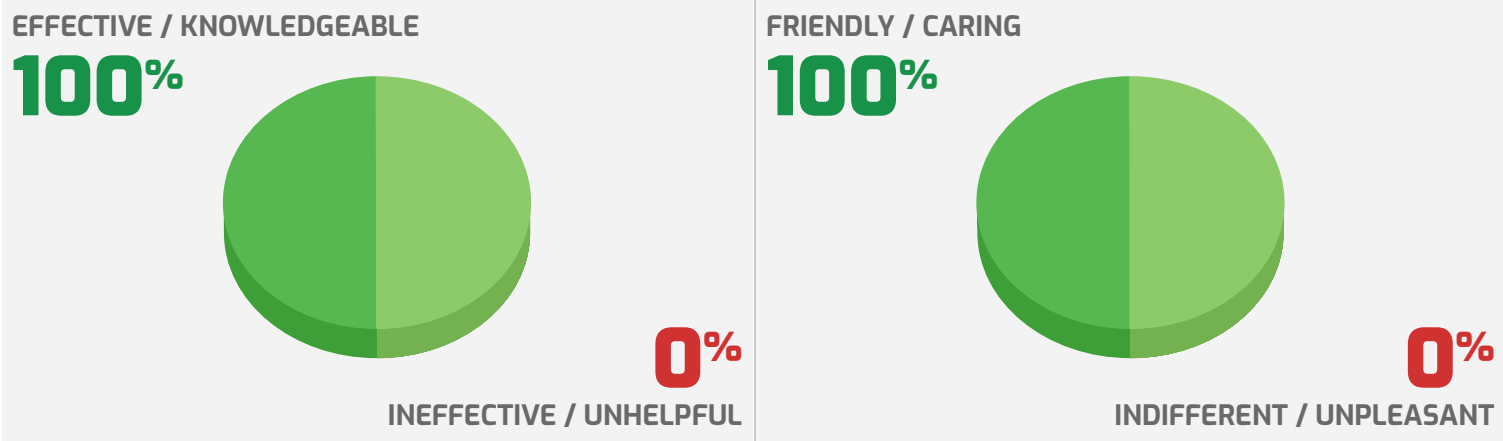
Technical and Product Specialists



Client Service Team



Leadership Team



Joining Unit4 ERP

See why clients left which previous vendors for Unit4 ERP and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.



2 people are 100% more satisfied with Unit4 ERP over their previous vendor on average

Module Satisfaction

Modules are sub-products that are not mutually exclusive and can be purchased alongside each other. Module satisfaction shows how many clients purchase each sub-product and their feelings toward each one. Use these scores to determine whether additional modules are worth considering. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each sub-product and module of Unit4 ERP.

How satisfied are you with the following products and modules?

Business World Field Service & Asset Management

Business World Asset Management is a component of the Business World product, consisting of asset maintenance.



100%
ADOPTION
RATE

0%
CHECKED
ARE
DELIGHTED

Business World Financial Management

Business World Financial Management is a component of the Business World product, consisting of accounting and more.



100%
ADOPTION
RATE

0%
CHECKED
ARE
DELIGHTED



Achieve what you want most:
measureable results.
A research and advisory program
to systematically improve your IT department

**BETTER
RESEARCH
THAN
ANYONE.**
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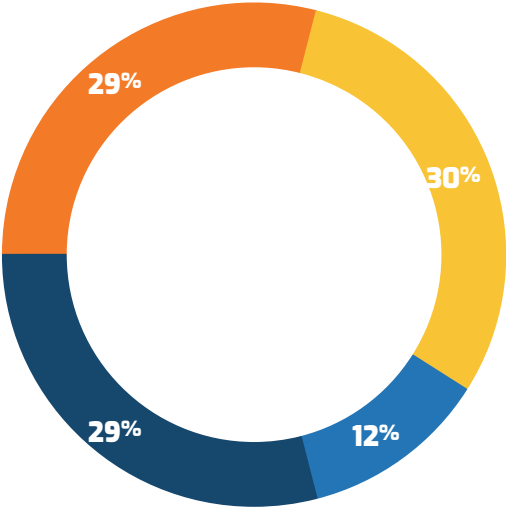
What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.
Have you been able to negotiate a discount or price reduction?

56%
OF ORGANIZATIONS HAVE
RECEIVED DISCOUNTS AT INITIAL
PURCHASE OR AT RENEWAL

Primary Reason For Discount

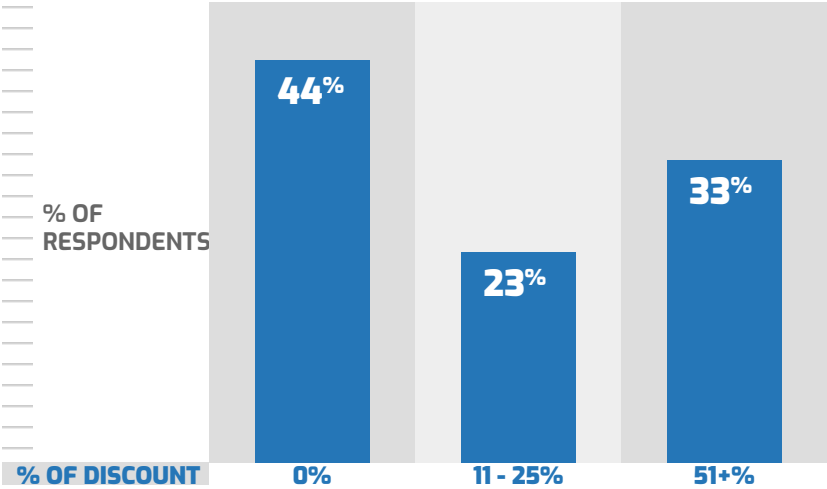
Reasons for discounts vary. Analyze the most popular types of discounts provided from Unit4 ERP.
Please select the primary reason for the discount or price reduction.



- Legend
- Multi-Year Commitment
 - Threatened to Switch Vendors
 - Vendor Management and Ne...
 - Volume Purchase

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?



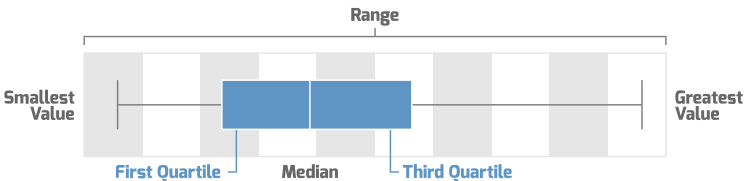
What are Clients of Unit4 ERP Planning to Spend Next Year?



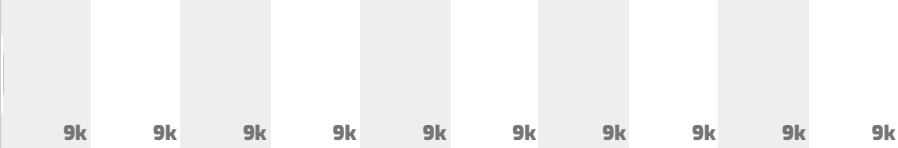

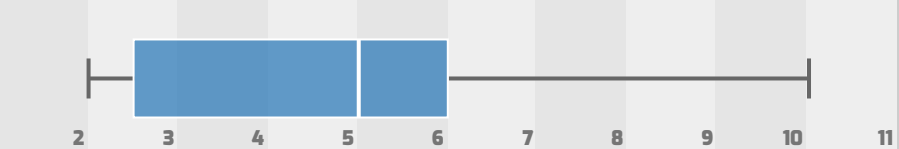
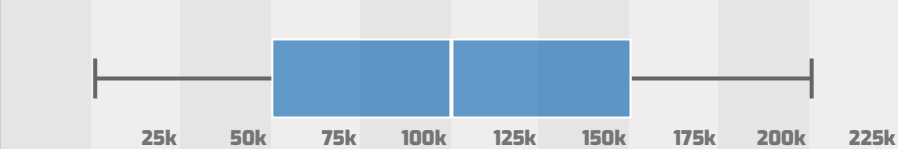

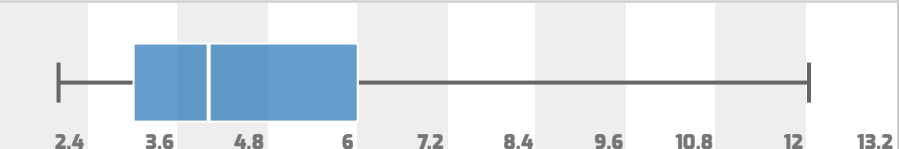
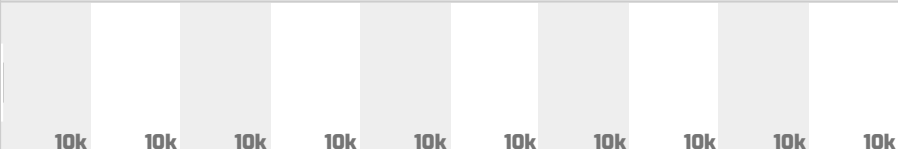

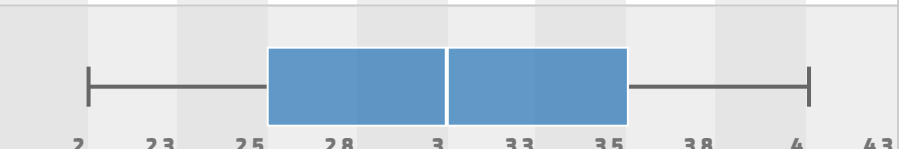
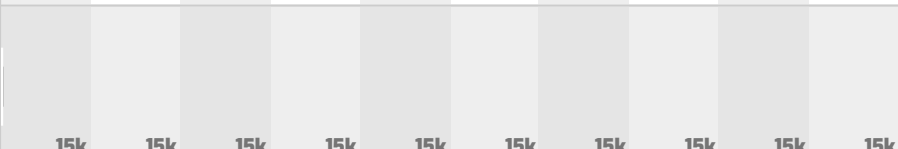
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.
Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 17%	COST PER LICENSE ↑ 33%	COST PER LICENSE ↑ 32%
# OF LICENSES ↑ 47%	# OF LICENSES ↑ 36%	# OF LICENSES ↑ 31%
ADD-ON COSTS ↑ 16%	ADD-ON COSTS ↑ 37%	ADD-ON COSTS ↑ 40%

Implementation vs Satisfaction

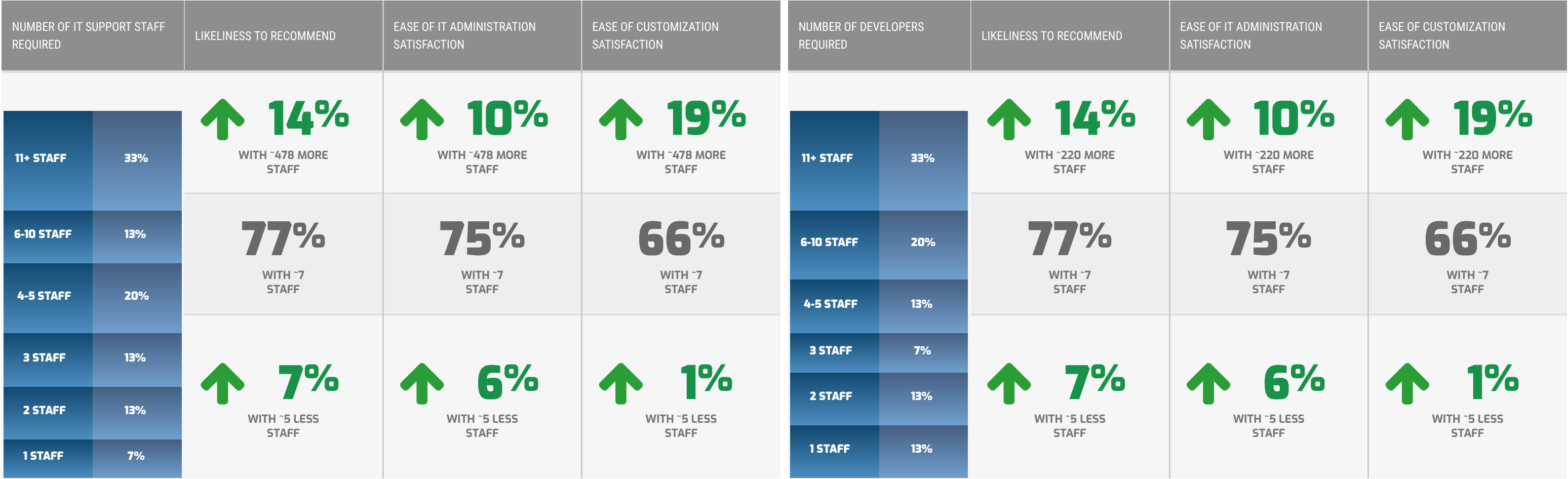
See how popular different types of implementation can influence satisfaction with Unit4 ERP, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.



Implementation Type % of respondents		Implementation Satisfaction	Avg Weeks	Weeks to Implement	Avg Cost	Cost to Implement
With the Vendor and a Third Party	7%	100% 	2.0		\$9,000	
With the Vendor	40%	92% 	5.0		\$100,400	
Minimal Implementation Required	31%	81% 	5.4		\$10,000	
Independent Implementation	21%	67% 	3.0		\$15,000	

Staffing and Ownership

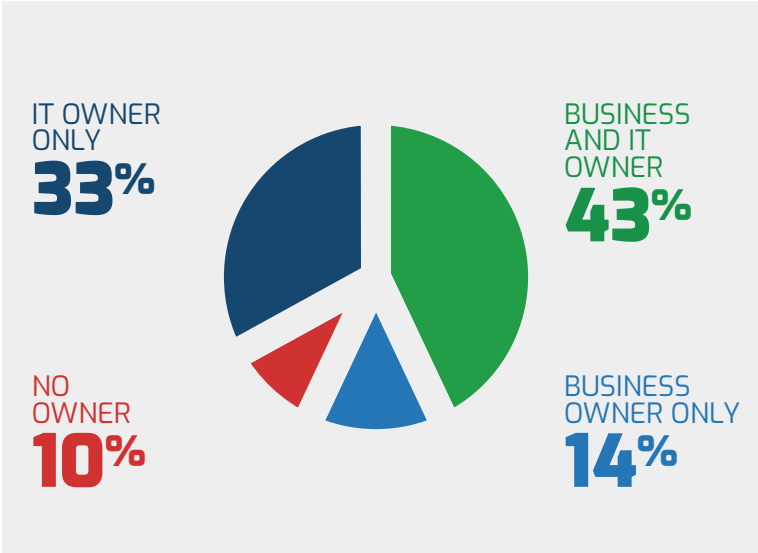
Be prepared. Ensure you staff the maintenance of Unit4 ERP correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.



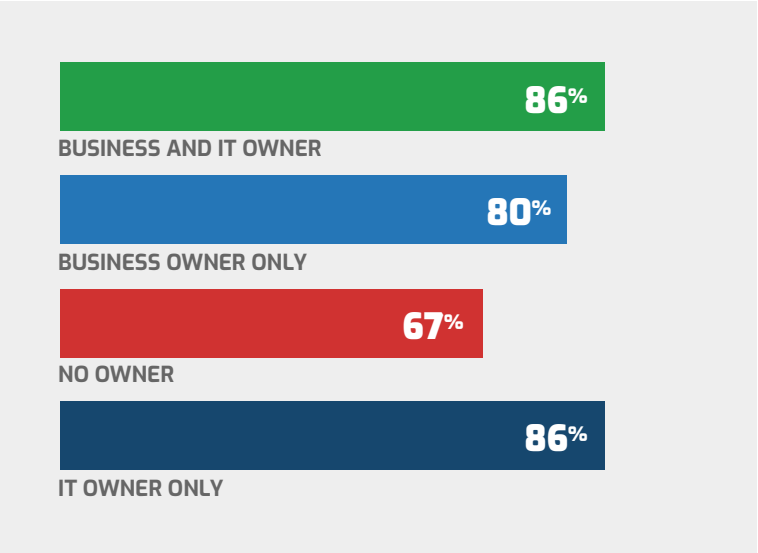
Staff Salaries

SALARY	SUPPORT		
\$100K +	0%		
\$76 - \$100K	75%	👤 \$100K	👤 \$95K 👤 \$90K
\$51 - \$75K	25%	👤 \$72K	
\$31 - \$50K	0%		
<= \$30K	0%		
SALARY	DEVELOPERS		
\$100K +	20%	👤 \$120K	
\$76 - \$100K	60%	👤 \$100K 👤 \$80K 👤 \$80K	
\$51 - \$75K	20%	👤 \$72K	
\$31 - \$50K	0%		
<= \$30K	0%		

Established Clear Ownership



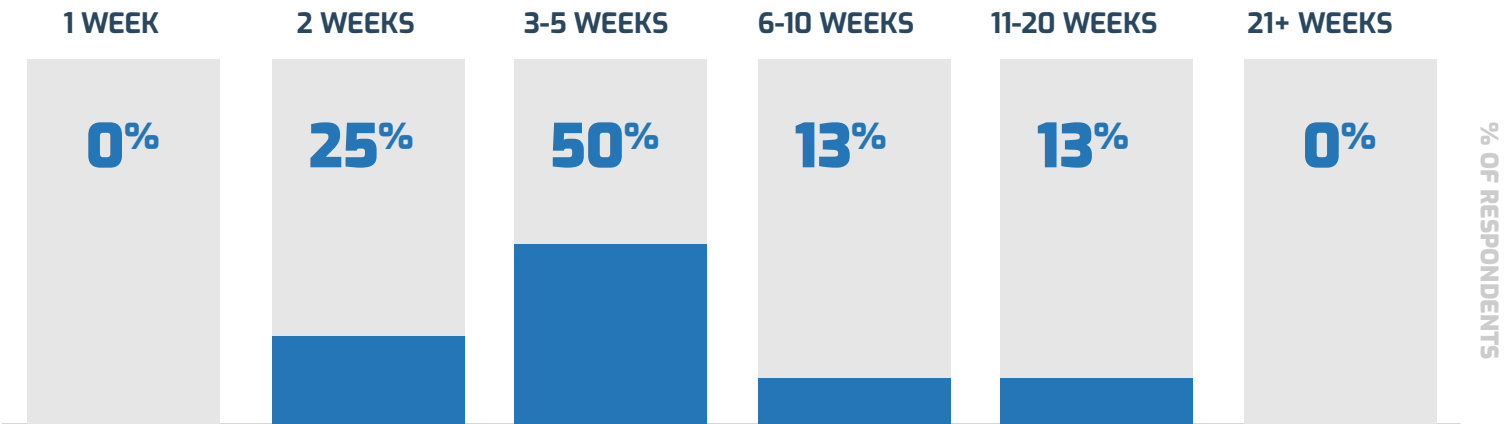
Ownership Satisfaction



How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

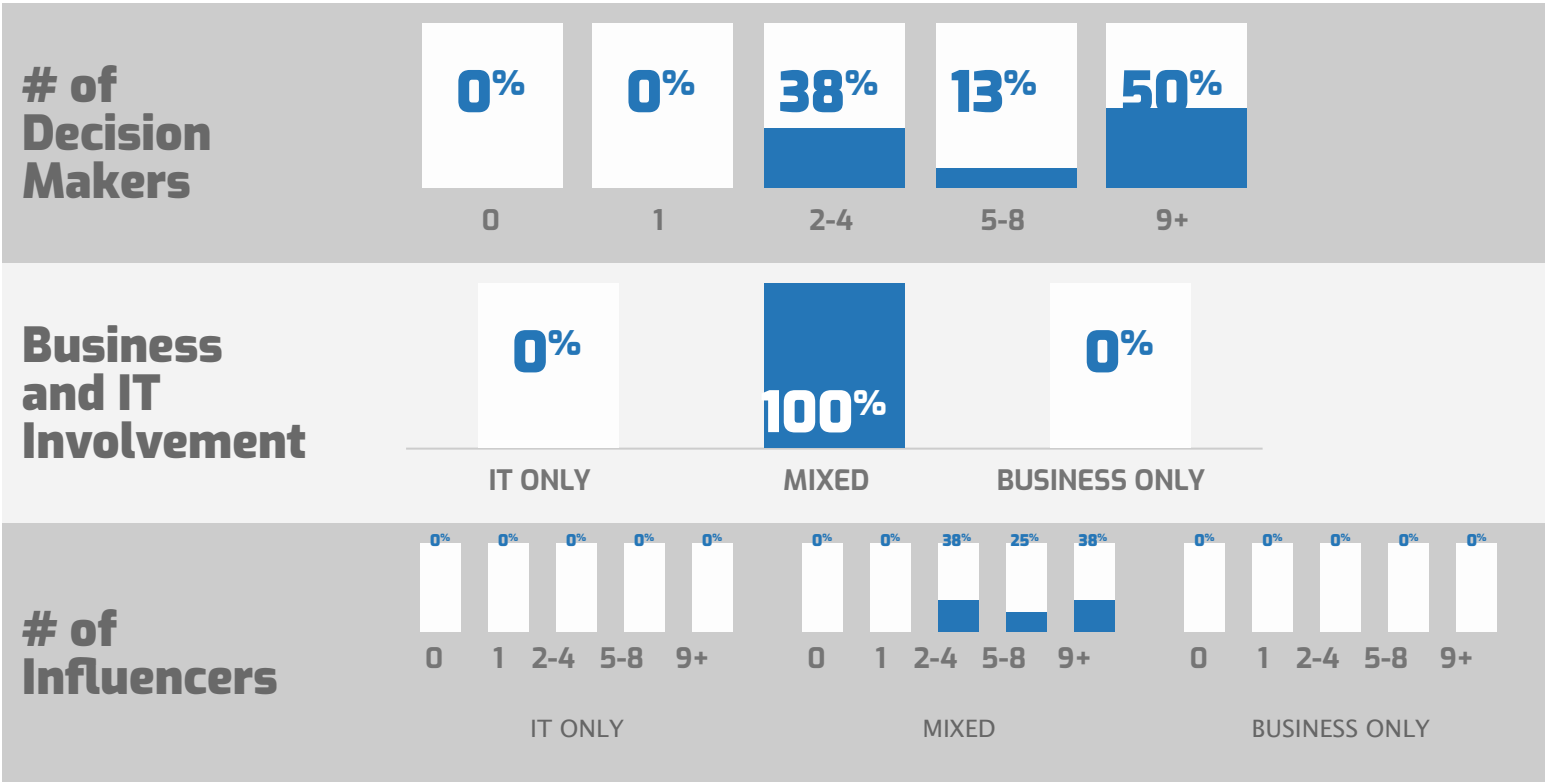
How much time and effort (in weeks) was spent making your selection decision?



Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?



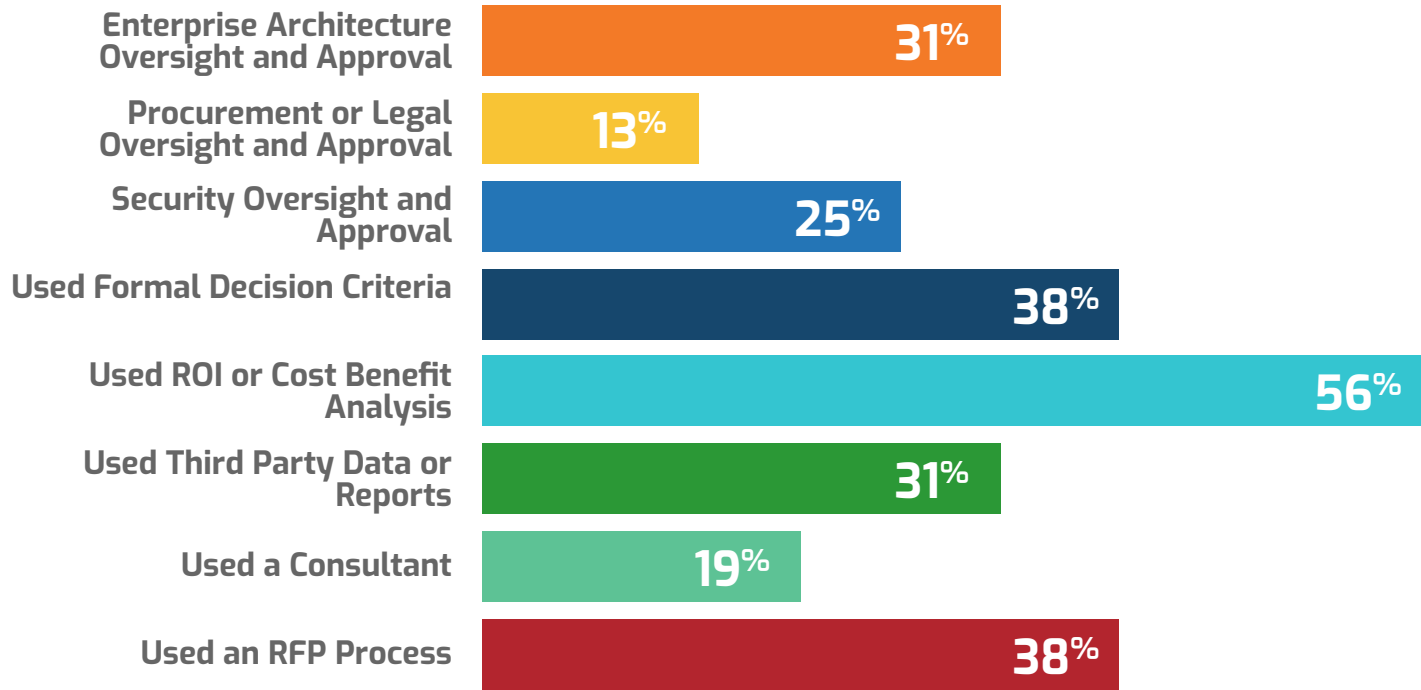
Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

Selection Process, Oversight, and Approval

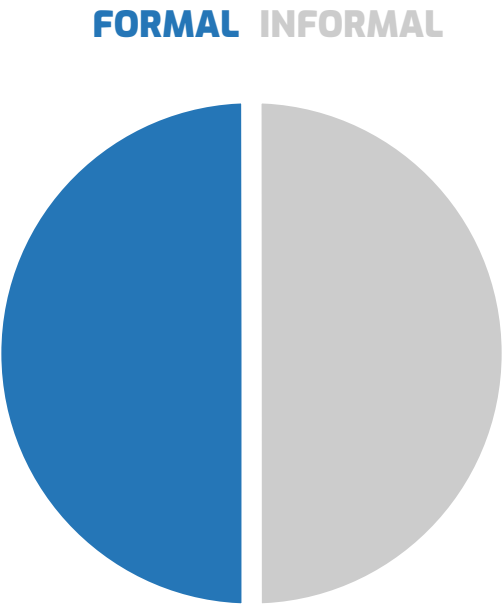
What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Unit4 ERP. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



How Effective is the Selection Process

79% EFFECTIVE



Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Unit4 ERP fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	<div>SMALL</div> <div><div>-63</div><div>NET PROMOTER SCORE</div></div>		<div>MEDIUM</div> <div><div>+33</div><div>NET PROMOTER SCORE</div></div>		<div>LARGE</div> <div><div>+52</div><div>NET PROMOTER SCORE</div></div> <div>BEST FIT</div>
NET PROMOTER	<div>Promoters0%</div> <div>Passives37%</div> <div>Detractors63%</div>	NET PROMOTER	<div>Promoters38%</div> <div>Passives57%</div> <div>Detractors5%</div>	NET PROMOTER	<div>Promoters61%</div> <div>Passives30%</div> <div>Detractors9%</div>
CAPABILITY SATISFACTION	<div>Delighted35%</div> <div>Highly Satisfied54%</div> <div>Almost Satisfied11%</div> <div>Disappointed0%</div>	CAPABILITY SATISFACTION	<div>Delighted32%</div> <div>Highly Satisfied51%</div> <div>Almost Satisfied15%</div> <div>Disappointed2%</div>	CAPABILITY SATISFACTION	<div>Delighted35%</div> <div>Highly Satisfied51%</div> <div>Almost Satisfied14%</div> <div>Disappointed0%</div>
FEATURE SATISFACTION	<div>Delighted42%</div> <div>Highly Satisfied47%</div> <div>Almost Satisfied11%</div> <div>Disappointed0%</div>	FEATURE SATISFACTION	<div>Delighted23%</div> <div>Highly Satisfied59%</div> <div>Almost Satisfied15%</div> <div>Disappointed3%</div>	FEATURE SATISFACTION	<div>Delighted32%</div> <div>Highly Satisfied58%</div> <div>Almost Satisfied10%</div> <div>Disappointed0%</div>
IMPLEMENTATION SATISFACTION	<div>Delighted37%</div> <div>Highly Satisfied63%</div> <div>Almost Satisfied0%</div> <div>Disappointed0%</div>	IMPLEMENTATION SATISFACTION	<div>Delighted38%</div> <div>Highly Satisfied44%</div> <div>Almost Satisfied13%</div> <div>Disappointed5%</div>	IMPLEMENTATION SATISFACTION	<div>Delighted53%</div> <div>Highly Satisfied29%</div> <div>Almost Satisfied18%</div> <div>Disappointed0%</div>
COST SATISFACTION	<div>Delighted37%</div> <div>Highly Satisfied37%</div> <div>Almost Satisfied26%</div> <div>Disappointed0%</div>	COST SATISFACTION	<div>Delighted53%</div> <div>Highly Satisfied47%</div> <div>Almost Satisfied0%</div> <div>Disappointed0%</div>	COST SATISFACTION	<div>Delighted27%</div> <div>Highly Satisfied59%</div> <div>Almost Satisfied14%</div> <div>Disappointed0%</div>
ORG FIT	<div>1: ARCHITECTURAL PLATFORM FIT</div> <div>2: EXISTING PERSONAL RELATIONSHIP</div> <div>3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR</div>	ORG FIT	<div>1: COST</div> <div>2: ARCHITECTURAL PLATFORM FIT</div> <div>3: COMPELLING SALES EXPERIENCE</div>	ORG FIT	<div>1: SKILL AND STAFF FIT</div> <div>2: ARCHITECTURAL PLATFORM FIT</div> <div>3: MANAGING RISK AND POTENTIAL FAILURE</div>
IMPORTANCE	<div>CAP45%</div> <div>COST3%</div> <div>FEAT23%</div> <div>ORG29%</div>	IMPORTANCE	<div>CAP50%</div> <div>COST3%</div> <div>FEAT23%</div> <div>ORG24%</div>	IMPORTANCE	<div>CAP44%</div> <div>COST3%</div> <div>FEAT23%</div> <div>ORG30%</div>
PLAN TO RENEW	<div>100%</div>	PLAN TO RENEW	<div>95%</div>	PLAN TO RENEW	<div>100%</div>

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Unit4 ERP?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	--	--	--	--	--
2	7%	100%	93%	95%	70%
3	27%	81%	74%	79%	100%
4	27%	94%	89%	88%	100%
5	27%	74%	75%	75%	100%
6-10	7%	100%	89%	80%	70%
11+	7%	67%	59%	69%	0%
AVERAGE		81%	79%	79%	98%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	43%	87%	81%	83%	100%
VENDOR MANAGEMENT	--	--	--	--	--
FINANCE	26%	72%	70%	67%	93%
OPERATIONS	17%	86%	88%	87%	100%
HUMAN RESOURCES	4%	56%	73%	70%	50%
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
PUBLIC SECTOR	4%	56%	75%	80%	70%
SALES AND MARKETING	4%	100%	95%	80%	70%
CONSULTANT	--	--	--	--	--
C-LEVEL	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		81%	79%	79%	98%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT LEADER OR MANAGER	48%	89%	84%	81%	100%
BUSINESS LEADER OR MANAGER	30%	76%	76%	75%	100%
VENDOR MANAGEMENT AND RENEWAL	26%	78%	77%	72%	91%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	26%	81%	74%	78%	100%
END USER OF APPLICATION	26%	81%	75%	74%	100%
INITIAL IMPLEMENTATION	17%	85%	79%	85%	100%
VENDOR SELECTION AND PURCHASING	13%	78%	82%	82%	83%
AVERAGE		81%	79%	79%	98%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
WEEKLY	39%	84%	82%	81%	100%
DAILY	35%	85%	80%	79%	95%
OCCASIONALLY	13%	70%	76%	79%	100%
RARELY OR NEVER	13%	71%	70%	70%	100%
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		81%	79%	79%	98%

Multi-Category Overview

Unit4 ERP

Enterprise Resource Planning - Midmarket

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend.

CATEGORY		COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
<div>ENTERPRISE RESOURCE PLANNING - MIDMARKET</div> <div>Enterprise Resource Planning (ERP) is a suite of software applications supporting process areas such as finance, operations, HR, manufacturing, distribution, logistics, and supply chain</div>	Scorecard Category	8.0 _{/10}	<div><div></div>81%</div>	<div><div></div>98%</div>	<div><div></div>82%</div>
	ENTERPRISE RESOURCE PLANNING	8.1 _{/10}	81%	98%	82%
	GOVERNMENT ACCOUNTING & ERP	7.4 _{/10}	75%	75%	100%
	NOT-FOR-PROFIT ACCOUNTING & ERP	8.4 _{/10}	76%	100%	80%
	REAL ESTATE ERP	10.0 _{/10}	100%	100%	100%

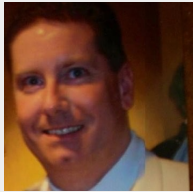
Multi-Category Overview

Unit4 ERP

Enterprise Resource Planning - Midmarket

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CATEGORY		COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
ENTERPRISE RESOURCE PLANNING - MIDMARKET	Scorecard Category				
	Enterprise Resource Planning (ERP) is a suite of software applications supporting process areas such as finance, operations, HR, manufacturing, distribution, logistics, and supply chain	8.0 /10	81%	98%	82%
WHOLESALE & DISTRIBUTION ERP		-- /10	85%	87%	81%
ENTERPRISE RESOURCE PLANNING - ENTERPRISE		8.0 /10	81%	98%	82%
ERP is a set of business management software solutions which an organization can use to collect, store, manage, and interpret data from business activities and/or processes and commonly include finance, operations, HR, planning and supply chain.					



John W.

Role: Operations
Industry: Manufacturing
Involvement: IT Leader or Manager

Recommends 10/10

Fantastic product, complete and thorough enough to

What differentiates Unit4 ERP from other similar products?

Ease of implementation and service after the sale

What is your favorite aspect of this product?

Knowledgeable customer service pros

What do you dislike most about this product?

Nothing yet

What recommendations would you give to someone considering this product?

Definitely try it and judge for yourself

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION VENDOR CAPABILITY IMPORTANCE

4	Availability and Quality of Training	2
3	Breadth of Features	2
3	Business Value Created	2
3	Ease of Customization	2
3	Ease of Data Integration	2
4	Ease of Implementation	2
3	Ease of IT Administration	2
3	Product Strategy and Rate of Improvement	2
4	Quality of Features	2
3	Usability and Intuitiveness	2
3	Vendor Support	2

PRODUCT FEATURE SATISFACTION PRODUCT FEATURE IMPORTANCE

3	Accounting and Financial Management	2
3	Analytics and Reporting	2
4	BI and Performance Management	7
3	Industry Specific Capabilities	2
3	Procurement Management	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	4
Sales Experience	2
Skill and Staff Fit	10
Social Responsibility	2
Vendor Market Share	2
Vendor Reputation	2



Anbarasan P.

Role: Information Technology
Industry: Banking
Involvement: IT Development, Integration, and Administration

Neutral 7/10

Easy to use and helpful

What differentiates Unit4 ERP from other similar products?

I haven't used the other similar products in market

What is your favorite aspect of this product?

It is user friendly and more reliable to work with.

What do you dislike most about this product?

I don't feel anything negative with this product

What recommendations would you give to someone considering this product?

I would recommend to trial this products based on their needs

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION VENDOR CAPABILITY IMPORTANCE

3	Availability and Quality of Training	-
3	Breadth of Features	-
2	Business Value Created	-
2	Ease of Customization	-
3	Ease of Data Integration	-
2	Ease of Implementation	-
3	Ease of IT Administration	-
3	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
3	Usability and Intuitiveness	-
3	Vendor Support	-

PRODUCT FEATURE SATISFACTION PRODUCT FEATURE IMPORTANCE

3	Accounting and Financial Management	-
3	Analytics and Reporting	-
3	BI and Performance Management	-
3	Industry Specific Capabilities	-
3	Procurement Management	-



Gary B.

Role: Information Technology
Industry: Technology
Involvement: IT Development, Integration, and Administration

Neutral 8/10

features adaquate - pricy - easy implementation

What differentiates Unit4 ERP from other similar products?

good customer service

What is your favorite aspect of this product?

ease of implementation

What do you dislike most about this product?

the price - is a bit high

What recommendations would you give to someone considering this product?

listen to the vendor - do not over customize

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION VENDOR CAPABILITY IMPORTANCE

3	Availability and Quality of Training	4
2	Breadth of Features	4
3	Business Value Created	4
2	Ease of Customization	4
3	Ease of Data Integration	4
3	Ease of Implementation	4
3	Ease of IT Administration	4
3	Product Strategy and Rate of Improvement	4
2	Quality of Features	4
3	Usability and Intuitiveness	4
3	Vendor Support	4

PRODUCT FEATURE SATISFACTION PRODUCT FEATURE IMPORTANCE

4	Accounting and Financial Management	4
4	Analytics and Reporting	4
3	BI and Performance Management	4
3	Industry Specific Capabilities	4
4	Procurement Management	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	1
Cost	2
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Sales Experience	1
Skill and Staff Fit	1
Social Responsibility	1
Vendor Market Share	1
Vendor Reputation	1



James B.

Role: Operations
Industry: Manufacturing
Involvement: Vendor Selection and Purchasing

Neutral 8/10

User interface is one of the best in the businesss

What differentiates Unit4 ERP from other similar products?

It is easier to use than Microsoft and as a better customer support

What is your favorite aspect of this product?

I like that you can Integra gate different functions in different uses with the services

What do you dislike most about this product?

Nothing that I can think of so far

What recommendations would you give to someone considering this product?

Do your research and make sure it's right for you this is a big database and it has a lot of functionalities

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
3	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
3	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Accounting and Financial Management	-
4	Analytics and Reporting	-
4	BI and Performance Management	-
3	Industry Specific Capabilities	-
4	Procurement Management	-



Valesia C.

Role: Sales and Marketing
Industry: Finance
Involvement: Vendor Management and Renewal

Recommends 10/10

Fantastic Reporting, features not so great.

What differentiates Unit4 ERP from other similar products?

What makes the system stand out is the functionality, you do lose the looks, but the reporting capabilities are endless and you can set the system up to report exactly what you need for your company.

What is your favorite aspect of this product?

Reporting capabilities are endless

What do you dislike most about this product?

The look, it's definitely not the fanciest, but it works beautifully and that is all I care about.

What recommendations would you give to someone considering this product?

You won't get a fancy look, but the quality of the system is fantastic

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
3	Ease of Implementation	-
4	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
3	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Accounting and Financial Management	-
3	Analytics and Reporting	-
4	BI and Performance Management	-
3	Industry Specific Capabilities	-
3	Procurement Management	-



Vijay S.

Role: Information Technology
Industry: Transportation
Involvement: IT Leader or Manager

Recommends 10/10

Great product for small businesses

What differentiates Unit4 ERP from other similar products?

Great product for small businesses

What is your favorite aspect of this product?

Easy to implement

What do you dislike most about this product?

Tough to debug

What recommendations would you give to someone considering this product?

Have good consultants

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
4	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Accounting and Financial Management	-
4	Analytics and Reporting	-
4	BI and Performance Management	-
4	Industry Specific Capabilities	-
4	Procurement Management	-



Edwin W.
Role: Information Technology
Industry: Other
Involvement: Vendor Management and Renewal

Neutral **7/10**

good value for small business use

What differentiates Unit4 ERP from other similar products?

value in use for small business

What is your favorite aspect of this product?

ease of implementation

What do you dislike most about this product?

hard to customize

What recommendations would you give to someone considering this product?

consider usage in relation to size of business

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Availability and Quality of Training	2
3	Breadth of Features	4
2	Business Value Created	8
2	Ease of Customization	3
2	Ease of Data Integration	2
3	Ease of Implementation	6
3	Ease of IT Administration	3
2	Product Strategy and Rate of Improvement	2
2	Quality of Features	3
2	Usability and Intuitiveness	4
3	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Accounting and Financial Management	6
2	Analytics and Reporting	2
-	BI and Performance Management	1
3	Industry Specific Capabilities	4
3	Procurement Management	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	1
Cost	5
Existing Relationship	1
Managing Risk	2
Political Reasons	1
Previously Installed	1
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	4
Vendor Market Share	1
Vendor Reputation	2