



INFO~TECH
RESEARCH GROUP

PRODUCT SCORECARD

Unit4 ERP

Enterprise Resource Planning - Midmarket

MAY 2024

Improving and Accelerating Enterprise Software Evaluation and Selection

Stations Park 1000
Sliedrecht, ZH, Netherlands

31882471777
3,000 Employees

<http://www.linkedin.com/company/unit4>

86
REVIEWS

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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.

Data collected from reviewers in: organizations with fewer than 5,000 employees.

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NUMBER OF REVIEWS

86

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
1000+ Customers
www.unit4.com

Stations Park 1000
Sliedrecht, ZH
Netherlands

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

7.5/10 COMPOSITE SCORE

Likelihood to Recommend



RANK OUT OF 19

14th

LIKELINESS TO RECOMMEND

80%

ENTERPRISE RESOURCE PLANNING - MIDMARKET CATEGORY

Plan to Renew



RANK OUT OF 19

11th

PLAN TO RENEW

95%

ENTERPRISE RESOURCE PLANNING - MIDMARKET CATEGORY

Satisfaction that Cost is Fair Relative to Value



RANK OUT OF 19

19th

SATISFACTION

68%

ENTERPRISE RESOURCE PLANNING - MIDMARKET CATEGORY

Vendor Capability Satisfaction

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?

Ease of Data Integration

34% OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked 12th

of 19 in Enterprise Resource Planning - Midmarket

75% SATISFACTION
77% CATEGORY AVERAGE

Breadth of Features

29% OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked 13th

of 19 in Enterprise Resource Planning - Midmarket

76% SATISFACTION
79% CATEGORY AVERAGE

Ease of Customization

34% OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked 13th

of 19 in Enterprise Resource Planning - Midmarket

74% SATISFACTION
75% CATEGORY AVERAGE

Business Value Created

23% OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



Ranked 15th

of 19 in Enterprise Resource Planning - Midmarket

74% SATISFACTION
78% CATEGORY AVERAGE

Ease of IT Administration

23% OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked 16th

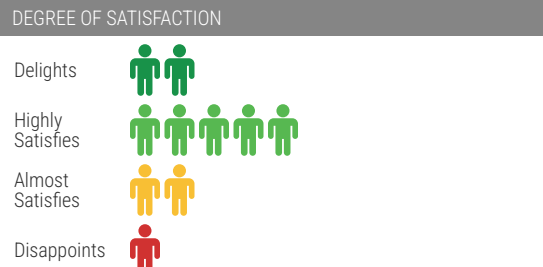
of 19 in Enterprise Resource Planning - Midmarket

74% SATISFACTION
78% CATEGORY AVERAGE

Usability and Intuitiveness

21% OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Ranked 17th

of 19 in Enterprise Resource Planning - Midmarket

69% SATISFACTION
77% CATEGORY AVERAGE

Availability and Quality of Training

20% OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ranked 17th

of 19 in Enterprise Resource Planning - Midmarket

68% SATISFACTION
76% CATEGORY AVERAGE

Ease of Implementation

25% OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked 18th

of 19 in Enterprise Resource Planning - Midmarket

71% SATISFACTION
78% CATEGORY AVERAGE

Vendor Support

28% OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.



Ranked 18th

of 19 in Enterprise Resource Planning - Midmarket

71% SATISFACTION
77% CATEGORY AVERAGE

Quality of Features

22% OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Ranked 18th

of 19 in Enterprise Resource Planning - Midmarket

71% SATISFACTION
78% CATEGORY AVERAGE

Product Strategy and Rate of Improvement

21% OF CLIENTS ARE DELIGHTED

The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked 19th

of 19 in Enterprise Resource Planning - Midmarket

69% SATISFACTION
76% 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

Accounting and Financial Management

Ranked 13th
of 19 in Enterprise Resource Planning - Midmarket

37% OF CLIENTS ARE DELIGHTED

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

DEGREE OF SATISFACTION

- Delights: 4 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 1 icon
- Disappoints: 0 icons

80% SATISFACTION
81% CATEGORY AVERAGE

Industry Specific Capabilities

Ranked 15th
of 19 in Enterprise Resource Planning - Midmarket

23% OF CLIENTS ARE DELIGHTED

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

DEGREE OF SATISFACTION

- Delights: 2 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 2 icons
- Disappoints: 0 icons

75% SATISFACTION
79% CATEGORY AVERAGE

Analytics and Reporting

Ranked 15th
of 19 in Enterprise Resource Planning - Midmarket

29% OF CLIENTS ARE DELIGHTED

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

DEGREE OF SATISFACTION

- Delights: 3 icons
- Highly Satisfies: 3 icons
- Almost Satisfies: 3 icons
- Disappoints: 0 icons

73% SATISFACTION
78% CATEGORY AVERAGE

BI and Performance Management

Ranked 15th
of 19 in Enterprise Resource Planning - Midmarket

20% OF CLIENTS ARE DELIGHTED

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

DEGREE OF SATISFACTION

- Delights: 2 icons
- Highly Satisfies: 5 icons
- Almost Satisfies: 3 icons
- Disappoints: 0 icons

71% SATISFACTION
76% CATEGORY AVERAGE

Procurement Management

Ranked 17th
of 19 in Enterprise Resource Planning - Midmarket

21% OF CLIENTS ARE DELIGHTED

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

DEGREE OF SATISFACTION

- Delights: 2 icons
- Highly Satisfies: 5 icons
- Almost Satisfies: 2 icons
- Disappoints: 0 icons

73% SATISFACTION
78% CATEGORY AVERAGE

SECONDARY FEATURES

Customer Relationship Management

Ranked 8th
of 17 in Enterprise Resource Planning - Midmarket

40% OF CLIENTS ARE DELIGHTED

Includes sales order management functions such as quotes, contract, marketing, and automation.

DEGREE OF SATISFACTION

- Delights: 4 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 2 icons
- Disappoints: 0 icons

78% SATISFACTION
77% CATEGORY AVERAGE

Governance Risk and Compliance

Ranked 10th
of 17 in Enterprise Resource Planning - Midmarket

29% OF CLIENTS ARE DELIGHTED

Includes governance, risk management, compliance, security management, controls and audit.

DEGREE OF SATISFACTION

- Delights: 3 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 2 icons
- Disappoints: 0 icons

77% SATISFACTION
77% CATEGORY AVERAGE

Service Management

Ranked 11th
of 17 in Enterprise Resource Planning - Midmarket

35% OF CLIENTS ARE DELIGHTED

Includes all aspects of service management, service orders, requests, field service and contracts.

DEGREE OF SATISFACTION

- Delights: 3 icons
- Highly Satisfies: 5 icons
- Almost Satisfies: 2 icons
- Disappoints: 0 icons

77% SATISFACTION
79% CATEGORY AVERAGE

Human Capital Management

Ranked 12th
of 17 in Enterprise Resource Planning - Midmarket

33% OF CLIENTS ARE DELIGHTED

Includes employee management functions such as recruiting, payroll, development and performance management.

DEGREE OF SATISFACTION

- Delights: 3 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 3 icons
- Disappoints: 0 icons

73% SATISFACTION
76% CATEGORY AVERAGE

Supply Chain Management

Ranked 18th
of 18 in Enterprise Resource Planning - Midmarket

27% OF CLIENTS ARE DELIGHTED

Includes all aspects of logistics, distribution, and inventory management, as well as warehouse and shipping, order promising, and asset management.

DEGREE OF SATISFACTION

- Delights: 3 icons
- Highly Satisfies: 4 icons
- Almost Satisfies: 2 icons
- Disappoints: 1 icon

72% SATISFACTION
81% CATEGORY AVERAGE

Job and Project Management

Ranked 18th
of 19 in Enterprise Resource Planning - Midmarket

21% OF CLIENTS ARE DELIGHTED

Includes all aspects of project planning management, costing and billing, resource management and controls, and product data management.

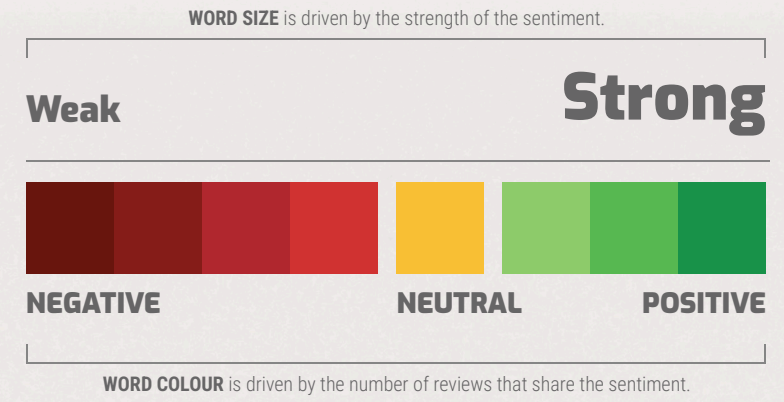
DEGREE OF SATISFACTION

- Delights: 2 icons
- Highly Satisfies: 5 icons
- Almost Satisfies: 2 icons
- Disappoints: 1 icon

70% SATISFACTION
78% CATEGORY AVERAGE

UNIT4 ERP Word Cloud

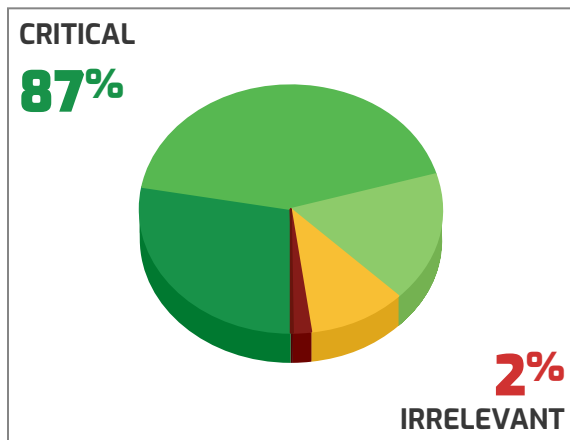
As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its 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

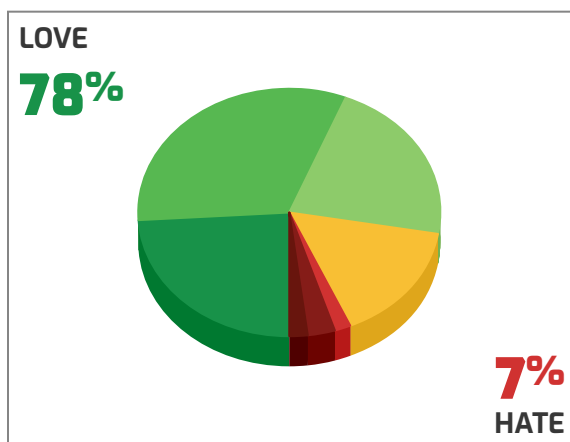
Importance to Professional Success

How important is Unit4 ERP to your current professional success?



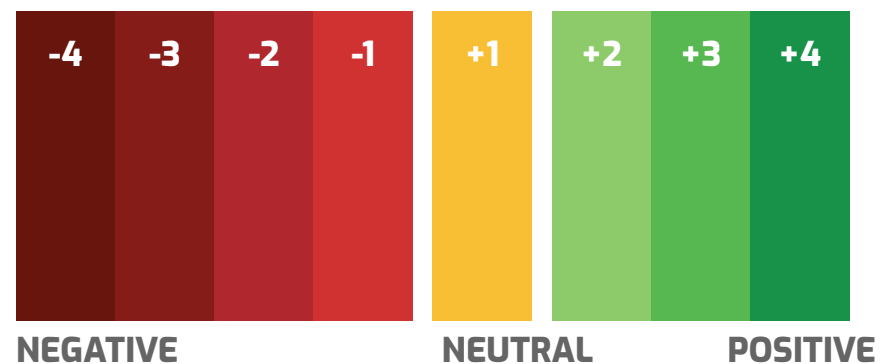
Strength of Emotional Connection

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



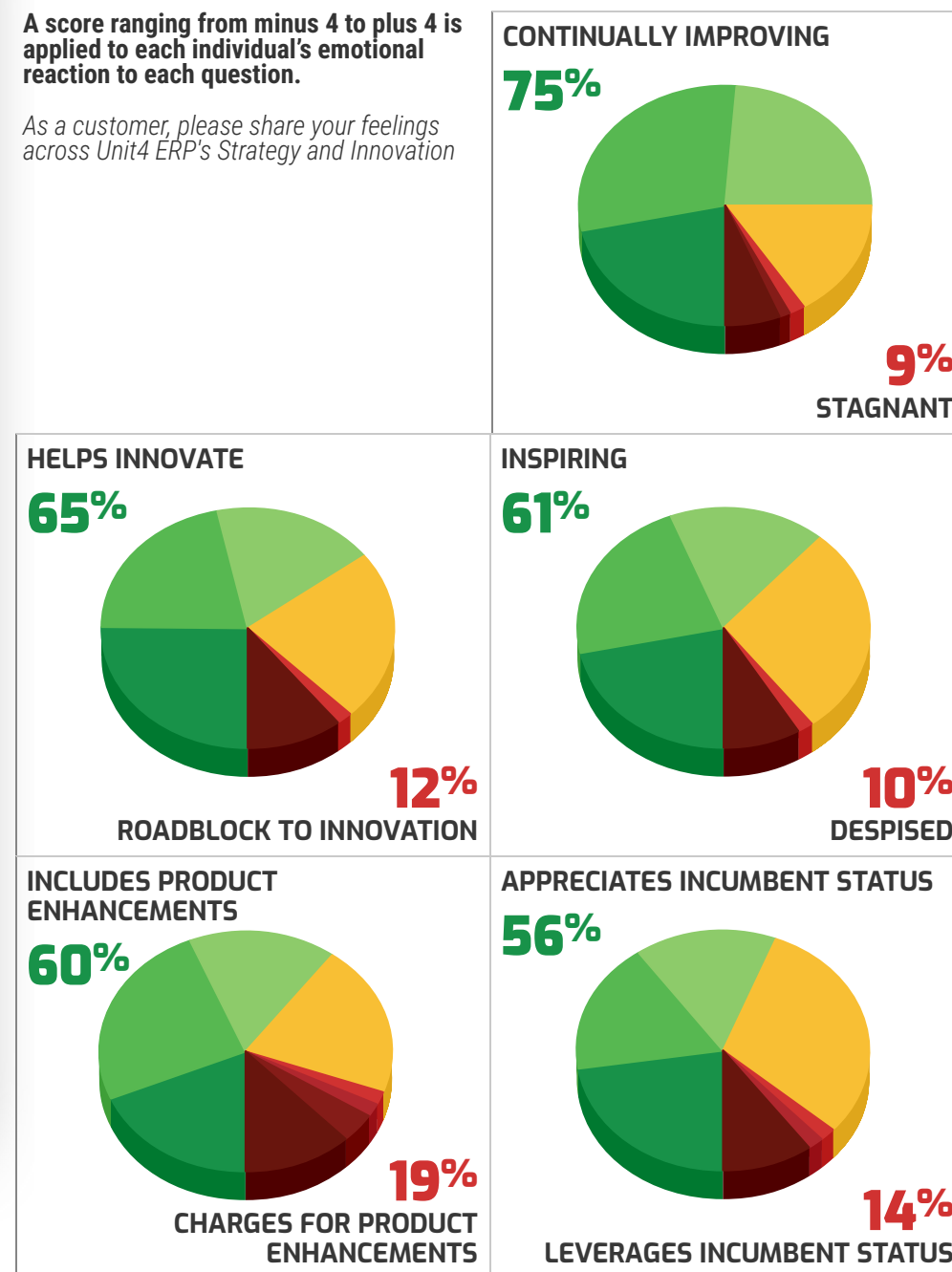
% - % = NET EMOTIONAL FOOTPRINT

NET EMOTIONAL FOOTPRINT +59
UNIT4 ERP

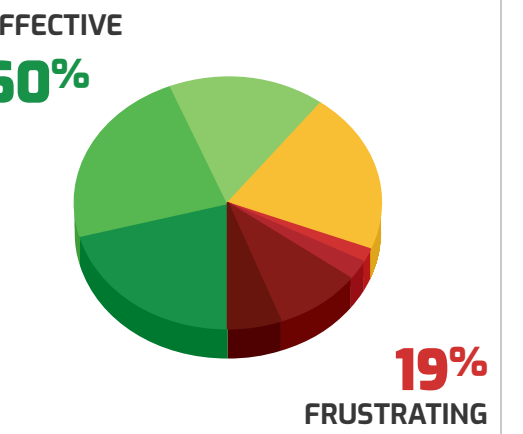
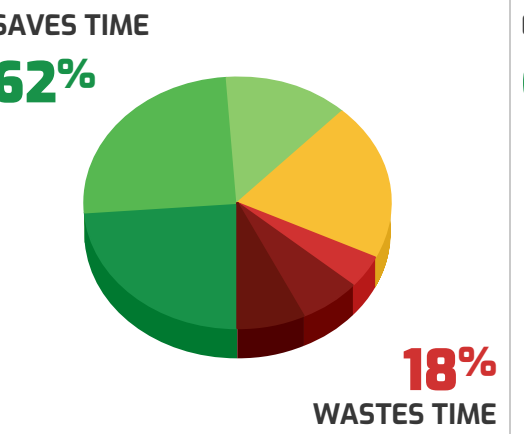
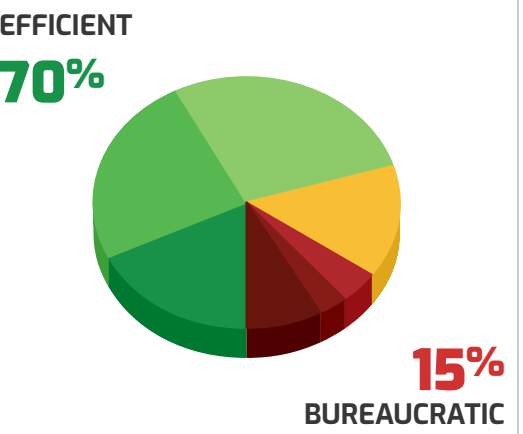
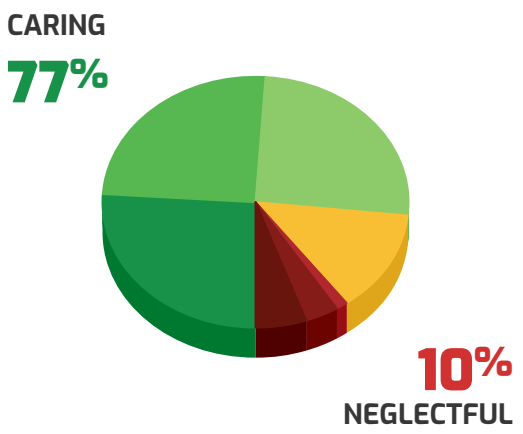
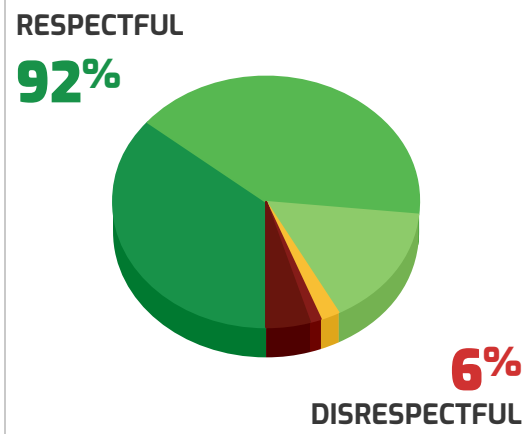
Strategy and Innovation

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

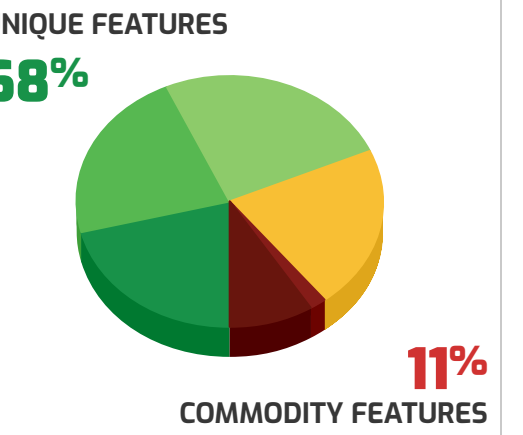
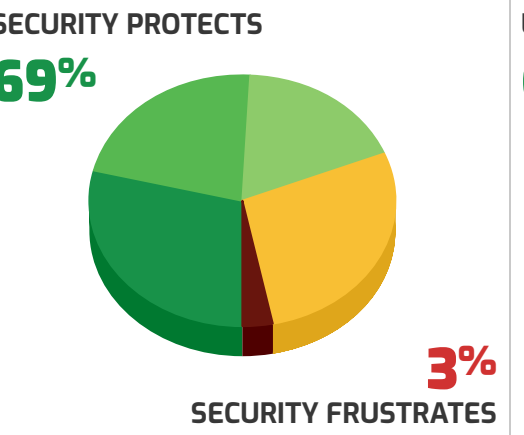
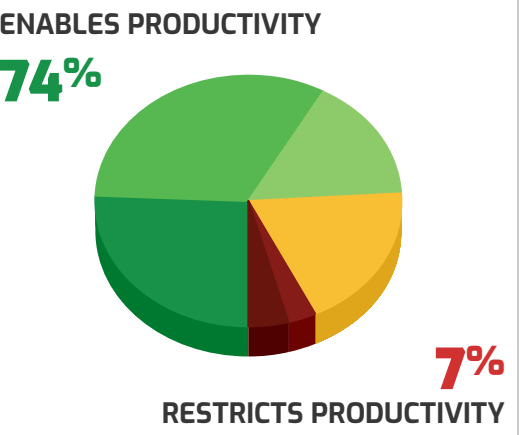
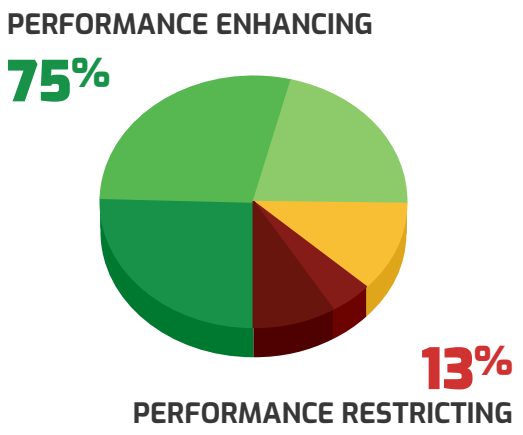
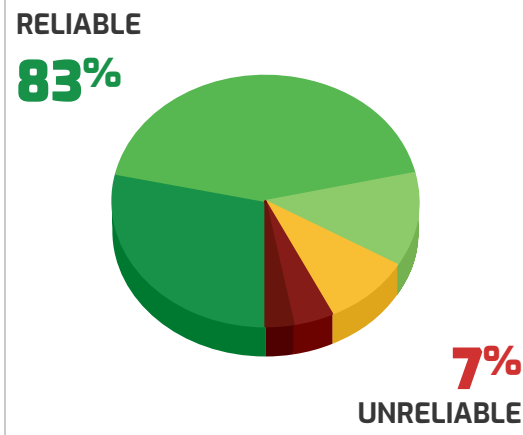
As a customer, please share your feelings across Unit4 ERP's Strategy and Innovation



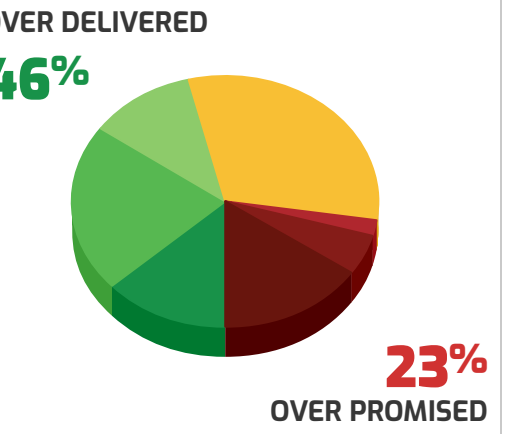
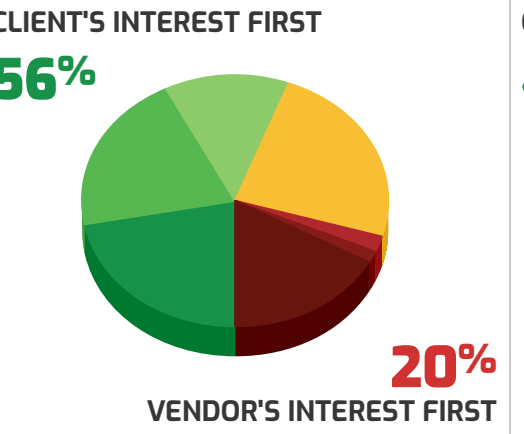
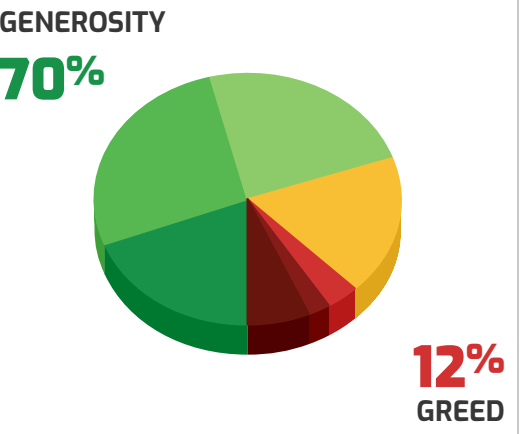
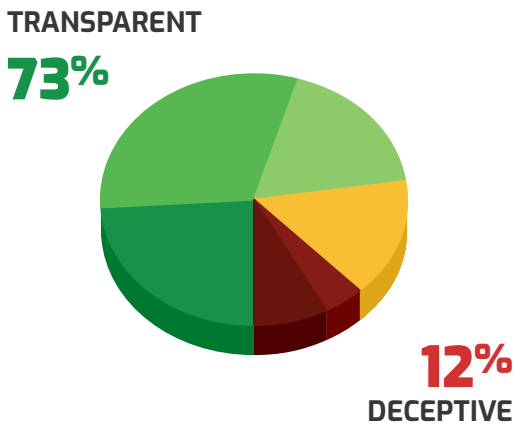
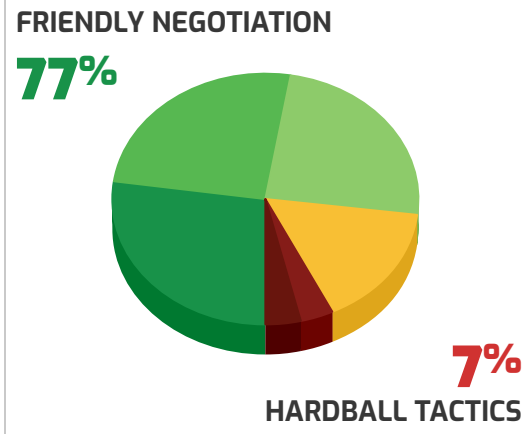
Service Experience
As a customer, please share your feelings across Unit4 ERP Service Experience



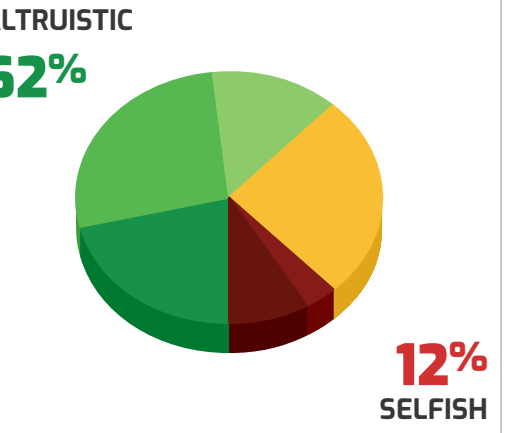
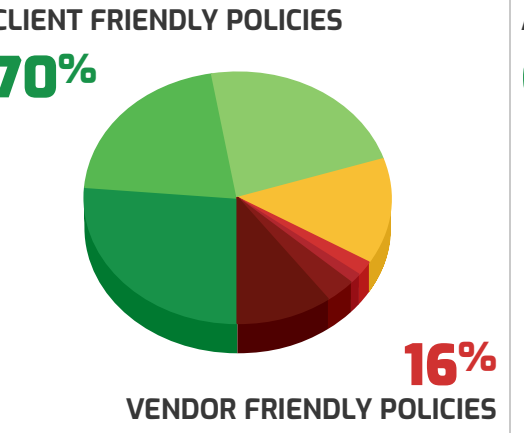
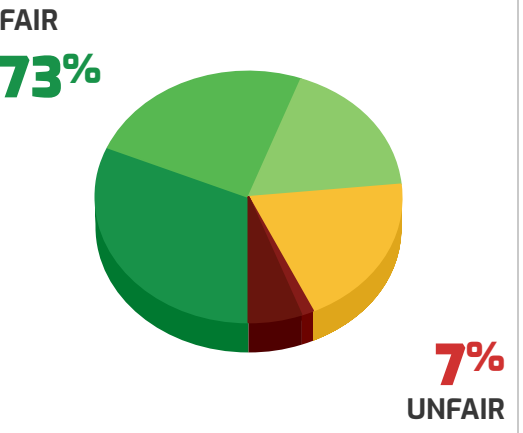
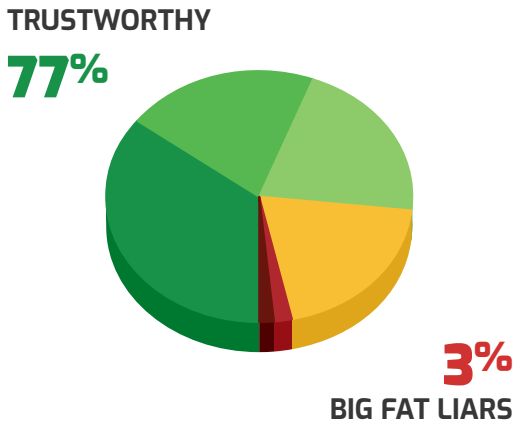
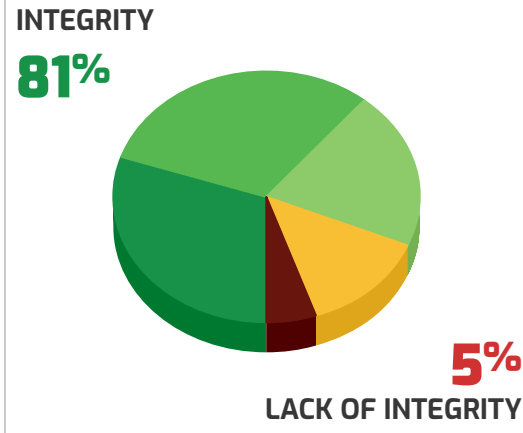
Product Experience
As a customer, please share your feelings across Unit4 ERP's Product Experience



Negotiation and Contract Experience
As a customer, please share your feelings across Unit4 ERP's Negotiation and Contract



Conflict Resolution Experience
As a customer, please share your feelings across Unit4 ERP's Product Impact



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

91%

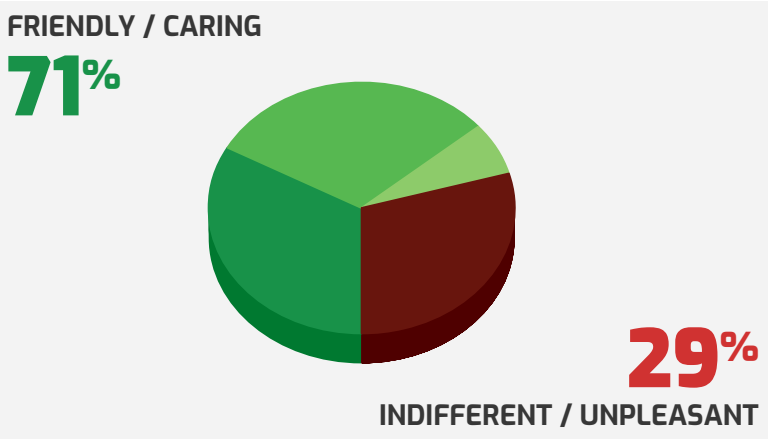
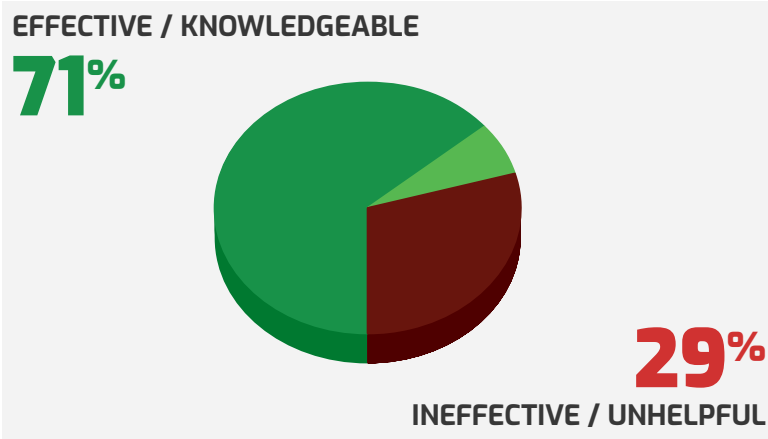
POSITIVE SENTIMENTS

6%

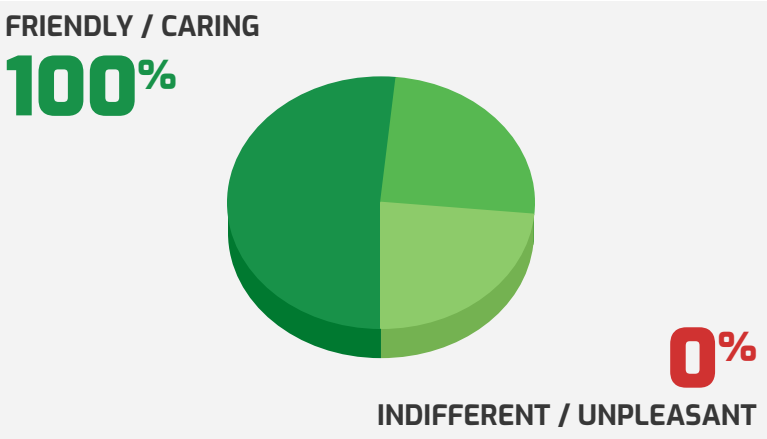
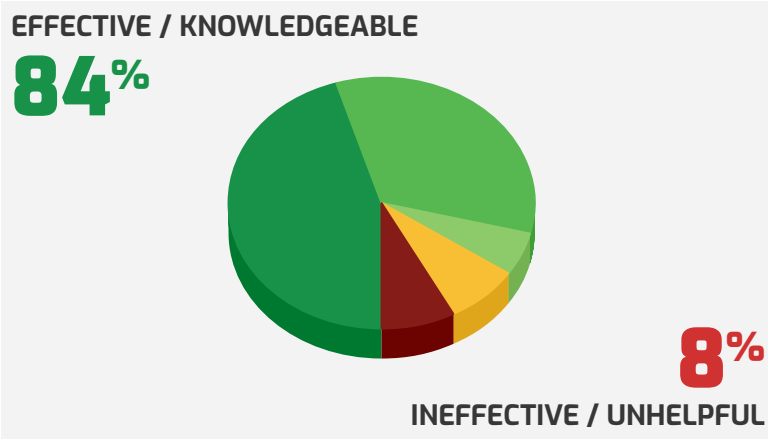
NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT +85

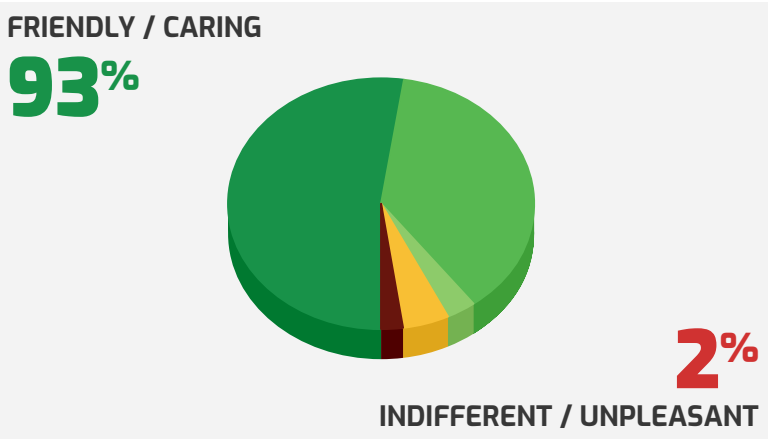
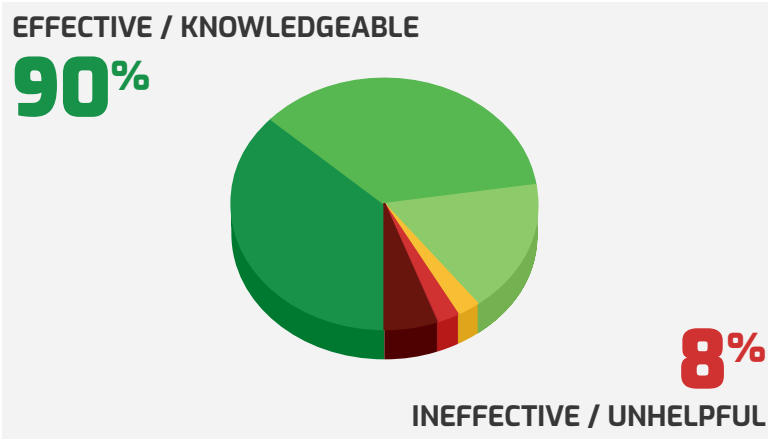
Sales Team



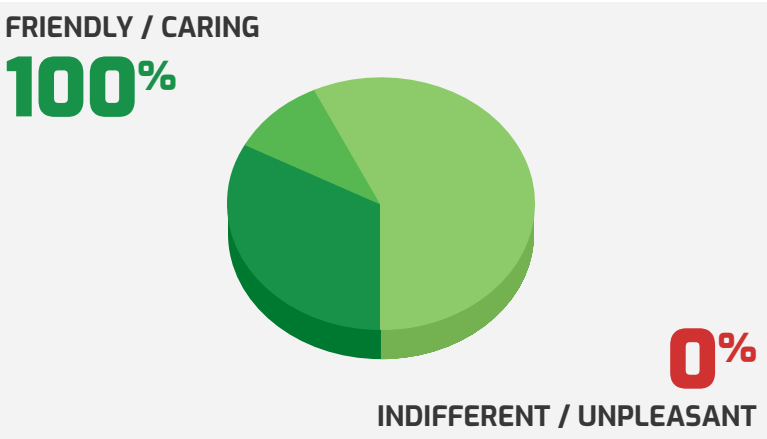
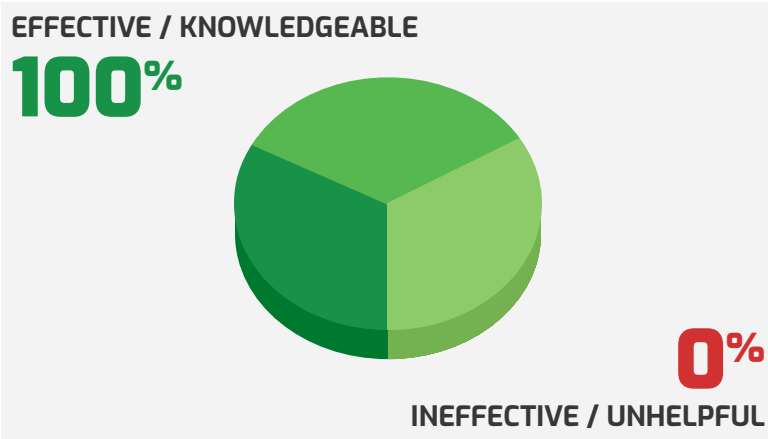
Technical and Product Specialists



Client Service Team



Leadership Team





Amruta T.

Role: Information Technology
Industry: Technology
Involvement: End User of Application

Recommends 9/10

Breathtaking with bank reconciliation.

What differentiates Unit4 ERP from other similar products?

Monumental with real-time access of data for quick decision making. Incredible with creation of purchase orders. Effectiveness with project tracking and expense tracking. Terrific with bank reconciliation.

What is your favorite aspect of this product?

Breathtaking for real time access of data for accuracy with decision making. Effectiveness with payables accounting. Great with inventory tracking which made INs and Outs of items tracking easy. Simplicity with ease of customization to cater for other operations.

What do you dislike most about this product?

It's a galvanizing software with inventory tracking.

What recommendations would you give to someone considering this product?

Wondrous with ease of customization to add other operations. Incredible for stock take for INs and OUTs of items. Great with use of journals for reconciliation and reversals. Incredible with access permissions.

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 | Customer Relationship Management |
| 4 | Governance Risk and Compliance |
| 4 | Human Capital Management |
| 4 | Industry Specific Capabilities |
| 4 | Job and Project Management |
| 4 | Procurement Management |
| 4 | Service Management |
| 4 | Supply Chain Management |



Gavin M.

Role: Information Technology
Industry: Government
Involvement: Business Leader or Manager

Recommends 9/10

Good product and strong vendor relationship

What differentiates Unit4 ERP from other similar products?

For our organisation it was built on a strong working relationship and strong understanding of our sector. We have been able to work with Unit4 to develop the product and processes to meet our needs and to put us in a good position for on-going enhancements to support the organisation.

What is your favorite aspect of this product?

Working well with the vendor giving a good ability to challenge and develop if we have issues but also working well to ensure the features give the most value to the organisation. The system is very configurable which allows it to be built to meet our organisations processes and being able to meet user needs - although a challenge to keep things simple as over customisation has it's own challenges. Local authorities are very complex but the product allows us to cater for a whole range of different services and operations.

What do you dislike most about this product?

Ensuring the interface is user friendly to all users and not too focussed on financial terms & processes where we want users to self serve.

What recommendations would you give to someone considering this product?

Ensure with any implementation that business processes are well understood. Keep things simple as if you don't the resultant system and user experience will end up being complicated too. Build a relationship with the vendor working with them to implement.

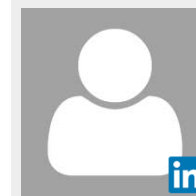
Core Competitive Dimensions

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

| PRODUCT FEATURE SATISFACTION | PRODUCT FEATURE IMPORTANCE |
|------------------------------|-------------------------------------|
| 3 | Accounting and Financial Management |
| 3 | Analytics and Reporting |
| 2 | BI and Performance Management |
| - | Customer Relationship Management |
| 2 | Governance Risk and Compliance |
| 2 | Human Capital Management |
| - | Industry Specific Capabilities |
| 3 | Job and Project Management |
| 3 | Procurement Management |
| - | Service Management |
| 3 | Supply Chain Management |

COST, ORGANIZATION, AND ARCHITECTURAL FIT

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



Mary K.

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

Recommends 9/10

Great product with a clear roadmap

What differentiates Unit4 ERP from other similar products?

The integration capability. Unit4 have put a lot into ensuring the product is capable of integration with other products/services. The partnership with other vendors offering services, e.g. punch out catalogues, provides full integration and control over processes and data. The ability to configure the set up based on specific business needs is a big plus.

What is your favorite aspect of this product?

The full ERP capability, i.e. financials, HMC, procurement all connected and in one place. Ability to configure the product based on business needs

What do you dislike most about this product?

There is nothing I can think of that I dislike about the product

What recommendations would you give to someone considering this product?

When considering any product ensure business processes are 'lean' and simplified. SaaS is the way to go and the focus Unit4 have on business needs and industry trends is inspiring. Over the last 3 years Unit4 has really improved the value to the customer including existing customers not just new business.

Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | VENDOR CAPABILITY IMPORTANCE |
|--------------------------------|--|
| 3 | 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 |
| 3 | Usability and Intuitiveness |
| 4 | Vendor Support |

| PRODUCT FEATURE SATISFACTION | PRODUCT FEATURE IMPORTANCE |
|------------------------------|-------------------------------------|
| 4 | Accounting and Financial Management |
| 3 | Analytics and Reporting |
| 3 | BI and Performance Management |
| 4 | Customer Relationship Management |
| 3 | Governance Risk and Compliance |
| 3 | Human Capital Management |
| 4 | Industry Specific Capabilities |
| 4 | Job and Project Management |
| 3 | Procurement Management |
| 4 | Service Management |
| 3 | Supply Chain Management |

COST, ORGANIZATION, AND ARCHITECTURAL FIT

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



Michelle J.

Role: Human Resources
 Industry: Electronics
 Involvement: Vendor Selection and Purchasing

Neutral 8/10

Useful product!

What differentiates Unit4 ERP from other similar products?

Unit4 has a very intuitive interface and offers plenty of unique features

What is your favorite aspect of this product?

The analysis reports are specially designed and can be read easily

What do you dislike most about this product?

Perhaps the vendor support can be a little faster

What recommendations would you give to someone considering this product?

Highly professional and with reasonable costs

Core Competitive Dimensions

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

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|------------------------------|-------------------------------------|----------------------------|
| 2 | Accounting and Financial Management | - |
| 4 | Analytics and Reporting | - |
| 4 | BI and Performance Management | - |
| 2 | Customer Relationship Management | - |
| 3 | Governance Risk and Compliance | - |
| 2 | Human Capital Management | - |
| 3 | Industry Specific Capabilities | - |
| 2 | Job and Project Management | - |
| 4 | Procurement Management | - |
| 3 | Service Management | - |
| 3 | Supply Chain Management | - |



Paul G.

Role: Information Technology
 Industry: Other
 Involvement: End User of Application

Neutral 7/10

Not for huge organisations with multiple entities

What differentiates Unit4 ERP from other similar products?

Unit4 has the majority of functionality on offer that other ERP products offer at a fraction of the cost.

What is your favorite aspect of this product?

The product is quite reliable once you get used to it and are using on a day-to-day basis.

What do you dislike most about this product?

Lack of training available in the product and it's hosted in the cloud meaning any self diagnosis of problems or ability to fix issues yourself is restricted.

What recommendations would you give to someone considering this product?

If you are a relatively small company with simple processes then this will probably work for you. If you are a large company with multiple different and complex processes/project types then I'd ensure you get plenty of demos and explanations of how this will be done in the tool before committing as quite often you'll find what was promised cannot be delivered.

Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|--------------------------------|--|------------------------------|
| 1 | Availability and Quality of Training | 4 |
| 2 | Breadth of Features | 4 |
| 2 | Business Value Created | 4 |
| 1 | Ease of Customization | 4 |
| 2 | Ease of Data Integration | 4 |
| 1 | Ease of Implementation | 4 |
| 2 | Ease of IT Administration | 4 |
| 2 | Product Strategy and Rate of Improvement | 4 |
| 2 | Quality of Features | 4 |
| 2 | Usability and Intuitiveness | 4 |
| 1 | Vendor Support | 4 |

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|------------------------------|-------------------------------------|----------------------------|
| 2 | Accounting and Financial Management | 4 |
| 2 | Analytics and Reporting | 4 |
| 2 | BI and Performance Management | 4 |
| 2 | Customer Relationship Management | 4 |
| 2 | Governance Risk and Compliance | 4 |
| 2 | Human Capital Management | 4 |
| - | Industry Specific Capabilities | 4 |
| 2 | Job and Project Management | 4 |
| 2 | Procurement Management | 4 |
| 2 | Service Management | 4 |
| 2 | Supply Chain 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 |



Ivan T.

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

Recommends 9/10

Ease of installation and administration. Great ERP

What differentiates Unit4 ERP from other similar products?

Flexibility of configuration options

What is your favorite aspect of this product?

Procurement module

What do you dislike most about this product?

Commitment module

What recommendations would you give to someone considering this product?

Find out all the commitment issues before committing to commitment accounting

Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | | VENDOR CAPABILITY IMPORTANCE |
|--------------------------------|--|------------------------------|
| 3 | Availability and Quality of Training | 4 |
| 3 | Breadth of Features | 4 |
| 4 | Business Value Created | 5 |
| 3 | 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 |
| 3 | Quality of Features | 4 |
| 3 | Usability and Intuitiveness | 4 |
| 3 | Vendor Support | 4 |

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

COST, ORGANIZATION, AND ARCHITECTURAL FIT

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



Drew V.

Role: Finance
 Industry: Finance
 Involvement: End User of Application

Recommends 10/10

Smart system for smarter budgeting and planning

What differentiates Unit4 ERP from other similar products?

The capability to aggregate and display data at different levels – for example based on selected markets and regions is a great feature that facilitates everyday planning

What is your favorite aspect of this product?

The knowledge that all data in the system is reliable and correct is a significant advantage of this system. This system allows for a largely automated currency consolidation process

What do you dislike most about this product?

If I enter the outstanding accounts in the balance sheet, I expect the system to immediately carry out a reconciliation with the sales volume and compare the ratio development for the respective periods without further steps

What recommendations would you give to someone considering this product?

I can say that Unit4 ERP has brought us a long way. It feels good to know that the data reliability is ensured at all times. It will help plan the working hours and salaries of employees, plan budgets and manage projects

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 | - |



Sam T.

Role: Finance
 Industry: Finance
 Involvement: End User of Application

Does Not Recommend 5/10

Good start for a cloud product, but a bit slow

What differentiates Unit4 ERP from other similar products?

Cloud based

What is your favorite aspect of this product?

Cloud based

What do you dislike most about this product?

Too slow when compared to non-cloud based

What recommendations would you give to someone considering this product?

Design simple pages and processes

Core Competitive Dimensions

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

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

| 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 |



Laura P.

Role: Finance
 Industry: Other
 Involvement: Business Leader or Manager

Recommends 9/10

Powerful system with multiple uses

What differentiates Unit4 ERP from other similar products?

Very easy to use

What is your favorite aspect of this product?

The use of workflows

What do you dislike most about this product?

The use of the desktop function for key processes as the full functionality has not moved to the web. Required a highly skilled individual to manage the system configuration otherwise there is a high dependency on consultants. Still missing basic functionality that one would expect such as easily being able to view vendor payments.

What recommendations would you give to someone considering this product?

Great system, and does satisfy the basic needs.

Core Competitive Dimensions

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

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

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 3 |
| Cost | 4 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |



Justin O.

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

Neutral 7/10

Very customisable to our needs

What differentiates Unit4 ERP from other similar products?

Easy to use

What is your favorite aspect of this product?

Customisability and totally secure

What do you dislike most about this product?

Asset management is not perfect

What recommendations would you give to someone considering this product?

Don't expect everything to be delivered as part of implementation - expect changes after

Core Competitive Dimensions

Table with 3 columns: Vendor Capability Satisfaction, Vendor Capability Importance, and Score. Rows include Availability and Quality of Training, Breadth of Features, Business Value Created, etc.

Table with 3 columns: Product Feature Satisfaction, Product Feature Importance, and Score. Rows include Accounting and Financial Management, Analytics and Reporting, BI and Performance Management, etc.

Table with 2 columns: Category and Score. Rows include Architectural Fit, Cost, Existing Relationship, Managing Risk, Political Reasons, etc.



Charlie t.

Role: Consultant
Industry: Technology
Involvement: End User of Application

Recommends 10/10

A very comprehensive featured erp tool.

What differentiates Unit4 ERP from other similar products?

It easily Centralize data making it easy to access and analyse information across various departments in our organization. It reduces cost by streamlining and minimizing manuals work that lead to reduce errors. It lead to improved decision making due to real- time data access.

What is your favorite aspect of this product?

Real-time data reporting, reorder point planning, production scheduling, audit trail and documentation

What do you dislike most about this product?

High initial and implementation cost that I feel it's not that much friendly. Integration with third parties is sometimes problematic. Centralizes data storage is sometimes threats probes if not well managed

What recommendations would you give to someone considering this product?

It's a great product if it's well utilizes, the customer service team is much friendly and responsive

Core Competitive Dimensions

Table with 3 columns: Vendor Capability Satisfaction, Vendor Capability Importance, and Score. Rows include Availability and Quality of Training, Breadth of Features, Business Value Created, etc.

Table with 3 columns: Product Feature Satisfaction, Product Feature Importance, and Score. Rows include Accounting and Financial Management, Analytics and Reporting, BI and Performance Management, etc.



Maurice W.

Role: Sales and Marketing
Industry: Utilities
Involvement: End User of Application

Recommends 9/10

A great and powerful tool for all ERP needs.

What differentiates Unit4 ERP from other similar products?

What i like best about Unit4 ERP is that it's very easy to add notes to the invoice and check to make sure it's being booked to the correct cost center and account. The system is set up to give you notifications for errors and actions required, and you receive email notifications as well. Unit4 ERP has a very friendly, supportive and helpful customer support.

What is your favorite aspect of this product?

Different levels of authorization can be set up to make sure finance requests are being set up correctly and the right amount is requested or raised. Also, i like the fact that you can keep track of budgets for different departments.

What do you dislike most about this product?

At the beginning, it can be a little bit challenging to get started. Apart from this nothing much to dislike.

What recommendations would you give to someone considering this product?

I highly recommend Unit4 ERP to everyone.

Core Competitive Dimensions

Table with 3 columns: Vendor Capability Satisfaction, Vendor Capability Importance, and Score. Rows include Availability and Quality of Training, Breadth of Features, Business Value Created, etc.

Table with 3 columns: Product Feature Satisfaction, Product Feature Importance, and Score. Rows include Accounting and Financial Management, Analytics and Reporting, BI and Performance Management, etc.



Haley E.

Role: Information Technology
 Industry: Manufacturing
 Involvement: End User of Application

Recommends 10/10

Strong analytic capabilities & easy workflow setup

What differentiates Unit4 ERP from other similar products?

Unit4 ERP automates manual processes, optimized inventory management and provides real-time visibility into business data. Unit4 ERP ties together financial reporting, general ledger and accounting, inventory management and human capital management

What is your favorite aspect of this product?

Unit4 ERP supports multiple currencies, including cryptocurrency and not many ERP systems out there that can support this trending currency. With Unit5 we are able to manage workflows easily

What do you dislike most about this product?

Unit4 should have some good customization tools that help if there are deficiencies in the product relative to my needs or if I require the system to do something that was not originally contemplated

What recommendations would you give to someone considering this product?

Whether you want to streamline operations and improve communication between departments, reduce costs and improve customer service or drive growth, Unit4 ERP is the right system to implement

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 |



Douglas M.

Role: Finance
 Industry: Education
 Involvement: Business Leader or Manager

Recommends 10/10

Great product. Lots of capability.

What differentiates Unit4 ERP from other similar products?

Greater control over reporting and linking data.

What is your favorite aspect of this product?

For the most part - very easy to use.

What do you dislike most about this product?

When there is an issue, it can be hard to establish the correct Unit 4 representative to fix.

What recommendations would you give to someone considering this product?

Simple processes that keeps the system user friendly Really expandable in terms of features Advanced reporting capabilities.

Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION | VENDOR CAPABILITY IMPORTANCE |
|--------------------------------|--|
| 3 | Availability and Quality of Training |
| 3 | Breadth of Features |
| 3 | Business Value Created |
| 3 | Ease of Customization |
| 3 | Ease of Data Integration |
| 3 | Ease of Implementation |
| 3 | Ease of IT Administration |
| 3 | 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 |
| 3 | Procurement Management |

| 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 |



Mirmont M.

Role: Finance
 Industry: Insurance
 Involvement: Business Leader or Manager

Recommends 10/10

Outil exceptionnel et intuitif

What differentiates Unit4 ERP from other similar products?

Intégration de la paie dans l'outil et génération automatique des écritures de paie

What is your favorite aspect of this product?

Procédure intégré et bonne orientation

What do you dislike most about this product?

Les formations ne sont pas très ouverte pour les individus

What recommendations would you give to someone considering this product?

Formation très importante pour la gestion de ce produit

Core Competitive Dimensions

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

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

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |



Nick G.

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

Recommends 9/10

Great product that gives value for money

What differentiates Unit4 ERP from other similar products?

Ease of customisation and configuration

What is your favorite aspect of this product?

Ease of customisation

What do you dislike most about this product?

Users aren't overly enamoured by the ease of use - typically non core modules

What recommendations would you give to someone considering this product?

Ensure transaction plan in aligned to reporting needs

Core Competitive Dimensions

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

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

| COST, ORGANIZATION, AND ARCHITECTURAL FIT | |
|---|---|
| Architectural Fit | 3 |
| Cost | 3 |
| Existing Relationship | 3 |
| Managing Risk | 3 |
| Political Reasons | 3 |
| Previously Installed | 3 |
| Sales Experience | 3 |
| Skill and Staff Fit | 3 |
| Social Responsibility | 3 |
| Vendor Market Share | 3 |
| Vendor Reputation | 3 |



Bruce Jr J.

Role: Information Technology
 Industry: Banking
 Involvement: Business Leader or Manager

Neutral 8/10

Unit4 ERP is the solution for all ERP problems.

What differentiates Unit4 ERP from other similar products?

Since the software package is made along with your desires in mind, it can be tailored to your specific needs. System security is additionally created with your specific needs in mind and maybe extraordinarily elaborated for various roles inside the organization. The varied modules integrate well if thought through system processes when building. It's terribly easy to put in and simple to use the software. Nice reporting and analytic capability. All right organized and connected modules.

What is your favorite aspect of this product?

Unit4 Business World (Agresso) is an incredibly powerful and versatile ERP system. The ability is in the flexibility, multi-currency support, open design, and reporting options. This flexibility works for each initial setup and conjointly as your organization modifications. This product is meant to assist deal with organizations that will reconstitute or have varied kinds of "churn". i.e. If a department reports to at least one group then later to a different group that change can be mirrored and managed. Reporting with multiple sets of "codes" for various desires can be accommodated all with the flexibleness in Business World.

Core Competitive Dimensions

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

| PRODUCT FEATURE SATISFACTION | | PRODUCT FEATURE IMPORTANCE |
|------------------------------|-------------------------------------|----------------------------|
| 3 | Accounting and Financial Management | 3 |
| 3 | Analytics and Reporting | 3 |
| 3 | BI and Performance Management | 3 |
| 2 | Customer Relationship Management | 3 |
| 2 | Governance Risk and Compliance | 3 |
| 3 | Human Capital Management | 3 |
| 2 | Industry Specific Capabilities | 3 |
| 3 | Job and Project Management | 3 |
| 3 | Procurement Management | 3 |
| 2 | Service Management | 3 |
| 3 | Supply Chain Management | 3 |

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