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Midmarket/Enterprise ERP Solution Comparison Guide

Focus Research

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Introduction

The business tasks, functions and applications referred to collectively as enterprise resource planning or ERP are some of the most business-critical in existence. After all, optimized resource planning helps to maximize business agility and revenues. But once you've surveyed the ERP market and assessed and prioritized your business' specific needs for ERP solutions, you're still challenged to craft your best possible short list of candidate offerings and vendors. This Comparison Guide is here to help.

This document is a companion to the Focus ERP Systems Market Guide and the Focus ERP Systems Buyer's Guide. Now, you're ready to compare and contrast vendors and solutions and to gather your short list of candidates.

Our Focus ERP Midmarket/Enterprise Solution Comparison Guide is one of several research reports based on the Focus Research Methodology, which is designed to support your entire purchasing process.

ERP Systems Market Guide — *Want to know what an ERP System is?*

ERP Systems Buyer's Guide — *Want help defining your requirements?*

Midmarket/Enterprise ERP Solution Comparison Guide — *Want help comparing systems??*

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Buyer Types

As explained in detail in the ERP Systems Buyer's Guide, Focus has identified three basic Buyer Types for such solutions.

B BASIC BUYERS

Basic Buyers are typically smaller companies (50 to 250 employees) in search of simple solutions that support core features such as accounting, CRM, finance, HR, payroll management and basic resource planning. Basic Buyers tend to have limited IT resources and expertise and often do not require support for comprehensive manufacturing operations. Focus believes that solutions appropriate for Basic Buyers must interoperate with incumbent CRM and HR solutions and other functions that affect or are affected by ERP activities. Vendors of such solutions must also offer a hosted solution or an edition specifically designed for easy installation and configuration, as well as integration and consulting services, directly or through partners.

I INTERMEDIATE BUYERS

Intermediate Buyers are those in search of relatively more complex solutions with richer and deeper feature sets. Intermediate Buyers are typically found at companies with approximately 250 to 1,000 employees. Such users tend to seek the features desired by Basic Buyers, plus additional functionality such as support for compliance or performance management or Web-based electronic storefronts. Intermediate Buyers tend to have some IT resources and expertise and may have experience with ERP solutions as well. Focus believes that solutions for Intermediate Buyers must support included or optional integration with more business applications than Basic Buyer solutions, such as those for sales and marketing automation and inventory management. Solutions for Intermediate Buyers must also support at least limited customer-driven customization.

A ADVANCED BUYERS

Advanced Buyers are most often found at larger companies (more than 1,000 employees) and are typically in search of fairly complex solutions that add more sophisticated functions to those sought by Basic and Intermediate Buyers. Examples include asset, partner, procurement, supplier, supply chain and warehouse management, business intelligence (BI) and tools for engineering or product configuration. Advanced Buyers also tend to have fairly significant IT resources, expertise and experience. Focus believes that solutions for Advanced Buyers must support distributed/multi-site deployments, consolidated management and customer-driven customization via APIs (application programming interfaces) and/or an included SDK (software development kit). Vendors of such solutions must also have at least two years of experience supporting advanced environments.

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Comparison Factors

In addition, members of every Buyer Type identified by Focus Research have three primary areas of concern when considering ERP solutions. These are:

- **Product considerations:** including basic, intermediate and advanced product features and delivery platforms;
- **Cost considerations**: including price, fees, hidden costs and ROI analysis; and
- **Vendor considerations:** including vendor viability, current customers, services and consulting.

Vendor Selection

Solutions and vendors included in this Focus Comparison Guide were selected based upon analysis and comparison of product, cost and vendor considerations; market prominence; and discussions with industry analysts, other experts and users. Some of these were conducted via discussions hosted on the Focus.com Web site. These interviews and discussions were combined with Focus research and expertise to select Focus Short List candidates and to build the comparison grids in this guide. For more information, please contact the Focus research team.

The solutions featured in this guide are appropriate for all but the very largest and/or most complex enterprises — those with multiple thousands of employees supporting complex manufacturing operations. Solutions for such companies tend to involve high levels of customization and reliance upon extensive internal IT resources and professional services. These characteristics make meaningful, straightforward comparisons difficult if not impossible. In contrast, the solutions in this guide can serve larger enterprises with less complex requirements, as well as those seeking solutions that do not require high levels of internal expertise or external help.

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The Focus Short List

The Short List and comparison grids that follow present information about leading solutions and vendors identified by Focus, organized by Buyer Type and the key considerations outlined above. Focus believes that the solutions and vendors on the Focus Short List offer pricing, functionality and/or support features of particular interest to each associated Buyer Type.

Short List offerings are also designed for both manufacturers and companies in other industries. (Manufacturing was the original market for ERP solutions, some of which are still designed primarily or exclusively for that market.) However, all the solutions and vendors cited in this guide are candidates worthy of your consideration, given the needs of your particular Buyer Type.

		KEY POINTS		
Type Of Buyer	**Best Product Bets**	**Product**	**Cost**	**Vendor**
B BASIC BUYERS	Microsoft Dynamics ERP	Designed for ease of use with tight Microsoft Office integration	Varies considerably with users and features; aggressive competitive discounts	Worldwide ecosystem of thousands of partners
	NetSuite	Single integrated hosted CRM/ERP/Web solution	Starts at $499 per month, plus $99 per user per month	Founded in 1998; more than 6,600 customers
	SAP Business ByDesign	SaaS solution intended to replace ad hoc processes, spreadsheets for 10-500 users	$149 per user per month (starting at 25 users)	ERP pioneer for more than 30 years, but historically not focused on Basic Buyers
I INTERMEDIATE BUYERS	Epicor 9	Comprehensive solution with licensed/ hosted/SaaS options	Starts at $25,000	25+ years in business; 20,000+ customers
	Sage MAS 500 ERP	Integrated applications for accounting, CRM, HR and other functions for 20-1,000 employees	Ranges from $15,000 to $150,000 per month	28+ years in business; more than 5 million customers
	SAP Business All-in-One	Integrated, industry-tailored solution for up to 2,500 employees	Configurator/cost estimator available at SAP's Web site	1,200+ channel partners delivering 700+ industry solutions
A ADVANCED BUYERS	Epicor 9	Comprehensive solution with licensed/ hosted/SaaS options	Starts at $25,000	25+ years in business; 20,000+ customers
	Oracle E-Business Suite 12	Includes support for CRM, ERP, asset, product and supply chain management	Based on configuration, additional services	32+ years in business, 345,000+ customers and partners worldwide
	SAP Business All-in-One	Integrated, industry-tailored solution for up to 2,500 employees	Configurator/cost estimator available at SAP 's Web site	1,200+ channel partners delivering 700+ industry solutions

B Basic Buyers I Intermediate Buyers A Advanced Buyers

Source: Focus, February 2010

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The Focus Comparison Grids

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PRODUCT CONSIDERATIONS: BASIC FEATURES

Vendor: Product Solution	Buyer Types	1 Optimized for manufacturing?	2 Options for non-manufacturing companies?	3 Option for hosted delivery?	4 Optimized for modular installations?	5 Allows customer modifications?
Aplicor: Aplicor Hosted Software Suite	I	No	Limited	On-demand only	Yes	Yes
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	Yes	Limited	No	Yes	Yes
IFS: IFS Applications	B I A	Yes	Yes	No	Yes	Yes
Infor: Infor ERP LN	B	Yes	Yes	Yes	Yes	No
Infor: Infor ERP SyteLine	B I	Yes	No	Yes	Yes	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	Yes	Yes	Yes	Yes	Yes
Microsoft: MS Dynamics ERP	B I A	No	Yes	Yes	Yes	Yes
NetSuite: NetSuite	B I A	No	Yes	On-demand only	Yes	Information not provided by vendor
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Information not provided by vendor	Yes	Yes	Yes
Oracle: PeopleSoft Enterprise 9.1	B I	No	Limited	Yes	Yes	Yes
Plex Systems: Plex Online	B I A	Yes	No	On-demand only	Yes	Information not provided by vendor
QAD: Enterprise Applications	B I	Yes	Yes	Yes	Yes	
Sage Software: MAS 500 ERP	B I	Yes	Yes	No	Yes	Yes
SAP: Business ByDesign	B	Yes	Yes	On-demand only	Yes	Information not provided by vendor
SAP: Business-All-in-One	I	Information not provided by vendor	Yes	Yes	Yes	Information not provided by vendor
SYSPRO: SYSPRO	B I A	Yes	Yes	No	Yes	Yes

B Basic Buyers I Intermediate Buyers A Advanced Buyers

* Small = 1-100, midsize = 101-500, small enterprise = 501-2,500, enterprise = 501-10,000+

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PRODUCT CONSIDERATIONS: BASIC FEATURES (CONTINUED)

continue

Vendor: Product Solution	Buyer Types	6 CRM	7 Financial Management	8 Forecasting	9 Human Resource Management	10 International Languages/Currency
Aplicor: Aplicor Hosted Software Suite	I	Yes	Yes	Information not provided by vendor	Yes	Yes
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	Yes	Yes	Yes	Yes	Yes
IFS: IFS Applications	B I A	Yes	Yes	Yes	Yes	Yes
Infor: Infor ERP LN	B	Limited; full functionality available as an add-on	Yes	Limited	No; available as an add-on	Yes
Infor: Infor ERP SyteLine	B I	Limited; full functionality available as an add-on	Yes	Limited; full functionality available as an add-on	Limited; full functionality available as an add-on	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	Yes	Yes	Yes	No; available as an add-on	Yes
Microsoft: MS Dynamics ERP	B I A	Yes	Yes	Yes	Yes	Yes
NetSuite : NetSuite	B I A	No; available as a separate application	Yes	Yes	Yes	Yes
Oracle: E-Business Suite 12	I A	Yes	Yes	Information not provided by vendor	Yes	Yes
Oracle: PeopleSoft Enterprise 9.1	B I	Yes	Yes	Information not provided by vendor	Yes	Information not provided by vendor
Plex Systems: Plex Online	B I A	Yes	Yes	Yes	Yes	Yes
QAD: Enterprise Applications	B I	Yes	Yes	Information not provided by vendor	No	Yes
Sage Software: MAS 500 ERP	B I	Yes	Yes	Yes	Yes	Yes
SAP: Business ByDesign	B	Yes	Yes	Yes	Yes	Yes
SAP: Business-All-in-One	I	Yes	Yes	Information not provided by vendor	Yes	Yes
SYSPRO: SYSPRO	B I A	Yes	Yes	Yes	No	Yes

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PRODUCT CONSIDERATIONS: BASIC FEATURES (CONTINUED)

continue

Vendor: Product Solution	Buyer Types	11 Inventory Management	12 Manufacturing	13 Order Management	14 Payroll	15 Resource Planning
Aplicor: Aplicor Hosted Software Suite	I	Yes	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	Yes	Yes	Yes	No	Yes
IFS: IFS Applications	B I A	Yes	Yes	Yes	Yes	Yes
Infor: Infor ERP LN	B	Yes	Yes	Yes	No; available as an add-on	Yes
Infor: Infor ERP SyteLine	B I	Yes	Yes	Yes	Yes	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	Yes	Yes	Yes	No; available as an add-on	Yes
Microsoft: MS Dynamics ERP	B I A	Yes	Yes	Yes	Yes	Yes
NetSuite: NetSuite	B I A	Yes	Information not provided by vendor	Yes	Yes	Yes
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Yes	Yes	Yes	Information not provided by vendor
Oracle: PeopleSoft Enterprise 9.1	B I	Yes	Yes	Yes	Yes	Information not provided by vendor
Plex Systems: Plex Online	B I A	Yes	Yes	Yes	Yes	Yes
QAD: Enterprise Applications	B I	Information not provided by vendor	Yes	Information not provided by vendor	No	Yes
Sage Software: MAS 500 ERP	B I	Yes	Yes	Yes	Yes	Yes
SAP: Business ByDesign	B	Yes	Yes	Yes	Yes	Yes
SAP: Business-All-in-One	I	Yes	Information not provided by vendor	Yes	Yes	Information not provided by vendor
SYSPRO: SYSPRO	B I A	Yes	Yes	Yes	No	Yes

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PRODUCT CONSIDERATIONS: INTERMEDIATE FEATURES

Vendor: Product Solution	Buyer Types	16 Compliance Management	17 E-commerce or Web Storefront Tools	18 Estimating/ Quoting	19 Enterprise Performance Mgmt.	20 Main tenance	21 Project Management	22 Sales Solution
Aplicor: Aplicor Hosted Software Suite	I	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	Yes	Limited to B2B	Yes	Yes	No	Yes	Yes
IFS: IFS Applications	B I A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Infor: Infor ERP LN	B	Yes	No; available as an add-on	Yes	Limited; full functionality available as an add-on	Yes	Yes	Yes
Infor: Infor ERP SyteLine	B I	Yes	No; available as an add-on	Yes	Limited; full functionality available as an add-on	No; available as an add-on	Yes	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	No	No	Yes	Yes	Yes	Yes	No; available as an add-on
Microsoft: MS Dynamics ERP	B I A	Yes	Yes	Yes	Yes	No	Yes	Yes
NetSuite: NetSuite	B I A	Yes	Yes	Yes	No; available as an add-on	No; possible through customization	Yes	Yes
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	No	Yes	Yes
Oracle: PeopleSoft Enterprise 9.1	B I	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor	Yes	Yes
Plex Systems: Plex Online	B I A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
QAD: Enterprise Applications	B I	Yes	No	Information not provided by vendor	Information not provided by vendor	No	No	No
Sage Software: MAS 500 ERP	B I	No; available as a third-party add-on	Yes	Yes	Not	No; available as an add-on	Yes	Yes
SAP: Business ByDesign	B	Yes	Yes	Yes	Information not provided by vendor	Information not provided by vendor	Yes	Yes
SAP: Business-All-in-One	I	Yes	Yes	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes
SYSPRO: SYSPRO	B I A	Yes	Yes	Yes	Yes	No	No	Yes

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PRODUCT CONSIDERATIONS: ADVANCED FEATURES

continue

Vendor: Product Solution	Buyer Types	23 Asset Management	24 Business Intelligence	25 Employee Self-service	26 Product Configurator	27 Engineering Tools	28 Marketing Applications
Aplicor: Aplicor Hosted Software Suite	I	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	Yes	Yes	No; available as an add-on	Information not provided by vendor	No	No; available as an add-on
IFS: IFS Applications	B I A	Yes	Yes	Yes	Yes	Yes	Yes
Infor: Infor ERP LN	B	Limited; full functionality available as an add-on	No; available as an add-on	No; available as an add-on	Yes	No; available as an add-on	No; available as an add-on
Infor: Infor ERP SyteLine	B I	Yes	No; available as an add-on	No; available as an add-on	Yes	Yes	Limited; full functionality available as an add-on
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	Yes	Yes	No; available as an add-on	Yes	No	Yes
Microsoft: MS Dynamics ERP	B I A	Yes	Yes	Yes	No	No	Yes
NetSuite: NetSuite	B I A	No; available as a third-party add-on	Yes	Yes	Yes, via customization; also available as a third-party add-on	No; available as an add-on	Yes
Oracle: E-Business Suite 12	I A	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes
Oracle: PeopleSoft Enterprise 9.1	B I	Yes	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor	Yes
Plex Systems: Plex Online	B I A	Yes	Yes	Yes	Yes	Yes	Limited
QAD: Enterprise Applications	B I	Information not provided by vendor	Information not provided by vendor	No	Information not provided by vendor	No	No
Sage Software: MAS 500 ERP	B I	Yes	Yes	Yes	Yes	No; available as an add-on	Yes
SAP: Business ByDesign	B	Yes	Yes	Yes	Yes	Yes	Yes
SAP: Business-All-in-One	I	Yes	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes
SYSPRO: SYSPRO	B I A	Yes	Yes	No	Yes	Yes	Yes

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PRODUCT CONSIDERATION: ADVANCED FEATURES (CONTINUED)

Vendor: Product Solution	Buyer Types	29 Partner Relationship Mgmt.	30 Procurement	31 Sales Force Automation	32 Supply Chain Management	33 Supplier Relationship Mgmt.	34 Warehouse Management
Aplicor: Aplicor Hosted Software Suite	I	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
Epicor Software: Epicor 9	B I A	Yes	Yes	Yes	Yes	Yes	Yes
Exact Software: Exact Globe	B I	No; available as an add-on	Yes	No; available as an add-on	Yes	Yes	Yes
IFS: IFS Applications	B I A	Yes	Yes	Yes	Yes	Yes	No; available as a third-party add-on
Infor: Infor ERP LN	B	No	Yes	No; available as an add-on	Limited; full functionality available as an add-on	Limited; full functionality available as an add-on	Yes
Infor: Infor ERP SyteLine	B I	Yes	Yes	Limited; full functionality available as an add-on	Yes	Yes	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	No	Yes	No	Yes	No	Yes
Microsoft: MS Dynamics ERP	B I A	Yes	Yes	Yes	Yes	Yes	No
NetSuite: NetSuite	B I A	Yes	Yes	Yes	Yes; additional functionality available	Yes; additional functionality available	Yes; available as a third-party add-on
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Yes	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor
Oracle: PeopleSoft Enterprise 9.1	B I	Yes	Yes	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor
Plex Systems: Plex Online	B I A	Yes	Yes	Yes	Yes	Yes	Limited
QAD: Enterprise Applications	B I	No	Information not provided by vendor	No	Limited; extendable through add-ons	Information not provided by vendor	No; available as an add-on
Sage Software: MAS 500 ERP	B I	No; available as a third-party add-on	Yes	No	No	Yes	Yes
SAP: Business ByDesign	B	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Yes	Yes	Yes
SAP: Business-All-in-One	I	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
SYSPRO: SYSPRO	B I A	Yes	Yes	No	Yes	Yes	Yes

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PRODUCT CONSIDERATIONS: PLATFORM AND DELIVERY

Vendor: Product Solution	Buyer Types	35 System Architecture	36 SOA Support	37 Database	38 Includes EDI Software	39 Code or SDK Available	40 Supports Open Standards
Aplicor: Aplicor Hosted Software Suite	I	Information not provided by vendor	Information not provided by vendor	N/A	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
Epicor Software: Epicor 9	B I A	Microsoft .NET	Yes	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor
Exact Software: Exact Globe	B I	Microsoft Visual Basic	Limited	MySQL 2005 or 2008	Yes	Yes	Yes
IFS: IFS Applications	B I A	J2EE-based open architecture with a .NET-based interface	Yes	Oracle databases	Yes	No	Yes
Infor: Infor ERP LN	B	INFOR ERP LN 4GL based on Java	Yes	Oracle databases and SQL Server	Yes	No	Yes
Infor: Infor ERP SyteLine	B I	Microsoft .NET	Yes	SQL Server	Yes	Yes	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	WebSphere, System i, Java	Yes	Industry standard databases	Yes	No	Yes
Microsoft: MS Dynamics ERP	B I A	Microsoft .NET	Yes	Microsoft SQL Server	Yes	Yes	Yes
NetSuite: NetSuite	B I A	Cloud application based on a 3-tier multi-tenant architecture	N/A	N/A	Yes, via Open SDK; also available via a third-party add-on	Yes	Yes
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
Oracle: PeopleSoft Enterprise 9.1	B I	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor	Yes	Information not provided by vendor
Plex Systems: Plex Online	B I A	Microsoft .NET	N/A	N/A	Yes	Yes	Yes
QAD: Enterprise Applications	B I	QAD service oriented architecture	Yes	Progress BMS	Yes	Information not provided by vendor	Information not provided by vendor
Sage Software: MAS 500 ERP	B I	Microsoft .NET	No	Microsoft SQL Server	No; available as a third-party add-on	Yes	Yes
SAP: Business ByDesign	B	Information not provided by vendor	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
SAP: Business-All-in-One	I	SAP NetWeaver	Yes	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
SYSPRO: SYSPRO	B I A	Microsoft .NET	Yes	Windows platform, Microsoft SQL or ISAM	Yes	Yes	Yes

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COST CONSIDERATIONS

Vendor: Product Solution	Buyer Types	1 Solution Cost	2 Average TIme to Deploy	3 Published ROI Use Cases	4 Payment Model Options
Aplicor: Aplicor Hosted Software Suite	I	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	SaaS
Epicor Software: Epicor 9	B I A	Starts at $25,000	3 to 9 Months	Yes	License, hosted, SaaS
Exact Software: Exact Globe	B I	Starts at $25,000	2 to 6 Months	Yes	License
IFS: IFS Applications	B I A	Varies by users, modules and support level	3 to 6 Months	Yes	License
Infor: Infor ERP LN	B	Information not provided by vendor	4 to 9 Months	Yes, upon request	License, hosted license
Infor: Infor ERP SyteLine	B I	Information not provided by vendor	3 to 6 Months	Yes, upon request	License, hosted, SaaS
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	Varies by users and applications	Varies	Yes	License, hosted license
Microsoft: MS Dynamics ERP	B I A	Information not provided by vendor	2 weeks to several months	Yes	License, SaaS
NetSuite: NetSuite	B I A	$499 per month, plus $99 per user per month	3 to 6 Months	Yes	SaaS
Oracle: E-Business Suite 12	I A	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	License, hosted
Oracle: PeopleSoft Enterprise 9.1	B I	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor	License, hosted
Plex Systems: Plex Online	B I A	From $4,000 to $100,000 per month	1 to 12 Months	Yes	SaaS
QAD: Enterprise Applications	B I	Information not provided by vendor	4 to 9 Months	Yes	License, SaaS
Sage Software: MAS 500 ERP	B I	From $15,000 to $150,000 per month	4 to 6 Months	Yes	License
SAP: Business ByDesign	B	$149 per user per month, starting at 25 users	1 to 2 Months	Information not provided by vendor	SaaS
SAP: Business-All-in-One	I	Information not provided by vendor	2 to 4 Months	Information not provided by vendor	License, hosted
SYSPRO: SYSPRO	B I A	Financial modules: $1,500 for 4 users; manufacturing modules: $1,800 for 4 users	3 to 6 Months	Yes	License

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VENDOR CONSIDERATIONS

Vendor: Product Solution	Buyer Types	1 Length of Time in Business	2 Customers	3 Number of Customers Worldwide	4 Consulting Support
Aplicor: Aplicor Hosted Software Suite	I	10 years	Information not provided by vendor	Information not provided by vendor	Yes
Epicor Software: Epicor 9	B I A	25 years	Companion Systems, Hansatech, Symetrics	20,000	Yes
Exact Software: Exact Globe	B I	25 years	Industrielle Alliance, Ameco, St. Gobain	100,000	Yes
IFS: IFS Applications	B I A	26 years	U.S. Air Force, Lockheed Martin, Saab	2,000	Yes
Infor: Infor ERP LN	B	7 years	Boeing, Fomas Group, Snecma	70,000	Yes
Infor: Infor ERP SyteLine	B I	7 years	Advanced Input Systems, Colonial Systems, Duramax Marine	70,000	Yes
Lawson: M3 (Make Move Maintain) Enterprise Management System 7.1	B I A	33 years	Jelly Belly, TAL, Zeppelin	4,500	Yes
Microsoft: MS Dynamics ERP	B I A	34 years	Expert Group, Exhausto, Glidewell Laboratories	Hundreds of thousands	Yes
NetSuite: NetSuite	B I A	11 years	Asahi Kasei Spandex America, Isuzu Truck, Jollibee Foods	6,600	Yes
Oracle: E-Business Suite 12	I A	32 years	Information not provided by vendor	345,000	Information not provided by vendor
Oracle: PeopleSoft Enterprise 9.1	B I	32 years	Information not provided by vendor	345,000	Information not provided by vendor
Plex Systems: Plex Online	B I A	14 years	Inteva, Magna Powertrain, Fisher & Company	400	No; available from partners
QAD: Enterprise Applications	B I	26 years	SanDisk, Johnson Controls, TRW Automotive	6,000	Yes
Sage Software: MAS 500 ERP	B I	28 years	Entertainment Lighting Services, Metropolitan Regional Info Systems, Power Curbers	5.8 million	Yes
SAP: Business ByDesign	B	30 years	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
SAP: Business-All-in-One	I	30 years	Information not provided by vendor	Information not provided by vendor	Information not provided by vendor
SYSPRO: SYSPRO	B I A	31 years	Thermo Fisher, Mac Paper, Airborne Systems	14,000	Yes

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Aplicor	Epicor Software	Exact Software	IFS	Infor	Lawson	Microsoft
▪ Focused on midmarket and enterprise CRM/ERP users ▪ Claims 4-year, 100 percent uptime of hosted services ▪ Offers SLAs (service level agreements) with financial guarantees ▪ For more information: www.aplicor.com	▪ Solution based on consolidation of multiple disparate solutions ▪ Can be implemented as hosted, premise-based or hybrid solution ▪ Claims lowest TCO (total cost of ownership) among leading offerings ▪ For more information: www.epicor.com	▪ Worldwide presence — headquartered in The Netherlands; customers in 125 countries ▪ Expanding beyond ERP to CRM, HR, analytics; increasing focus on the Americas ▪ Recently introduced "software rental" for contract/make-to-order manufacturers ▪ For more information: www.exact.com	▪ Solutions optimized for complex deployments — multi-site, multi-language, and so on ▪ Historically stronger in Europe than in the Americas ▪ Launched IFS Enterprise Explorer (IEE) user interface to improve usability ▪ For more information: www.ifsworld.com	▪ Focused on building, buying and integrating best-of-breed business applications ▪ Offers flexible software upgrade/exchange options with maintenance contracts ▪ 3,500 product specialists in 35 countries and 1,400 partners ▪ For more information: www.infor.com	▪ Merged with Intentia consultancy in 2006 ▪ On-site and remotely hosted services offered directly or through 1,700+ consultants ▪ Works closely with customers to measure success, ROI and TCO accurately and credibly ▪ For more information: www.lawson.com	▪ Integrates CRM and ERP closely with Microsoft Office to improve ease of use ▪ "Azure" cloud/SaaS initiative potentially major but still under development ▪ A leading software partner of every major computing hardware vendor ▪ For more information: www.microsoft.com

NetSuite	Oracle	Plex Systems	QAD	Sage Software	SAP	SYSPRO
▪ Solution combines CRM, ERP, e-commerce and real-time, role-based dashboards ▪ Web-based SaaS architecture enables deep functionality economically ▪ Offers integrated support for innovative features such as recurring billing and shipping ▪ For more information: www.netsuite.com	▪ Expanding beyond historic focus on large enterprises ▪ Corporate SaaS/cloud strategy and ultimate integration of multiple CRM/ERP solutions still in flux ▪ For more information: www.oracle.com	▪ Focused on enabling comprehensive manufacturing support, "shop floor to top floor" ▪ Solution originally built as a consulting project for automotive-parts maker in 1990s ▪ Plex Online SaaS offering launched in 2001 ▪ For more information: www.plex.com	▪ Founded in 1979 specifically to develop software for manufacturers ▪ Solutions currently used by more than 6,000 companies in 90 countries ▪ Recent upgrades are a response to users' downsizing, reorganization and training concerns ▪ For more information: www.qad.com	▪ Focused almost exclusively on smaller and midsize businesses ▪ More than 25 years of experience; more than 6 million customers, 13,400 employees worldwide ▪ Customer support network of 40,000 accountants and 30,000 business partners ▪ For more information: www.sage.com	▪ Founded in 1972, perhaps the best-known ERP software provider worldwide ▪ More than 75,000 customers, 140,000 deployments, 12 million users, 2,400 business partners worldwide ▪ Acquired Business Objects in 2008 to broaden portfolio ▪ For more information: www.sap.com	▪ More than 30 years experience, 14,000 licensees and 1,500 channel partners across 60 countries ▪ A single, comprehensive, modular solution tailored via consulting services to specific user requirements ▪ Focused on combining technologies, services and users' business needs into unified ERP solutions ▪ For more information: www.syspro.com

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Others Worth Watching

Expandable Software	Workday
▪ Expandable Software is an emerging competitor in the SaaS ERP market, offering a comprehensive, modular framework of applications and functions. The solution offers enterprisewide ERP and supply chain management features, a common user interface across all functions, and on-site and on-demand deployment options. It also has powerful reporting and dashboard functions. The solution is built on Microsoft foundation technologies, including SQL Server. ▪ For more information: www.expandable.com	▪ Workday, founded by PeopleSoft founder Dave Duffield, offers a SaaS solution that includes HR, payroll and other functions the company claims are worthy alternatives to traditional ERP deployments. Workday also promises rapid deployment, global reach, consistency in GRC (governance, risk and compliance) management, lower costs and greater agility and flexibility than traditional ERP solutions. ▪ For more information: www.workday.com

In addition, Microsoft, Oracle, SAP, Salesforce.com and other leading CRM and ERP vendors are likely to introduce new offerings, options and alliances as more ERP functionality becomes available via SaaS and cloud-based delivery. Focus believes this trend will accelerate and continue indefinitely. Users pursuing or considering ERP deployments should question candidates closely about their SaaS/cloud plans. They should then compare those plans carefully with their own business needs and goals.

Several other vendors, notably Agresso, Deltek and Quicken, all have relevant offerings in this market. (Oracle has additional relevant offerings in its acquired JD Edwards portfolio as well.) However, Focus was unable to obtain sufficient information about these offerings to make meaningful comparisons or analysis possible within editorial deadlines. Focus will try to include these vendors and their offerings in future updates to this Comparison Guide.

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About Focus Research

Each year U.S. businesses spend more than $75 trillion* dollars on goods and services. And yet there has not been a definitive source of trustworthy and easily accessible information to support business buyers and decisions makers — especially those in small and midsize businesses. Filling this gap is the mission of Focus Research.

Through its Research Guides, Focus Research empowers buyers to make considered purchases and decisions. Focus does this by providing freely available, actionable advice based on the expertise of other buyers, recognized experts and Focus analysts.

Guiding Principles

Our goal is not only to provide independent and high-quality research but also to deliver a new research model that serves all businesses.

Open: We believe information must be set free. The data, advice and research on Focus are widely distributed and available to everyone

Peer-powered: We believe in the power of many. Thousands of buyers and experts contribute their expertise to Focus every day. Our job is to take their insights and integrate them into our research.

Practical: We believe in addressing everyday issues facing businesses. Focus Research does not pontificate on high-level trends or promote broad-based research agendas. Rather, Focus Research endeavors to provide specific, actionable recommendations that help businesses make the right decision every time.

Relevant: We believe there is no "one-size-fits-all" answer to a business purchasing decision. Focus Research is, therefore, designed to address specific concerns of multiple buyer types across multiple industries. As such, users are encouraged to combine our different research deliverables into tailor-made packages that effectively address their unique needs and goals.

* Source: Visa, Inc. Commercial Consumption Expenditure Index fact sheet.

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