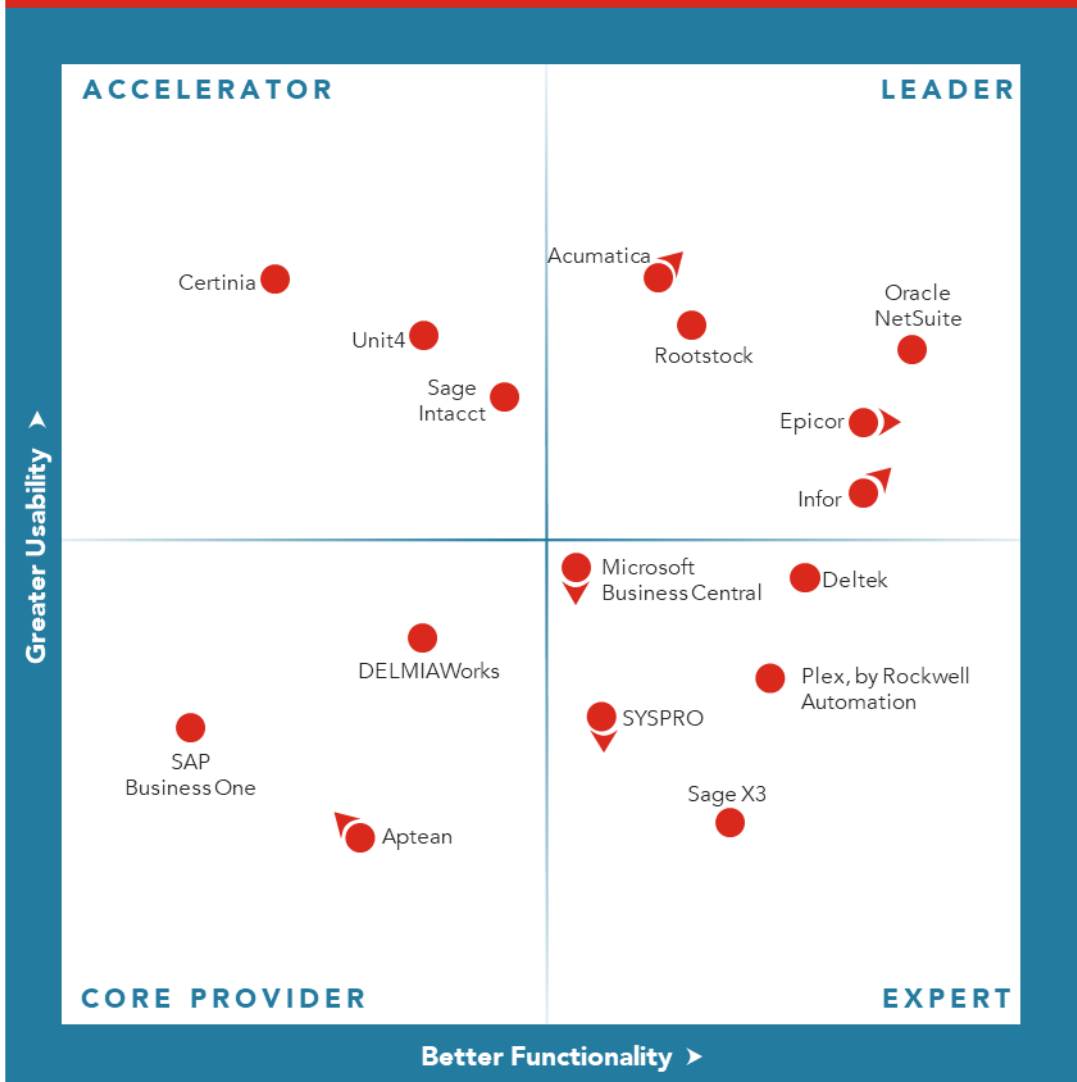**NUCLEUS**
RESEARCH

2024 SMB ERP TECHNOLOGY VALUE MATRIX

ANALYST
Samuel Hamway

THE BOTTOM LINE

To survive and stay competitive among their peers, SMBs must move beyond outdated methods like QuickBooks and legacy systems. Modern ERP systems provide crucial agility and predictive insights, especially in supply chain planning amidst inflation and geopolitical risks. Data-driven decisions and advanced analytics are now essential, making comprehensive analytics a fundamental ERP requirement. As seen parallel to the enterprise space, generative AI integration is a key trend for SMB ERPs, with vendors differentiating through conservative NLP use cases and robust data privacy measures.

SMB ERP
Value Matrix | June 2024

NUCLEUS RESEARCH

ACCELERATOR

LEADER

Certinia

Unit4

Sage Intacct

Acumatica

Rootstock

Oracle NetSuite

Epicor

Infor

Greater Usability ▶

Microsoft Business Central

Deltek

DELMIAWorks

Plex, by Rockwell Automation

SAP Business One

SYSPRO

Aptean

Sage X3

CORE PROVIDER

EXPERT

Better Functionality ▶

OVERVIEW

In 2024, small and medium-sized businesses (SMBs) are continuing to recognize that outdated methods like QuickBooks, spreadsheets, and cumbersome legacy systems are inadequate for not just growing their operations, but surviving. The functionality gap between these manual or legacy solutions and modern ERP systems continues to widen. Today's ERP suites offer much more than transactional utilities; they provide systems that

enable agility and predictive insights, particularly in supply chain planning, which has become crucial amid sustained inflation and geopolitical risks.

SMBs are increasingly data-oriented, making decisions based on predictive and prescriptive analytics. The competitive landscape demands that organizations automate processes and make data-driven decisions. Advanced analytics functionalities are now a fundamental requirement in ERP system RFP inquiries. SMBs recognize the value of comprehensive analytics capabilities, which enhance decision-making across various business functions, including sales, HR, supply chain, marketing, finance, and accounting. This shift reflects a broader trend where data-driven operations are not just an advantage but a necessity for staying competitive.

Similar to the enterprise ERP space, generative AI continues to be a significant trend in solutions for SMBs (Nucleus Research y71 – Enterprise ERP Technology Value Matrix 2024 – June 2024). Nearly all vendors have integrated generative AI features into their offerings, with significant investments in both traditional machine learning and new AI technologies. Differentiation among vendors is evident in those who apply generative AI to conservative natural language processing (NLP) use cases rather than bold process reimaginations, where productivity gains are achieved by improving existing processes.

One critical area of differentiation is how vendors handle data privacy, especially concerning the exposure of data to third-party large language model (LLM) APIs. Many customers are concerned about data privacy and security, prompting vendors to adopt varied approaches to protect sensitive information. This focus on data privacy is crucial for gaining customer trust and ensuring compliance with regulatory requirements.

In this Value Matrix, vendors are positioned according to the relative usability and functionality of their respective solutions, as well as the value that customers realized from each product's capabilities (Nucleus Research X222 – Understanding the Value Matrix – December 2023) and presented as a snapshot of the current market rather than an empirical ranking of vendors. The arrows indicate perceived momentum in the indicated direction with respect to usability and functionality. Positioning and momentum are informed primarily by conversations with end-users, along with the most recently released capabilities/features and areas of vendor investment.

LEADERS

Leaders in the SMB ERP Technology Value Matrix include Acumatica, Epicor, Infor, Oracle NetSuite, and Rootstock.

ACUMATICA

Acumatica has been designated as a leader in this year's SMB ERP Technology Value Matrix. The company's cloud-based ERP solution is designed for mid-market businesses and supports a broad array of applications, including accounting, sales, inventory, warehouse management, project management, customer management, and shop floor operations. It operates on an open and secure cloud architecture that facilitates constant availability and remote collaboration, while ensuring enterprise-grade security. Acumatica offers the flexibility to switch between public and private cloud deployments to meet changing business needs. Its licensing model is based on unlimited, consumption-driven usage without restrictions on user numbers. The platform maintains a single code base across various Industry Editions, which are tailored to specific sectors such as Manufacturing, Distribution, Construction, and Retail, incorporating industry-specific features, compliance needs, and integrated workflows for streamlined operations.

Recent product updates and enhancements include:

- **The vendor announced two major product updates last year**: Acumatica released the 2023 R2 update in October 2023 and the 2024 R1 update in March 2024, which included significant enhancements across multiple core areas.

- **The vendor announced usability improvements**: These enhancements include advanced document recognition capabilities, the ability to edit key values directly in side panels, intelligent text completion, management of tax exemption certificates, inclusion of approval or rejection reasons on financial forms, preconfigured payment terminals for POS, enhanced mapping for bank feeds, and a modern UI introduced as a developer preview in the 2024 R1 release.

- **The vendor announced technology updates**: New features include dynamic visibility of containers in mobile applications, custom workflows for new order types, the ability to use Generic Inquiries as a data source for another GI, action sequences in workflows, and the ability for dialog box values and formulas to trigger Business Events.

- **The vendor announced enhancements to financials and payroll**: These include the introduction of Acumatica Payments, new terms for cash discounts and debit adjustments, improvements in payroll overtime calculations, enhancements to T5018 reporting, the introduction of credit memos with new terms and discounts, the ability to calculate taxes on prepayments, and updates to PTO policies including tenure bands and probation periods.

- **The vendor announced CRM enhancements**: New features include several case management enhancements including improved case closure, improved SLA commitment tracking, and using cases to initiate and monitor product returns. In

addition they added personal email account management, integration of Gmail available in the Google Marketplace, and several opportunity reports.

- **The vendor announced distribution updates**: Improvements include enhancements in stock allocation management, margin calculation on sales orders, shopping for rate enhancements, implementation of distribution requirements planning (DRP), process improvements for return orders, expedited picking for the same items on multiple orders, display of child PO information on blanket POs, and integration of 3G Pacejet shipping into the core.

- **The vendor announced retail sector updates**: These include the integration of an Amazon connector into the core, the introduction of Shopify B2B price lists and hierarchy, expanded support for Amazon sellers in additional regions, and enhancements to Shopify POS including product exchanges.

- **The vendor announced manufacturing updates**: New developments include the introduction of parallel process reporting, updates to advanced planning to include kits in demand forecasts, the exclusion of orders by type and inactive warehouses in planning, the addition of Locked Production Order Status, new capabilities to print production tickets via DeviceHub, and the expansion of the product configurator with a new web endpoint.

- **The vendor announced updates for construction, project, and field service**: Improvements include an enhanced pay-when-paid workflow using proforma invoices, a consolidated AR Retainage Invoice, the ability to mark cost codes as "Inactive", Pro Forma with Inclusive Taxes, refunds for expense receipts to corporate cards, field service calendar improvements as an early adopter feature, and simplified creation of credit memos for field service invoices.

EPICOR

In the 2024 SMB ERP Technology Value Matrix, Epicor is recognized as a leader, primarily serving mid-market and enterprise businesses across sectors including automotive, distribution, construction supplies, manufacturing, and retail. The Epicor Industry ERP Cloud platform integrates a broad range of functionalities such as finance, supply chain management, planning, CRM, product management, project management, business intelligence, and analytics into a cohesive system. Epicor offers a diverse array of industry-tailored ERP solutions, such as Epicor Kinetic for discrete manufacturing, Epicor Prophet 21 for distribution, and Epicor Propello for retail management. The platform's adaptable architecture features no/low-code customization possibilities, pre-built API connectors, and a comprehensive set of modular composable add-ons, allowing businesses to tailor the ERP system to meet specific operational needs.

Recent product updates and enhancements include:

- Epicor announced Prophet 21 releases 2023.1 and 2023.2 for Distribution, featuring significant enhancements such as the Direct Through Stock (DTS) Purchase Order system for better inventory and shipping management throughout project lifespans, End of Month (EOM) reporting integration into the production environment, and seamless integration with Epicor Grow for on-prem customers for enhanced business intelligence capabilities. The update also includes Supplier Integration and Scorecard for better supplier selection and Financial Planning and Analysis tools for improved decision-making and operational efficiency.

- Epicor announced Kinetic releases 2023.1 and 2023.2 for Manufacturing, introducing Grow for Kinetic, a cloud-based analytics solution enhancing data visualization and decision-making. The updates include Lot Trace views, Automated Fulfillment, and Visual Procure to Pay improvements, among others. Customer-driven enhancements from the Epicor Ideas portal such as Quality Inspections and Mass ECO revisions were also added. Additional usability improvements include Browser UX First Mode and optimized MRP performance.

- Epicor announced expanded Global Compliance and Regional Data Center capabilities, ensuring strict adherence to international and regional compliance standards with new data centers in the Middle East, India, and a partnership in China. Compliance covers SOC 1, SOC 2, GDPR, CCPA, CMMC, ITAR, and global carrier standards, with new e-invoicing support in several countries and updates for government and financial reporting.

- Epicor announced the acquisition of Elite EXTRA, enhancing its capabilities in cloud-based last mile delivery solutions. This includes streamlined operations, extensive delivery networks, and improved reverse logistics, facilitating better routing decisions and operational efficiencies in delivery and returns processes.

- Epicor announced the launch of industry-first Predictive Analytics Solutions for Automotive Parts Distributors and Service/Repair Businesses, introducing Epicor Predictive Inventory Assistant (PIA) and Predictive Maintenance Assistant (PMA) to predict future demands and repairs using AI and machine learning.

- Epicor announced the launch of the Next-Generation Automotive B2B eCommerce Platform, Epicor Commerce for Automotive (ECA), designed to increase sales and customer satisfaction with features like multi-seller support, easier product lookups, third-party integrations, and promotions management.

- Epicor unveiled Next-Generation, Cloud-Based Catalogs for Automotive Parts and Service/Repair Businesses, featuring Epicor-validated, ACES-compliant data and a new Intelligent Search feature to enhance part identification across the U.S., Canada,

and Mexico, with Spanish content for Mexico to facilitate faster and more accurate part lookups.

INFOR

Infor has been designated a leader in this year's SMB ERP Technology Value Matrix, known for its industry-specific solutions seamlessly integrated into the CloudSuite platform, which supports accelerated deployment and regular updates. The company focuses on sectors such as healthcare, industrial machinery, heavy equipment, automotive, fashion, wholesale distribution, manufacturing, aerospace and defense, food and beverage, and public services. This targeted approach allows Infor to concentrate its innovations within the realms of its chosen industries, ensuring that clients' specialized needs are met within the Infor ecosystem. Infor's CloudSuite solutions are modular, encompassing functionalities like supply chain management (SCM), customer relationship management (CRM), human resources planning, product lifecycle management, warehouse management, and asset management, along with core financial and accounting features. Infor's solutions can be deployed via multi-tenant SaaS environments, providing customers with access to the latest technological advancements and ongoing solution enhancements. Additionally, Infor ensures enterprise-grade security and scalability, maintaining strategic partnerships with leading cloud service providers such as AWS.

Recent product updates and enhancements include:

In April 2024 Infor announced new product technology innovations and enhancements for their industry CloudSuites as part of their bi-annual release cycle. I Release highlights include:

- New Environmental, Social, and Governance (ESG) reporting capabilities, for early adopters, supporting your customer's journey to a more sustainable business.
- Infor GenAI, to unleash productivity and elevate employee work.
- Infor Value+ solutions for automation, insights, and advanced workspaces.
- New & enhanced complete industry-specific product features for the Infor CloudSuite products that focus on the last mile, experience-oriented and hyperproductive enhancements, and the addition of technology and innovation that drives automation, connectivity and productivity for customers.

The Infor October 2023 release targeted transformation in customer operations and service delivery across manufacturing, distribution, and service industries, including:

- The launch of Infor Enterprise Automation , a set of multi-tenant cloud services built on AWS within the Infor OS framework, designed to scale automation by integrating data integration, AI/machine learning, and robotic process automation (RPA).

- Enhancements to its CloudSuite for Automotive, introducing features to streamline shipment processes, provide a Configurable Product Workspace for customization and pricing adjustments, and implement self-billing for aftermarket services.

- Updates to its CloudSuite for Industrial Manufacturing, including a new Customer Service Workspace for product configuration, Material Overage Management to optimize parts usage, and an Enterprise Collaboration Portal for improved subcontractor interactions.

- New capabilities in its CloudSuite for Distribution focus on improving product attribute management, streamlining the product journey with a new ability to create centralized product dashboards, introducing a product certificate management system, and launching a Supplier Portal for better supplier communication.

- Enhancements to its CloudSuite for Fashion include: adding capabilities for sustainability product innovation in Infor PLM for Fashion, Infor Nexus enhancing its supply chain transparency, and Infor announced a partnership with Foresight Retail for Merchandise and Assortment Planning to optimize inventory and sales planning.

- Updates to its CloudSuite for Food & Beverage include improved Infor MES integration to streamline production processes, a Supplier Portal for real-time supplier collaboration, and an MES Quality Assurance Widget for integrated quality control.

- Enhancements to its ERP built for Healthcare, including automated nurse-patient assignments integrated with electronic health records to reduce nurse burnout and improve care, OIG Compliance for efficient vendor verification, and Blockchain Career Credential Verification to reduce labor costs and accelerate the hiring processes.

MICROSOFT

Microsoft Dynamics 365 has been recognized as a leader in the 2024 Enterprise ERP Technology Value Matrix. The suite includes Dynamics 365 Finance, Dynamics 365 Supply Chain, and Dynamics 365 Project Operations, all integrated within the Microsoft Cloud Platform. Dynamics 365 Finance provides financial management tools with built-in financial intelligence and analytics, allowing companies to track global operations in real-time and forecast critical financial outcomes like customer payments and cash flow. Dynamics 365 Supply Chain offers a comprehensive solution to enhance supply chain resilience, with features for planning and forecasting, inventory, procurement, manufacturing, order

management, warehouse operations, and asset maintenance. Dynamics 365 Project Operations facilitates enhanced management of project-centric operations, from deal management and resource optimization to simplifying time and expense tracking, thereby increasing overall business visibility and impact. This platform is especially aimed at large-scale corporations seeking to enhance efficiency in talent, sales, marketing, customer service, field service, retail, and project service automation, providing a unified interface for managing diverse business functions.

Recent product updates and enhancements include:

- Microsoft announced a price increase for Microsoft Dynamics 365, marking its first adjustment in over five years. Set to take effect in October, the increase ranges from 10 to 16 percent across various products. This change reflects the significant enhancements Microsoft has made to the Dynamics 365 platform, which has evolved CRM and ERP processes with new features and capabilities annually. This pricing update aims to align with the added value provided through continuous innovations in AI-powered insights, operational optimizations, and comprehensive automation of business processes.

ORACLE NETSUITE

Oracle NetSuite has been identified as a leader in this year's SMB ERP Technology Value Matrix, noted for its suite that aims to efficiently manage both operational and financial processes across various service and product-focused industries. NetSuite distinguishes itself with a comprehensive array of enterprise applications built on a cohesive data model. This model includes capabilities in billing, revenue recognition, accounting, planning and budgeting, professional services automation (PSA), supply chain management (SCM), manufacturing execution systems (MES), warehouse management systems (WMS), human capital management (HCM), customer relationship management (CRM), commerce (including B2B, B2C, POS), and business intelligence (BI). Additionally, users have access to a variety of "Built for NetSuite" applications from partners that extend the platform's functionality. Although NetSuite primarily targets small and mid-size organizations, it also consistently attracts larger enterprise customers due to its scalability and industry-specific features that are well-suited for sectors such as advertising and digital marketing, education, financial services, nonprofit, hospitality, high-tech manufacturing, retail, and wholesale distribution. NetSuite is also favored by international businesses for its capabilities in currency conversion, tax compliance, and support for financial reporting standards, offering services in 27 languages, 190 currencies, and across more than 217 countries and territories.

Recent product updates and enhancements include:

- NetSuite announced at SuiteConnect New York on March 28, 2024, that it is expanding its generative AI capabilities across its suite. The updated NetSuite Text Enhance now integrates more extensively into processes including finance, accounting, supply chain, sales, marketing, and customer support, aiming to improve productivity and accuracy. The Text Enhance feature, which is built on Oracle Cloud Infrastructure (OCI) and leverages Oracle OCI Generative AI Service, is designed to ensure data privacy and security by keeping customer data isolated within dedicated models. This feature enhancement focuses on enhancing the speed, accuracy, and efficiency of various tasks within NetSuite's offerings.

- NetSuite announced the launch of "Business Grows Here," a nationwide event series starting in Nashville on June 25, followed by St. Louis on June 27. The events aim to highlight successful local businesses and discuss strategies, resources, and tools essential for business growth.

- Oracle NetSuite announced the launch of the NetSuite Connector for Oracle MICROS Simphony at SuiteConnect New York on March 28, 2024. This new integration aims to increase productivity for restaurants and hospitality businesses by connecting Oracle's leading restaurant point-of-sale (POS) solution with NetSuite's cloud business suite. The connector facilitates daily imports of core financial data from Simphony to NetSuite, enhancing financial reporting, streamlining cash reconciliation, and reducing manual data integration efforts. The integration allows businesses to achieve a unified view of sales and financial performance, promoting more efficient operations across multi-concept or multi-location establishments. The NetSuite Connector for MICROS Simphony will be available in North America in 2024.

- Oracle announced the acquisition of Next Technik, a provider of field service management solutions, at SuiteWorld 2023 in Las Vegas on October 17, 2023. Now part of the NetSuite organization, this acquisition equips NetSuite customers with enhanced field service management capabilities. The integration will allow businesses to digitize and optimize scheduling and dispatch, manage inventory and assets more efficiently, and improve field-to-office communication. By providing real-time data visibility and automating key field service processes, the new solution aims to enhance operational efficiency, customer satisfaction, and organizational profitability. NetSuite Field Service Management is designed to replace outdated processes like paper records and spreadsheets, streamlining data collection in the field and integrating it directly into NetSuite. The solution supports more effective scheduling and dispatch, boosts field productivity by enabling technicians to access essential job details on mobile devices, centralizes asset management, and automates inventory management. Additionally, it provides operational insights through a comprehensive dashboard of key performance indicators. NetSuite Field

Service Management is available in the United States, Canada, Australia, and the United Kingdom directly from NetSuite.

- At SuiteWorld 2023, NetSuite announced updates to its NetSuite Analytics Warehouse, enhancing its capabilities as an AI-enabled, prebuilt cloud data warehouse for NetSuite customers. The updates aim to improve data management, allowing customers to quickly analyze data to enhance efficiency and reduce costs, understand customer behavior better, and accelerate innovation and growth. NetSuite Analytics Warehouse now offers features such as embedded analytics in user dashboards, more frequent data refreshes, advanced financial data analysis, and deeper insights into key business areas. It is available to customers across North America, Europe, Asia-Pacific, and Latin America. The platform, built on Oracle Analytics Cloud and Oracle Autonomous Data Warehouse, centralizes data from various sources, facilitating easier access to actionable insights.

- At SuiteWorld 2023, NetSuite introduced NetSuite Enterprise Performance Management (EPM). This unified finance solution aims to automate and streamline financial and operational planning, account reconciliation, and the close process, while enhancing tax and narrative reporting capabilities. Built on Oracle Fusion Cloud Enterprise Performance Management and integrated into NetSuite, EPM combines planning, budgeting, forecasting, and reporting across an organization to improve decision-making and business visibility. The suite includes tools for streamlined planning and budgeting, automated account reconciliation, narrative reporting – both internal as well as XBRL tagging for public/SEC reporting, profitability and cost management, and corporate tax reporting, all designed to enhance the productivity and efficiency of finance teams.

ROOTSTOCK

Rootstock has been recognized as a leader in the 2024 SMB ERP Technology Value Matrix. Specializing in the manufacturing sector, Rootstock caters predominantly to mid-sized businesses in industries such as aerospace & defense, cannabis, high-tech & electronics, industrial equipment, medical devices, and project manufacturing. The Rootstock ERP platform offers an extensive range of features, covering sales, engineering, supply chain management, production, inventory, financials, analytics, collaboration, and customer service. Built on the Salesforce Platform, Rootstock delivers a unified data model and user experience, allowing for the seamless integration of CRM, ERP, and other business applications. This integration provides businesses with comprehensive visibility across marketing, sales, operations, finance, and service, enabling them to manage operations effectively, enhance customer focus, and increase agility.

Recent product updates and enhancements include:

- Rootstock announced key product updates: Throughout the last year, Rootstock introduced three major updates. These include the Spring '23 Release featuring the launch of Enterprise Insights, a new analytics solution that integrates with Salesforce Commerce Cloud, Manufacturing Cloud, and Service Cloud to provide comprehensive business visibility. Enhancements were also made to the Financial Management module and the user interface.

- The vendor announced the Winter '24 Release: Significant enhancements were introduced to Rootstock Financials, including improved grid components for better data visibility, advancements in purchase order and accounts payable matching, streamlined processing of open items in accounts payable, and an updated payable transactions process. Additionally, the release included a new Salesforce Lightning page for accounts payable that simplifies the payment process.

- Rootstock announced the debut of AIRS: On March 27, 2024, at the Rooted-In Manufacturing Conference, Rootstock unveiled AIRS (Artificial Intelligence from Rootstock), a new AI-based solution built on Salesforce Einstein 1 Platform. AIRS leverages extensive ERP data to facilitate predictive and generative AI capabilities in decision-making across inventory planning, demand forecasting, supplier collaboration, financial forecasting, and enhanced communication.

- The vendor announced improvements in customer service: On January 11, 2024, the QuickStart Implementation for Manufacturers was launched, tailored for mid-sized manufacturers to streamline the go-live process with pre-configured settings and templates. On January 24, 2024, Rootstock launched a new Implementation Certification to verify the expertise of partners in handling Rootstock ERP implementations. On March 27, 2024, the newly structured Rootstock Partner Program was introduced, offering a three-tiered approach to foster growth and ensure the delivery of high-quality ERP solutions.

- Rootstock announced the launch of the Rootstock Signal Chain Appstore: This new online marketplace, introduced on March 27, 2024, allows customers to find pre-validated third-party software applications that work with Rootstock ERP seamlessly. The Signal Chain Appstore provides a platform for innovation, offering solutions to various business challenges, and supporting scalability and flexibility as customer needs evolve.

EXPERTS

Experts in the SMB ERP Technology Value Matrix include Deltek, Microsoft Business Central, Plex by Rockwell Automation, Sage X3, and SYSPRO.

DELTEK

Deltek is recognized as an expert in providing a comprehensive range of project-based ERP solutions to a diverse clientele, including sectors like accounting, architecture, engineering, construction, consulting, energy, IT, aerospace, defense, marketing, and government contracting. Its suite of products includes Costpoint, Vantagepoint, Maconomy, Ajera, WorkBook, and ComputerEase, each offering tailored functionalities to meet the specific needs of various industries.

Costpoint is tailored for government contractors in IT, engineering, and manufacturing, supporting the entire project lifecycle from opportunity selection to project completion and billing. Vantagepoint is optimized for architecture and engineering firms, as well as consultancies. Maconomy serves large professional service firms, Ajera is aimed at smaller architectural and engineering entities, WorkBook specializes in agency management for marketing firms, and ComputerEase focuses on the construction industry. These solutions offer capabilities in business intelligence, contract management, human capital management, procurement, general ledger accounting, project accounting, project manufacturing, and project management. Deltek's offerings are enhanced by a modular architecture that supports low-code customization, enabling businesses to adapt and scale their operations as necessary.

The company also offers Deltek Unionpoint, an integration Platform as a Service (iPaaS) that facilitates the synchronization of Deltek's ERP solutions with third-party applications, enhancing automation throughout business operations. Deltek enhances workplace collaboration and efficiency through role-based products featuring conversational user interfaces, such as adaptive cards that enable time entry forms integrated with MS Exchange, allowing users to manage tasks without leaving their email. The use of Robotic Process Automation (RPA) tools enables the automation of repetitive tasks, and Deltek's adoption of digital signatures, and automated bank feeds helps mitigate auditing issues and strengthen trust among partners and government agencies.

Recent product updates and enhancements include:

- Deltek announced a leadership transition in 2024: Bob Hughes was appointed as the President and CEO, succeeding Mike Corkery, who now serves as a full-time Operating Group Executive at Roper Technologies.
- Deltek announced the launch of Deltek Dela in April 2024: An AI-powered business companion integrated within Deltek's solutions, enhancing existing and future AI functionalities under a unified framework.

- A new release cadence was announced at Deltek ProjectCon 2023: The company will now release updates quarterly to accelerate the innovation and delivery of new features to customers.

- Deltek announced the acquisition of Replicon in August 2023: This added a workforce management solution to its professional services portfolio. In February 2024, Deltek launched Replicon Time Tracking, a premium time solution and Polaris PSA including Resource Management for Government Contracting.

- Deltek announced the acquisition of ProPricer in January 2024: This expanded Deltek's proposal pricing offering for government contractors.

- Deltek announced achieving FedRAMP Moderate Ready Status in 2024: Costpoint GCCM became the only project-based ERP listed in the FedRAMP Marketplace.

- Deltek announced the release of Costpoint 8.2 in June 2023: This update brought enhancements in Project Accounting, Capture and Contract Management, Resource Planning, and Source to Pay, along with new AI and machine learning capabilities to streamline Time and Expense processes.

- Deltek announced the one-year anniversary of acquiring TIP Technologies in 2023: The celebration included the certification of the TIPQA Web Connector for integration with SAP cloud solutions.

- Deltek announced receiving Safety Element Approval from the FAA's Office of Commercial Space Transportation in 2023: This made Deltek one of the few companies to achieve this status with its Quality Management Software (QMS).

- Deltek announced new innovations and enhancements to Vantagepoint at Deltek ProjectCon 2023: Enhancements included new AI capabilities – including Smart Summaries and new GenAI based features – along with a refreshed UI with dark mode, and better integration with tools like MS Teams, aimed at improving project management and decision-making.

- Deltek announced updates to ComputerEase: The new Deltek ComputerEase Field 2.0 introduced a web interface and enhanced geolocation time tracking for construction firms, along with significant improvements like Intelligent Character Recognition for AP invoices and enhanced payment tracking.

- Deltek announced developments in WorkBook: Recent updates include a new Job Reconciliation report, compliance with the Danish Bookkeeping Act, and user interface improvements to align more closely with end-user workflows.

- Deltek announced upgrades to Maconomy: The focus on user experience and technology led to a new browser-based interface, upcoming finance functionality, containerization of the tech stack, and advancements in regulatory coverage, setting

the stage for a fully web-based solution and Data-as-a-Service offerings by the end of 2024.

MICROSOFT BUSINESS CENTRAL

Microsoft is recognized as an expert in this year's SMB ERP Technology Value Matrix for its Dynamics 365 Business Central solution. This ERP platform is developed for small and mid-sized businesses across different industries, offering a platform to manage business processes such as finances, supply chain, manufacturing, shipping, project management, and services. It integrates customer relations, accounting, finance, sales, inventory, supply chain, service, and project management functions. Business Central includes compliance features for financial reporting standards, local functionality, and GDPR, supporting global compliance in over 25 languages. It offers on-premises, cloud, or hybrid deployment options. Microsoft has also integrated Microsoft 365 Copilot into its Microsoft 365 apps, enabling users to utilize GPT technology for tasks like meeting preparation, analyzing product profitability, and creating budget proposals.

Recent product updates and enhancements include:

- The vendor introduced the modern action bar to streamline productivity, accessible worksheet pages from mobile, and various user experience improvements. Enhanced visibility with VAT date in posting previews and sustainable compliance features now generally available.

- Power Platform integrations and improvements: Added table and field mappings, enhancements to Power Automate flows for matching records and approval processes, and expanded data exposure in Dataverse through synthetic relationships. Public previews and updates available from early April to May 2024.

- Financial management and reporting enhancements: Streamlined financial operations with updated tools for account reconciliations, improved error handling in service invoices, and more efficient financial consolidation runs. Features to facilitate multi-project invoicing and use of standard terminology in project management. Updated capabilities generally available from April 1, 2024.

- Inventory and operational enhancements: New functionalities for inventory valuation control, document attachment management in service items, and simplified Shopify connections. Enhanced usability in warehouse and inventory management. Features updated and available from early April 2024.

- Regional and compliance updates: Extended functionality for advance payments and improved localization for the Czech market including enhanced ARES data updates, QR code printing on invoices, and more productive bank statement processing. IRS

1099 form submission in the US automated to enhance compliance. Updates generally available from April 1, 2024.

- Copilot and AI innovations: Introduced a chat feature with Copilot and richer development tools for extending Copilot functionalities. Public previews for Copilot-created analysis tabs and assistance with fields to streamline operations. Available from early April 2024.

- Development and system enhancements: Improved barcode scanning control with AL, safe company copying with Dataverse integration, and defined tooltips on table fields for better user guidance. Public previews and general availability for various features throughout April 2024.

- Governance and administration updates: New embedded AppSource marketplace page and analysis of telemetry events across browser and server for enhanced system monitoring. Premium license usability extended for environments with Essentials licenses. Updates generally available from early April 2024.

PLEX, BY ROCKWELL AUTOMATION

Plex, by Rockwell Automation, is recognized as an expert in this year's SMB ERP Technology Value Matrix. The company predominantly serves SMBs across industries such as automotive, food and beverage, precision metal forming, plastics & rubber, industrial manufacturing, high tech & electronics, and aerospace. Its cloud-based ERP solution encompasses modules like accounting & consolidation, financial management, human capital management, and supplier & purchasing management. Plex's ERP platform is tailored for manufacturing, featuring industry-specific compliance templates, pre-configured workflow automation, and IoT integrations. Plex supports advanced manufacturing processes with MES and QMS capabilities, making it a preferred choice for managing intricate manufacturing operations with minimal IT infrastructure.

SAGE X3

Sage X3 is ranked as an expert in the 2024 SMB ERP Technology Value Matrix, serving organizations in sectors such as discrete manufacturing, food and beverage, chemicals, process manufacturing, wholesale distribution, and business services. This ERP solution from Sage integrates financial management, CRM, supply chain management, and product management into one system. Sage X3 is designed with pre-configured industry-specific features that facilitate rapid deployment and swift realization of system benefits. The financial management component of Sage X3 is equipped to handle multi-site and

multinational financial operations comprehensively. It includes capabilities for finance, personnel costs, budget accounting, commitments, and asset management. The system supports budgeting, asset tracking, and depreciation planning. For production management, Sage X3 offers features to enhance and streamline manufacturing workflows, including extensive bill of materials (BOM) management that maintains product quality and consistency. It supports multi-level BOMs, mass maintenance, and change management.

The supply chain management module of Sage X3 aims to optimize the efficiency of supply chains and meet customer demands effectively. It covers a wide range of functionalities by integrating sales, inventory, purchasing, finance, and manufacturing processes. Sage X3 facilitates the entire procurement cycle, from managing requests for quotes and handling supplier and product category management to managing purchase planning, orders, deliveries, budgeting, and supplier invoicing.

Recent product updates and enhancements include:

- Sage announced enhancements to the Automated Test Platform, including the concealment of sensitive passwords in reports and the ability to update Nexus credentials via the client installer's setup wizard. Additionally, the platform now supports testing GraphQL queries and mutations with comprehensive response verification and integration into Allure report PDFs.

- Sage introduced compliance updates across multiple regions: Austria's VAT report layout for 2024, Germany's compliance with VAT forms for 2024, France's DAS2 address management system updates for 2024, Spain's tax forms updates, Switzerland's VAT rate changes effective January 2024, and Spain's updates under the Antifraud law for TBAI and VERIFACTU.

- Sage enhanced its distribution capabilities with Mobile Automation feature improvements, such as replacing the packing slip field and adding product search by EAN code in specific transactions. The Payment gateways page has also been updated with new URLs.

- Sage unveiled a new Extensibility Framework, improving the development of mobile and web apps through a native GraphQL API that supports customizations and a TypeScript-based development framework. The release also includes a developer pack to aid in building and deploying these customizations.

- Sage updated its finance functions with enhancements to e-invoicing capabilities, including updates for managing supplier and customer e-invoices and aligning with the latest requirements for French e-invoicing. The onboarding process with the Sage Network has been enhanced to synchronize company and business partner data more effectively.

- Sage enhanced its manufacturing processes by enabling full control over Mettler SICS protocol for Mettler Toledo weighing scales, reducing the need for physical interaction.

- Sage improved platform functionalities by enhancing callback URL settings for more robust communications and introducing recovery policies for consistent service operation after failures. Screen rendering performance has been significantly improved, and a hostname allowlist has been introduced for increased security.

- Sage discontinued support for Red Hat and Oracle Enterprise Linux 7, signaling a move to support newer operating systems for better performance and security.

SYSPRO

SYSPRO is recognized as an expert in this year's SMB ERP Technology Value Matrix, serving primarily small and medium-sized businesses in the manufacturing and distribution sectors. SYSPRO's ERP system offers a range of functionalities suitable for on-premise, cloud, or privately hosted deployments. The platform includes order orchestration, supply chain management, production management, inventory management, cost control, business operations, financial management, procurement processes, warehouse management, and process improvement solutions. Central to SYSPRO's offering is its specialization in the manufacturing and distribution sectors, providing workflow automation tools and standardized performance metrics designed to enhance operational efficiency. This industry-focused approach enables SYSPRO to deliver tailored solutions that meet the specific requirements and challenges faced by SMBs in these sectors.

Recent product updates and enhancements include:

SYSPRO and SugarCRM, provider of a CRM platform, announced a partnership to offer an integrated ERP and CRM solution for mid-market manufacturers and distributors. This collaboration enables two-way information sharing between SYSPRO's ERP system and SugarCRM's platform, allowing sales teams to access real-time ERP data to check product availability and process orders more efficiently. The integration also ensures that sales and customer service teams have up-to-date inventory information, helping to provide accurate product availability and delivery timeframes. Additionally, SugarCRM's AI capabilities enable analysis of transactional and catalog data from SYSPRO to identify potential sales opportunities, facilitating effective cross-selling and upselling by sales representatives.

ACCELERATORS

Accelerators in the 2024 SMB ERP Technology Value Matrix are Certinia, Sage Intacct, and Unit4.

CERTINIA

Certinia (formerly FinancialForce) is recognized in the 2024 SMB ERP Technology Value Matrix as an accelerator. This provider targets small and medium-sized businesses across various industries such as business services, health and lifestyle sciences, media, digital communications, professional services, consulting, high-tech, IT services, and telecommunications. The platform offers an extensive range of functionalities including accounting, finance, subscription and usage billing, revenue management, financial planning and analysis, procurement, order and inventory management, and analytics. Built on the Salesforce platform, Certinia integrates natively with Salesforce applications, facilitating the creation of comprehensive workflows and automations across ERP, sales, marketing, and analytics. Customers benefit from the integration with Salesforce CPQ, Report Builder, and CRM, which supports streamlined processes in accounting, billing, and project management, thereby improving overall efficiency and productivity.

Recent product updates and enhancements include:

- Certinia announced new AI features for global enterprises in finance and professional services, enhancing decision-making with actionable insights.

- The vendor announced enhancements in Services CPQ, enabling precise project scoping and estimate analysis for smoother customer interactions.

- Certinia announced updates to the work planner tool, improving resource management, scheduling, and staffing quality through new visualization and matching capabilities.

- The vendor announced enhancements for project managers, integrating delivery with financial tracking to safeguard revenue and profit, and introducing automated billing event splits for uninterrupted processing.

- Certinia announced new capabilities in accounting operations, such as mass actions for cash entries and streamlined bank reconciliation processes, to increase efficiency and reduce manual workload.

- The vendor announced the addition of report-level commentary in Report Builder, empowering finance teams to enhance data-driven storytelling and decision-making.

- Certinia announced significant progress in the Early Adopter program for Customer Success Cloud, aiming to transform customer success management across enterprises.

SAGE INTACCT

Sage Intacct is an accelerator in the 2024 SMB ERP Technology Value Matrix, catering to industries such as professional services, construction, manufacturing, and real estate. The platform emphasizes support for project-based accounting, delivering extensive financial management tools like accounts payable and receivable, billing, cash management, general ledger, order management, and purchasing. Sage Intacct's data mesh enables the integration of diverse data sources to enhance automation, reporting, and analytics. The system is favored for its robust accounting and FP&A features. It allows for pre-population of financial statements, automatic currency conversion, and detailed data segmentation, which streamline the monthly close process and ensure financial accuracy. Moreover, Sage Intacct extends beyond basic ERP capabilities, providing real-time dashboards and reporting tools that facilitate detailed analysis of project-specific financial metrics, thereby enhancing time efficiency and the evaluation of performance.

Recent product updates and enhancements include:

Sage announced the launch of Sage Intacct Paperless, a cloud-based accounts payable workflow solution designed to automate and simplify processes in the construction industry. Integrating with Sage Intacct Construction, this new offering builds on the existing on-premises Sage Paperless Construction, providing a hybrid solution to reduce manual tasks and paper usage, thereby saving time and budget. It features capabilities for capturing, indexing, storing, and retrieving documents securely in the cloud, along with advanced document lifecycle management and streamlined accounts payable processing.

Sage announced a partnership with SofterWare to launch Sage Intacct Fundraising powered by DonorPerfect, a cloud-based solution designed to integrate fundraising and financial management for small and medium-sized nonprofit organizations. This new offering provides a seamless flow of fundraising data alongside financials and offers clear, transparent donation documentation. It features a proprietary integration that pulls financial information from DonorPerfect into Sage Intacct, allowing fundraising teams to manage extensive non-accounting fundraising data within DonorPerfect while utilizing Sage Intacct for accounting and financial reporting. This unified platform aims to enhance donor relationship management, optimize fundraising campaigns through powerful data insights, and increase operational efficiency with automated workflows and simplified donation forms.

UNIT4

Unit4 is included in the 2024 SMB ERP Technology Value Matrix as an accelerator, providing solutions that cater to sectors such as professional services, the public sector, nonprofit organizations, and higher education. Its ERPx platform consolidates core functions like

finance, procurement, project management, operations, HR, and payroll into a unified system, facilitating improved workflow and collaboration. The platform is designed to handle critical business processes, enhancing operational effectiveness. A notable feature of Unit4 is its modular micro-service architecture, enabling customization and expansion of the ERP system directly by the user organizations, which reduces reliance on external consultants. This architecture supports the integration of additional modules such as FP&A and HCM, allowing businesses to modify their systems to meet unique operational needs and adapt more readily to changes.

Recent product updates and enhancements include:

- Unit4 announced the December 2023 launch of its Employee Self Service (ESS) platform, a self-service portal allowing employees to manage timesheets, absences, and payslips, and access tasks, notifications, and alerts. The platform centralizes holiday bookings, timesheet approvals, and quick HR inquiries, reducing the need for multiple systems.

- The vendor announced significant updates to its ERPx platform over the past year, integrating Unit4 portfolio solutions like Unit4 Source2Contract and Unit4 T&E into ERPx. Enhancements include a new Timesheet mobile Web app, expanded inventory management capabilities, and upgraded country localization packages for Norway, Germany, and Belgium.

- Unit4 announced the launch of ERP Continuous Release (CR) in March 2024, a tailored SaaS version of ERP7. This update features automatic updates and a fully managed solution in the public cloud, ensuring customers have the latest features without manual updates. It includes product bundles, streamlined processes, and standard reports, with a focus on automation.

- The vendor announced the General Availability of App Studio in April 2023, integrated within the Unit4 Extension Kit. This platform enables customers to customize ERPx, build cross-device apps, automate data validation and business processes, and address localization needs through a low-code environment. Apps developed are available in the Unit4 Marketplace.

- Unit4 announced the expansion of its customer support through the launch of Success4U, a subscription service enhancing client experiences with Unit4 solutions. Success4U Essentials offers digital access to standard services, while Success4U Professional provides a personalized guidance approach with a dedicated Customer Success Manager.

- The vendor announced the launch of Smart Automation Services in March 2024, integrating artificial intelligence and context awareness with ERPx and its virtual assistant. These tools aim to reduce ERP system interaction time by automating

processes and enhancing task intuitiveness, with further innovations planned for payroll, expenses, procurement, finance, and the virtual assistant.

CORE PROVIDERS

Core Providers in the SMB ERP Technology Value Matrix include Aptean, DELMIAWorks, and SAP Business Central.

APTEAN

Aptean is recognized as a core provider in the 2024 SMB ERP Technology Value Matrix. The company delivers industry-specific cloud ERP solutions that overcome the limitations of generic ERP systems. Aptean caters to sectors such as biotech and life sciences, food and beverage, process and industrial manufacturing, distribution, retail, and financial services. The company's industry-focused solutions allow organizations to fine-tune critical operations and ensure their ERP systems are in line with industry standards. Alongside its main services, Aptean offers additional solutions including Manufacturing Execution, Transport Management, Enterprise Asset Management, Product Lifecycle Management, and Warehouse Management. These supplemental offerings provide customers with comprehensive functionality within the Aptean environment, facilitating easier integration. Utilizing these extended services, organizations can enhance operational efficiency, boost employee productivity, and obtain more profound insights into their performance.

Recent product updates and enhancements include:

- Aptean announced the acquisition of Momentis, a provider of enterprise software solutions for the fashion and apparel industries. This acquisition, announced on February 14, 2024, enhances Aptean's offerings for fashion and apparel clients, including wholesalers, importers, manufacturers, and self-sourcing retailers.

- Aptean announced the acquisition of Apparel Business Systems, LLC (ABS), a provider of ERP solutions tailored for the fashion and apparel sectors, on September 20, 2023. ABS, established in 1973 and based in Blue Bell, Pennsylvania, offers scalable software supporting production, inventory, sales, customer service, cost tracking, and supply chain management for footwear, apparel, and home goods industries. The acquisition enhances Aptean's leadership in apparel industry ERP solutions, promising more industry-specific capabilities to help customers drive success.

DELMIAWORKS

DELMIAWorks is highlighted as a core provider in the 2024 SMB ERP Technology Value Matrix. This vendor delivers a manufacturing ERP specifically designed for SMBs and mid-market enterprises, emphasizing shopfloor operations. Its primary clientele includes discrete manufacturers in sectors such as automotive, medical devices, industrial machinery, consumer products, packaging, and electronics, typically generating revenues from $10M to $700M annually.

Primarily serving North America, DELMIAWorks also has a growing customer base in Europe and the APAC region. It operates within the Dassault ecosystem, available either directly or via Dassault's partner networks, and can be bundled with SOLIDWORKS, a leading 3D CAD design tool.

The solution features essential ERP functionalities alongside specialized modules for shopfloor and production management, and supply chain operations, with deployment options including on-premises or cloud-hosting via AWS or Dassault 3DS OUTSCALE. A standout feature of DELMIAWorks is its Real-Time MES module, which enhances visibility across machinery, production, inventory, and quality metrics, particularly beneficial for repetitive manufacturing processes. The platform is favored for its efficiency in deploying and integrating manufacturing sites, facilitating the consolidation of financial and operational data across multi-plant operations.

Recent product updates and enhancements include:

- The vendor announced the launch of a new shop floor operator package, ShopWorks, designed to address the labor market's shortage of seasoned shop floor operators by enabling new and transitioning employees to quickly become effective in new tasks.

SAP BUSINESS ONE

SAP Business One is highlighted as a core provider in this year's SMB ERP Technology Value Matrix, catering predominantly to small businesses in sectors such as healthcare, financial services, manufacturing, higher education, agriculture, and professional services. The platform integrates a range of functionalities, including accounting, financial management, inventory control, sales, CRM, and business intelligence, into a single unified system. A key aspect of Business One is its broad compliance capabilities, which support automated multi-currency conversion, local tax audits, and cross-border tax compliance across more than 50 countries. SAP Business One also supports diverse deployment options, including on-premises, private cloud, or SAP's public cloud environments, facilitating operational flexibility across over 170 countries.