UNIT4

Software Reviews
GOLD MEDAL
2021

Q2 2021

Enterprise Resource Planning (ERP)

Data Quadrant Report

SoftwareReviews

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Enterprise resource planning (ERP) systems are complex. It is not an easy task for IT to address various business units' requirements and effectively manage stakeholder expectations. ERP projects impact the entire organization. The disruption is felt before, during, and after implementation, as everyone struggles to maximize the benefits of the investment.
Organizations often do not know where to start with an ERP project. They embark tactically on planning the start of the project but ignore the strategic foundation that sets the ERP up for success. The outcome of the ERP project is completely dependent on the foundation established at the outset. Missteps early on can cost you time, financial resources, and careers.

Unit4 ERP helps finance, HR, and planning teams to adapt quickly and grow revenues without needing to increase manpower — all done through a suite of flexible and personalized ERP capabilities specifically tailored to service-centric organizations. Built on multi-tenant SaaS technology, Unit4's latest release, ERPx, makes use of the latest innovations to rethink the way back-office solutions are built, enabling seamless integrations to be built in days instead of months.

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

Procurement
Provides a fully integrated solution for procurement, from requisitioning to paying vendors.

Core HR and Payroll
Enables effective employee and absence management along with seamless integration of payroll with all critical HR data.

Projects
Enables effective utilization and control on all aspects of the project.

Business Intelligence and Reporting
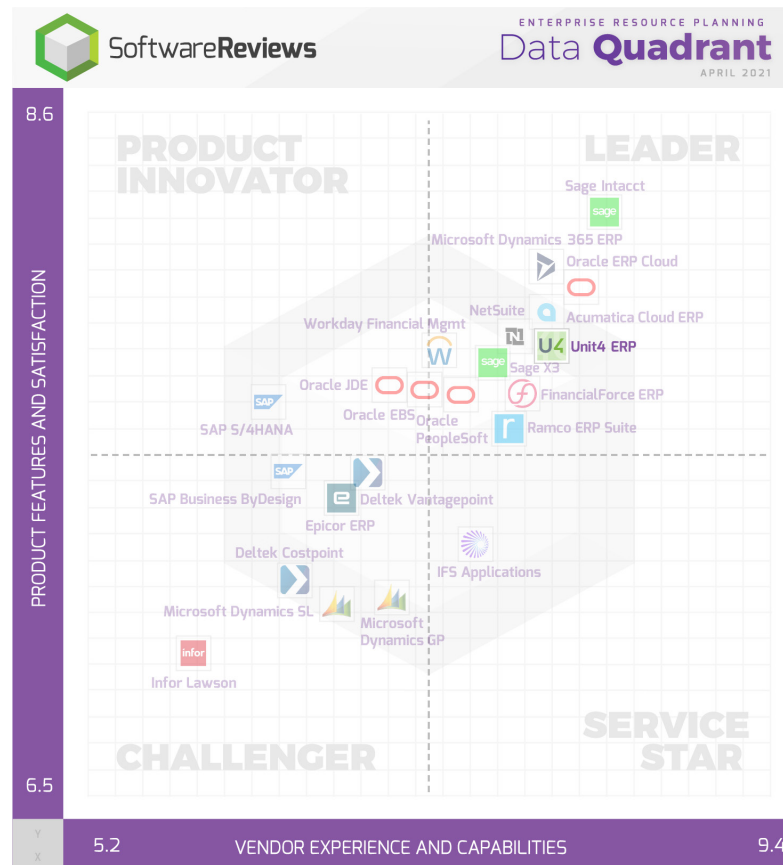Retrieve, process, and report or analyze all data and information.

Deep Integration With Planning and HCM
The unified platform allows smooth integration with other core Unit4 products such as FP&A and HCM.

UNIT4

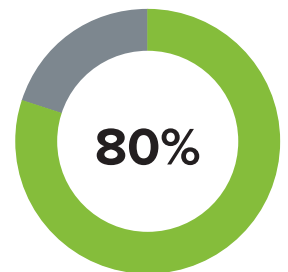# Unit4 Is a Leader in the SoftwareReviews 2021 Data Quadrant

Peer reviews provide the most-honest feedback on vendor performance. SoftwareReviews' Data Quadrant is a thorough evaluation that compiles the data of all products in an individual category to rank solutions across multiple dimensions valued by users. The review captures users' input on 130 key factors covering features, capabilities, and emotional engagement with the products and the vendors that provide them.

SoftwareReviews

ENTERPRISE RESOURCE PLANNING
Data **Quadrant**
APRIL 2021

8.6

PRODUCT FEATURES AND SATISFACTION

PRODUCT INNOVATOR

LEADER

Sage Intacct

Microsoft Dynamics 365 ERP
Oracle ERP Cloud
NetSuite   Acumatica Cloud ERP
Workday Financial Mgmt   Unit4 ERP
Sage X3
Oracle JDE   FinancialForce ERP
Oracle EBS   Oracle PeopleSoft   Ramco ERP Suite
SAP S/4HANA

SAP Business ByDesign   Deltek Vantagepoint
Epicor ERP
Deltek Costpoint   IFS Applications
Microsoft Dynamics SL
Microsoft Dynamics GP
Infor Lawson

CHALLENGER

SERVICE STAR

6.5

Y/X   5.2   VENDOR EXPERIENCE AND CAPABILITIES   9.4

"There are a lot more features and great customer service."

End User
Health Care Services

Likeliness to Recommend

80%

Would You Recommend It?

SoftwareReviews focuses on the factors that business and technology professionals say "delight" them, thus determining if a software elicits an emotional response rather than a simple acknowledgement of feature delivery. When software users say their solution "delights" them, they are more likely to recommend, renew, and invest in making that software integral to their business, workflows, and services.

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The Value of Picking the Right Solution

Your ERP solution is the backbone of your organization, managing production, sales, and services while measuring overall company performance. Choosing the right solution will have an enormous impact on your overall productivity, so you better choose right.

With the importance of ERP to the organization, it is vital to focus on the factors that will contribute to long-term satisfaction and provide continuous value throughout the full product lifecycle.

Surface-Level Satisfaction Drivers

Surface-level satisfaction has immediate effects but is usually short-term or limited to certain groups of users. These factors include:
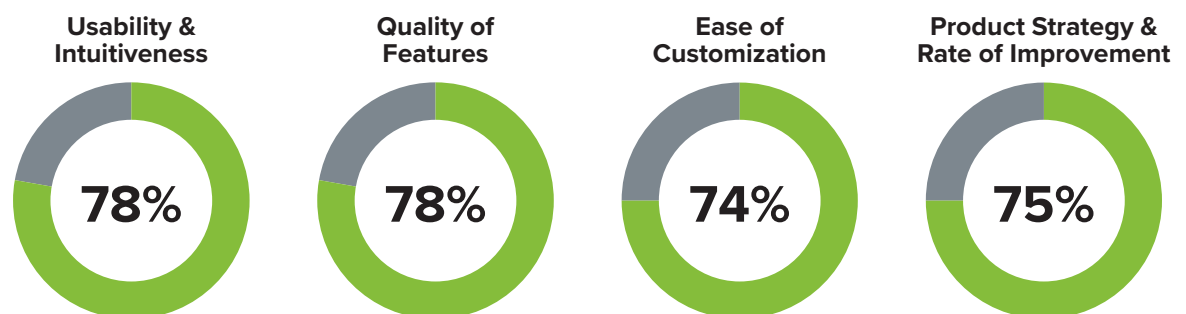
- Novelty of new software
- Ease of implementation
- Financial savings
- Breadth of features

Deep Satisfaction Drivers

Deep satisfaction drivers have long-term and meaningful impact on the way that organizations work. They maintain and increase satisfaction over time by reducing complexity and delivering exceptional quality for uses. These factors include:

- Usability and intuitiveness
- Quality of features
- Ease of customization
- Vendor-specific capabilities

Unit4 Is Committed to Delivering on the Deep Satisfaction Drivers

Usability & Intuitiveness	Quality of Features	Ease of Customization	Product Strategy & Rate of Improvement
78%	78%	74%	75%

UNIT4

Unit4 ERPx– The Next-Gen ERP

The world is increasingly moving to the cloud, and ERP solutions are no different. Unit4 ERPx enables people-centric organizations to manage an increasingly complex digital ecosystem, aligning finance, HR, and planning teams and simplifying work.

With the potential to build seamless integrations throughout your system in days instead of months, ERPx can quickly adapt to your existing technology, creating an evolving system that is always right for you. Built on next-generation cloud technology, ERPx makes use of the latest innovations to rethink the way back-office solutions help service organizations boost productivity, velocity, and resilience.

Pick the Features Important to You

When picking a solution, it is important to consider what features are most important to you. SoftwareReviews lists the top ERP features as rated by importance by their users.

"ERPx meets our need for a future-proof financial system encompassing the latest functionality and technological advances."

Project Manager
Dutch Municipality

Top ERP Features Rated by Importance

Component	UNIT4	Microsoft Dynamics 365	SAP S/4 HANA	ORACLE NETSUITE	Market Average
Accounting and Financial Management	83%	84%	80%	79%	78%
Analytics and Reporting	79%	77%	74%	76%	72%
Job and Project Management	77%	82%	72%	74%	75%
Procurement	78%	79%	76%	76%	76%
Human Capital Management	83%	75%	73%	74%	75%
Governance, Risk, and Compliance	83%	75%	73%	74%	75%

Scores represent average satisfaction scores provided by users.
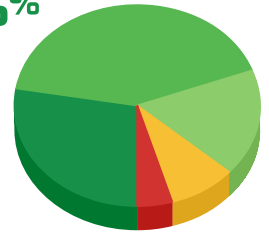
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Moving to the Cloud:
The Value of Picking the Right Partner

Selecting any cloud-based software is about picking the right tool to meet your business needs, but more critically it is about picking the right partner. You require a cloud solution partner that is invested in the future: one that will not only support your needs today but also grow with you as your needs evolve.

SoftwareReviews users rate Unit4 highly in our commitment to continuously improving our product. It was this drive to improve that led to the creation of ERPx – giving enterprise ERP value to mid-market companies.

CONTINUALLY IMPROVING
86%

> **"We selected Unit4 as a strategic partner with leading-edge, innovative technology solutions to help us transform how we work, freeing up time to focus on delivering high-quality education and student services."**
>
> **CEO**
> Higher Education

Invested in Our Customer Success

Your ERP product must quickly and demonstrably deliver value to your industry and the people you serve.
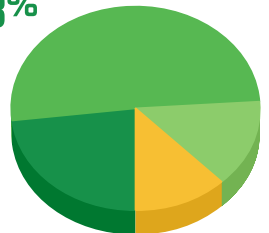
Unit4 is committed to providing our customers with unparalleled success in using our solutions.

We believe it is our job to help inspire our customers and partners to improve, leveraging our software and business expertise to improve processes and drive efficiency.

SoftwareReviews rated Unit4 as a top vendor in both inspiring our customers, and helping them innovate and enhance their ERP-related processes.
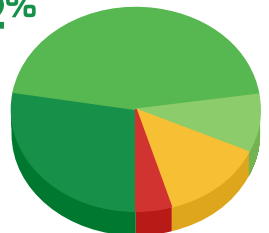
INSPIRING
88%
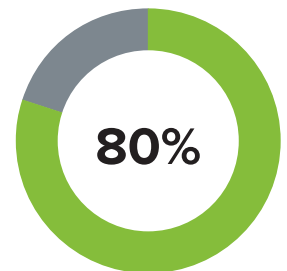

HELPS INNOVATE
82%

UNIT4

ERPx Rapidly Scales and Delivers Value

Software that creates business value has more satisfied users, generates a clear ROI, and can be trusted to address the problem it was purchased to solve.
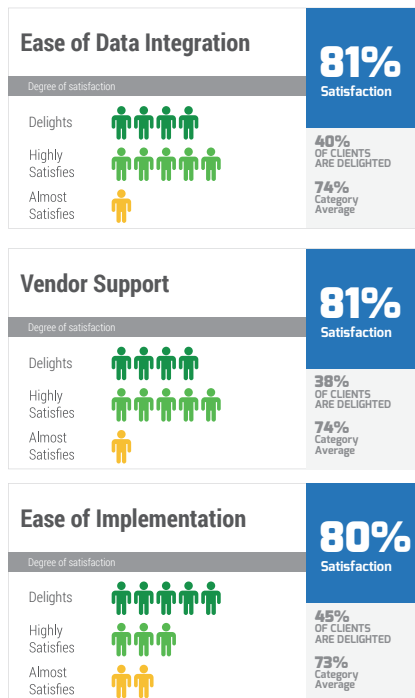
SoftwareReviews' data shows that a high business value score leads to users being emotionally attached to the solution. Emotionally attached users leverage their tool to the fullest extent, ultimately allowing them to achieve better results and see increases in overall productivity.

Satisfaction That Cost Is Fair Relative to Value

80%

"With the adoption of ERPx and the use of Unit4's extension capabilities we expect to be able to expand our technical agility and streamline our financial processes. This will enable our people to focus on our mission, to build and regenerate sustainable communities that work for everyone."

Head of IT Operations
Property Management

Ease of Data Integration

Degree of satisfaction

81%
Satisfaction

Delights

Highly Satisfies

Almost Satisfies

40% OF CLIENTS ARE DELIGHTED

74% Category Average

Vendor Support

Degree of satisfaction

81%
Satisfaction

Delights

Highly Satisfies

Almost Satisfies

38% OF CLIENTS ARE DELIGHTED

74% Category Average

Ease of Implementation

Degree of satisfaction

80%
Satisfaction

Delights

Highly Satisfies

Almost Satisfies

45% OF CLIENTS ARE DELIGHTED

73% Category Average

Leading Support and Integration

Unit4 users rate the solution highly on the ability to rapidly and easily implement the solution and take advantage of the integrated processes.

ERPx can quickly and tightly integrate disparate data and processes across your wider digital footprint through easy no-code/low-code setup.

Adding a leading support organization means you will have immediate access to help if and when you need it.

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Unit4 ERPx – Unifying Your Business Applications

When picking your partner, it is also important to consider aspects of the relationship beyond features and price. SoftwareReviews' research shows that, in addition to a product that meets critical functional needs, the vendor relationship also contributes to long-term success.

In the most recent SoftwareReviews Emotional Footprint report for ERP, Unit4 ERP ranked highest in Net Emotional Footprint with a +86 Net Promoter Score. Furthermore, Unit4 ERP obtained leading scores in the top 5 emotional factors that drive satisfaction in the ERP market according to user reviews.

Furthermore, Unit4 received positive scores across all 27 aspects of the vendor relationship. This demonstrates the value Unit4 brings to its customers, not just as a product, but as a long-term partner and solution provider.

The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. At a glance, it helps evaluate the vendor-client relationship and product effectiveness.

PERFORMANCE ENHANCING   CONTINUALLY IMPROVING
FRIENDLY NEGOTIATION   APPRECIATES INCUMBENT STATUS
OVER DELIVERED   CLIENT FRIENDLY POLICIES
INTEGRITY   RELIABLE   SECURITY PROTECTS
EFFICIENT   UNIQUE FEATURES
LOVE ALTRUISTIC FAIR   HELPS INNOVATE   CRITICAL
EFFECTIVE GENEROSITY   TRUSTWORTHY
CARING   ENABLES PRODUCTIVITY   INSPIRING
TRANSPARENT   CLIENT'S INTEREST FIRST   SAVES TIME
RESPECTFUL

Why Users Recommend Unit4

"We selected Unit4 as a strategic partner with leading-edge, innovative technology solutions to help us transform how we work."

CEO
Education

"The platform enables us to be effective, compliant, and streamlined so we can continue to provide positive impacts in the communities we serve."

Head of Strategic Planning
Public Sector

"With ERPx we aim to reduce manual operations and improve reporting capabilities while keeping costs under control."

CFO
Not-for-Profit

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About the Research

SoftwareReviews collects user insights that help organizations more effectively choose software that meets their needs and measure business value.

Data and insights shown in this report were gathered from 1,179 validated users from the Enterprise Resource Planning software category. Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from their proprietary online survey engine.

SoftwareReviews Data Quadrant Awards recognize outstanding vendors in the technology marketplace as evaluated by its users annually.
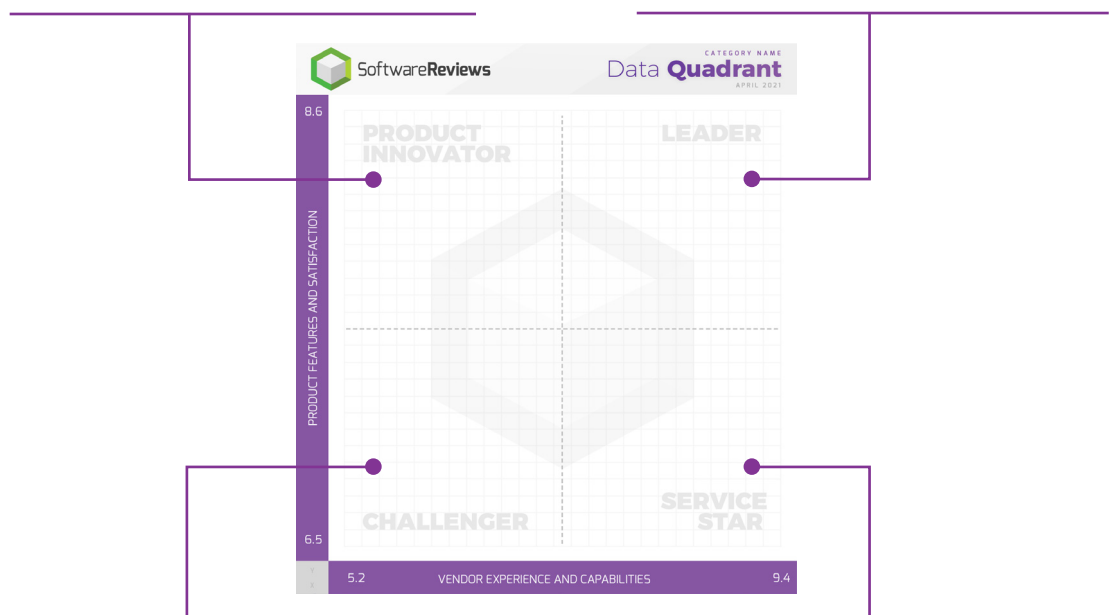
Products are ranked by a composite satisfaction score that averages four different areas of evaluation: Product Features, Vendor Capabilities, Net Emotional Footprint, and Likeliness to Recommend.

Product Innovators
Vendors that emphasize product features, gaining strong recommendations from their customers.

Leaders
Vendors whose products resonate strongest in the market, balancing strong features with a great user experience.

Challengers
Vendors that are performing strong in some areas and trailing in others. Often an area to find up-and-coming vendors.

Service Stars
Vendors that emphasize a good experience and build strong relationships with customers.

UNIT4

About Enterprise Resource Planning

Enterprise resource planning (ERP) software manages and integrates the most important parts of an organization's business functions. ERP software is there to support these processes and encompasses a set of business management solutions that an organization can use to collect, store, manage, and interpret data from business activities and/or processes that commonly include finance, operations, HR, planning, and supply chain.

Selecting the right ERP software for your company is a crucial component to your organization's success. Having an integrated platform to manage your organization's business processes will streamline control over finances, projects, procurement, reporting, forecasting, and payroll.

Vendor Coverage

SoftwareReviews covers over 100 ERP software vendors and has published detailed user-generated reviews on 21 key products being used by organizations in both private and public sectors. These reviews look at key metrics in capability and feature importance and satisfaction as well as the user experience and trust with the suppliers of these products.

Products covered in our reports include:

Unit4 ERP	Oracle ERP Cloud	Acumatica Cloud ERP	Microsoft Dynamics 365 ERP
FinancialForce ERP	Epicor ERP	Deltek Vision	Oracle NetSuite ERP
SAP Business ByDesign	Sage X3	Ramco ERP Suite	Workday Financial Management
Microsoft Dynamics GP	Infor Lawson	IFS Applications	SAP S/4HANA

About Unit4 ERP

Unit4's next-generation enterprise solutions power many of the world's most people-centric mid-market organizations. Our state-of-the-art cloud platform, ERPx, brings together the capabilities of Financials, Procurement, Project Management, HR, and FP&A into a unified cloud platform that shares real-time information and is designed with a powerful, people-centric approach, so employees can benefit from better insight and become more effective and increasingly engaged.

It supports rapid and continuous change while delivering individualized fit for customers at scale, delivering the right tools to unify the processes across their organization and connect their people.

Unit4 serves more than 6,000 customers globally, including Bravida, Havas, Migros Aare, Americares, Save the Children International, Action Against Hunger, Metro Vancouver, Forest Research, Southampton City Council, Habitat for Humanity, Selkirk College, FTI Consulting, and Surrey County Council.

About SoftwareReviews

SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and advisory firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

Data quality is paramount. We bend over backwards to ensure the data we are collecting is from experienced users so you can trust it and make decisions with confidence. Every review is thoroughly checked for authenticity through a robust QA process. Dynamic reviews adapt according to the reviewer's role and experience, avoiding inaccurate guesses.

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