

Discrete ERP Relationship Index: Mid-Market

Relationship scores for discrete erp are shown below. The chart highlights some of the factors which contribute to a product’s overall Relationship score. Ease of doing business with, quality of support, and likelihood to recommend data is shown in the table below.

| | ● Ease of Business | ● Likely to Recommend | ● Quality of Support | ● Other Factors | Score |
|---|--------------------|-----------------------|----------------------|-----------------|-------|
| Acumatica | | | | | 8.38 |
| SAP S/4HANA Cloud | | | | | 8.38 |
| SAP ByD | | | | | 8.02 |
| Odoo ERP | | | | | 8.00 |
| NetSuite | | | | | 7.77 |
| SYSPRO | | | | | 7.60 |
| Microsoft Dynamics 365 Business Central | | | | | 7.59 |
| MIE Trak Pro | | | | | 7.57 |
| Infor M3 | | | | | 7.52 |
| SAP Business One | | | | | 7.28 |
| SAP ECC | | | | | 7.16 |












(Discrete ERP Relationship Index: Mid-Market continues on next page)

* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

Discrete ERP Relationship Index: Mid-Market (continued)

Relationship scores for discrete erp are shown below. The chart highlights some of the factors which contribute to a product's overall Relationship score. Ease of doing business with, quality of support, and likelihood to recommend data is shown in the table below.

| | ● Ease of Business | ● Likely to Recommend | ● Quality of Support | ● Other Factors | Score |
|---|--------------------|-----------------------|----------------------|-----------------|-------|
|  Infor SyteLine / Infor CloudSuite Industrial | | | | | 6.91 |
|  IFS | | | | | 6.71 |
|  Microsoft Dynamics 365 Supply Chain Management | | | | | 6.69 |
|  Rootstock | | | | | 6.50 |
|  eci JobBOSS² | | | | | 6.48 |
|  Sage 100cloud | | | | | 6.34 |
|  TallyPrime | | | | | 6.34 |
|  Oracle EBS | | | | | 6.06 |
|  Kinetic | | | | | 5.62 |

Discrete ERP Relationship Index: Mid-Market (continued)

Relationship Definition

Discrete ERP software manages most operational and back-office activities of manufacturing companies that produce distinct or individually separated products. Discrete ERP systems are used to plan, manage, and track production activities as well as other related processes such as inventory management, sales, purchasing, or accounting. By using discrete ERP software, manufacturers can identify what needs to be produced based on demand, what raw materials are required for production, and how to create and implement production plans. In addition, discrete ERP tools help manufacturers monitor the quality of the products and deliver them to customers.

Due to its broad scope, discrete ERP software can be used by all departments of a manufacturing company, but it is critical for the production team. For optimal results, discrete ERP solutions should be used by accountants to manage financial transactions, by purchasing managers for fulfillment, or by warehouse managers to manage the inventory of raw materials and finished goods.

Discrete ERP software can be delivered as a standalone solution or as a package combining multiple solutions. Many vendors also provide a core package and additional modules that can be bought separately. This type of software needs to integrate with other enterprise software such as [CRM all-in-one software](#), [supply chain suites](#), [PLM software](#), and [HR management suites](#).

To qualify for inclusion in the Discrete ERP category, a product must:

- ▶ Provide robust accounting features or tight integration with accounting software
- ▶ Include features to create and manage multiple types of bills of materials
- ▶ Create and consolidate purchase orders for raw materials and finished products
- ▶ Capture sales orders from customers and match them with product availability
- ▶ Manage inventory of raw materials and finished products in multiple locations
- ▶ Identify and allocate the equipment and human resources needed for production
- ▶ Create and implement production plans depending on demand and capacity
- ▶ Monitor quality standards for products during production and warehouse storage
- ▶ Provide features to ship products to customers or distributors and track returns
- ▶ Track production and administrative costs per department or activity
- ▶ Include financial reporting and dashboards as well as financial statements



Discrete ERP Relationship Index: Mid-Market (continued)

Relationship Index Description

A product's Relationship score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of relationship-related review questions. Software buyers can compare products in the Discrete ERP category according to their Relationship scores to streamline the buying process and quickly identify the products that provide the best relationship with software sellers based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

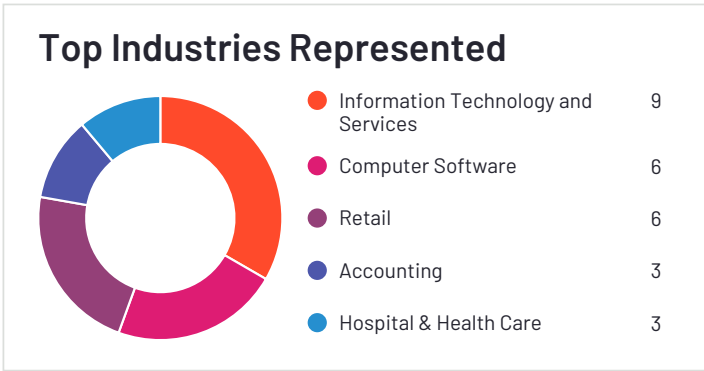
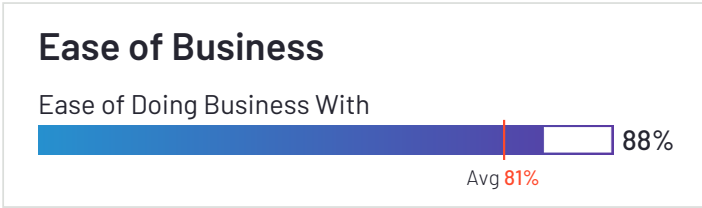
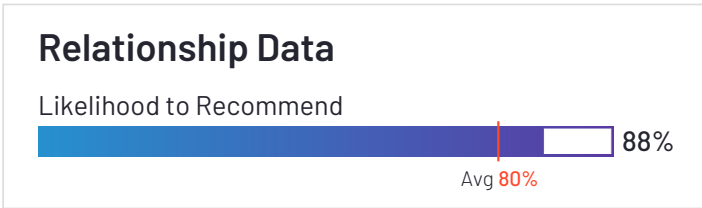
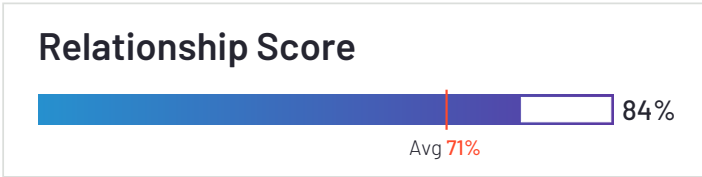
Badges are awarded to products for: Best Relationship (highest overall relationship score), Highest Quality of Support (highest overall quality of support score), and Easiest Doing Business With (highest ease of doing business with score).

Products included in the Mid-Market Relationship Index for Discrete ERP | Winter 2024 have received both a minimum of 10 reviews and 5 responses from real users for each of the relationship-related questions featured in our review form by November 21, 2023. These ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users, and a new Relationship Index report will be issued for this category as significant data is collected.



Acumatica

4.4 ★★★★★ (841)



| | | | | |
|---------------------------------------|--|-------------------------------------|--|--|
| <p>Ownership Acumatica</p> | <p>HQ Location Kirkland, Washington</p> | <p>Year Founded 2007</p> | <p>Employees (Listed On LinkedIn) 511</p> | <p>Company Website acumatica.com</p> |
|---------------------------------------|--|-------------------------------------|--|--|



SAP S/4HANA Cloud

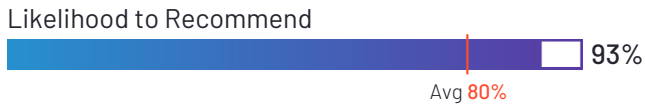
4.5 ★★★★★ (674)



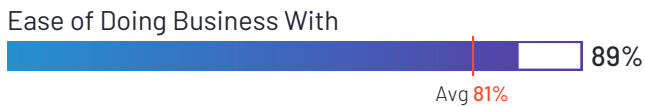
Relationship Score



Relationship Data



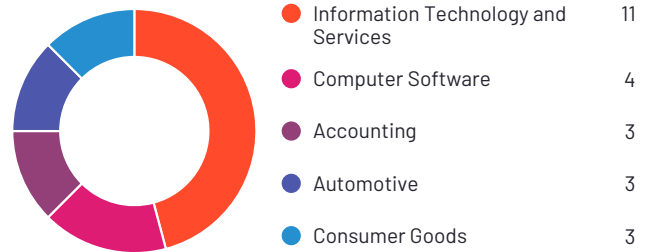
Ease of Business



Support



Top Industries Represented



Ownership
SAP



HQ Location
Walldorf



Year Founded
1972



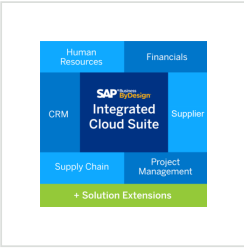
Employees (Listed
On LinkedIn)
109,420



Company Website
www.sap.com



SAP Business ByDesign



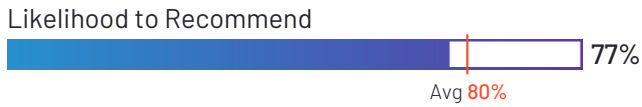
4.0 ★★★★★ (185)



Relationship Score



Relationship Data



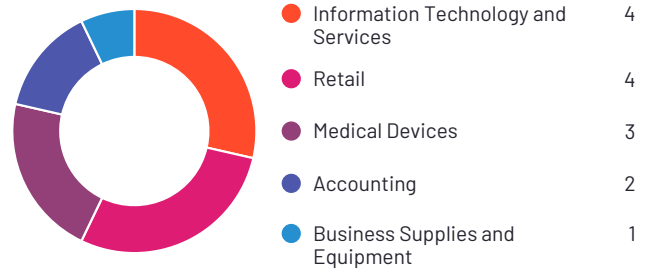
Ease of Business



Support



Top Industries Represented



Ownership
SAP



HQ Location
Walldorf



Year Founded
1972



Employees (Listed
On LinkedIn)
109,420

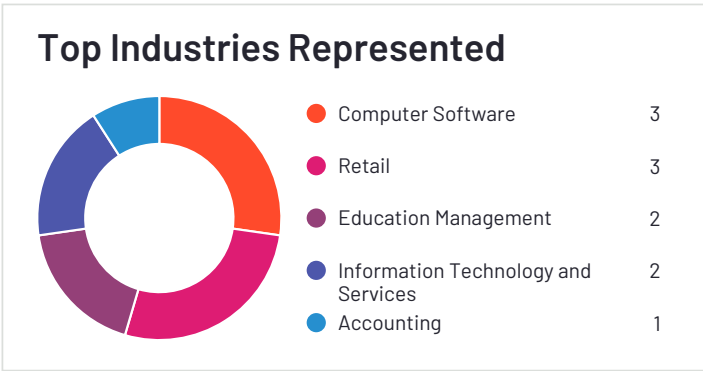
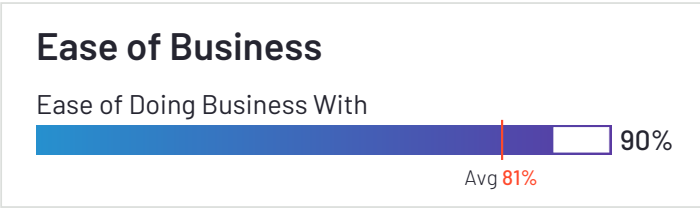
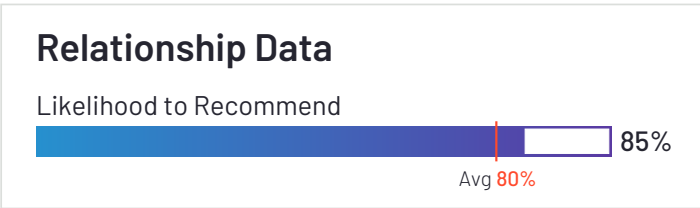
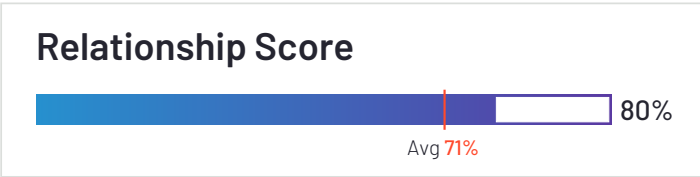


Company Website
www.sap.com



Odoo ERP

4.2 ★★★★★ (230)

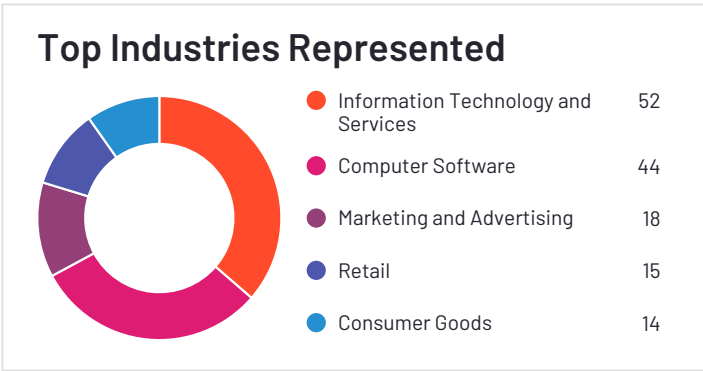
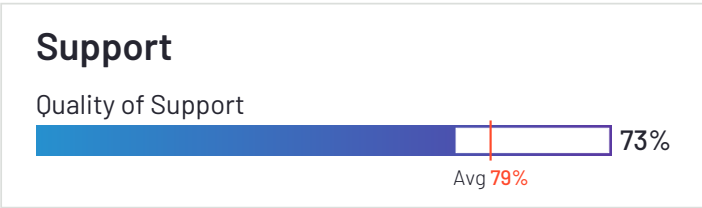
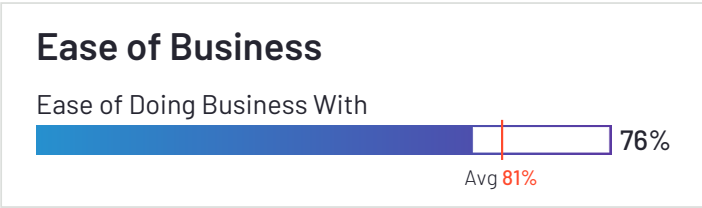
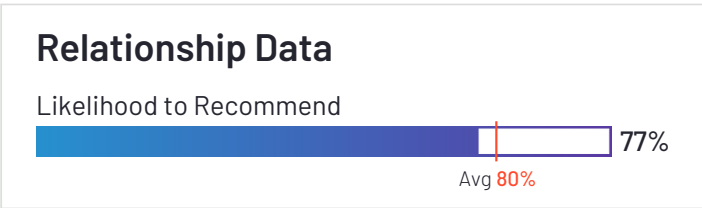
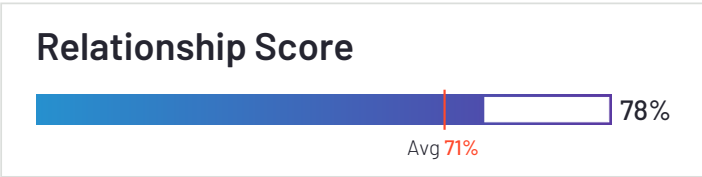


| | | | | |
|------------------------------|---|---------------------------------|--|--|
| Ownership Odoo | HQ Location Brussels, Belgium | Year Founded 2005 | Employees (Listed On LinkedIn) 3,566 | Company Website www.odoo.com |
|------------------------------|---|---------------------------------|--|--|



NetSuite

4.0 ★★★★★ (2,875)

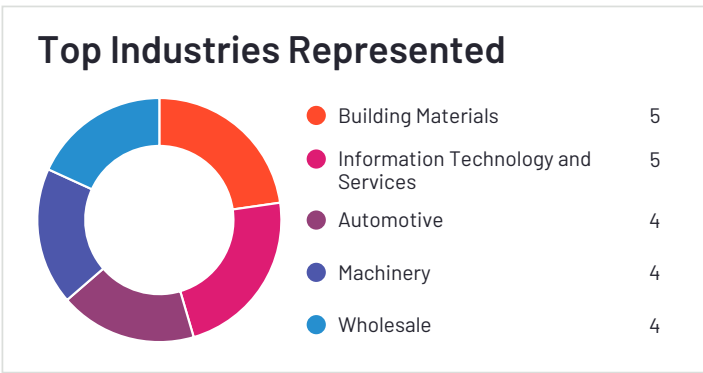
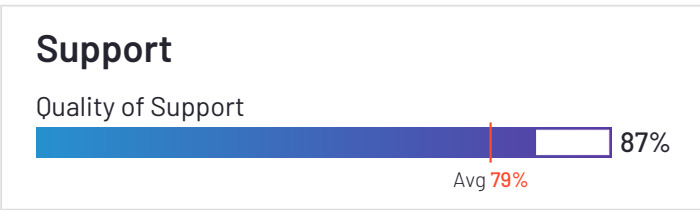
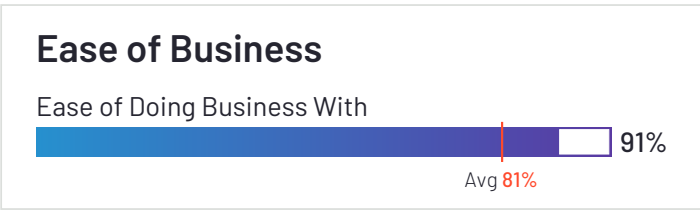
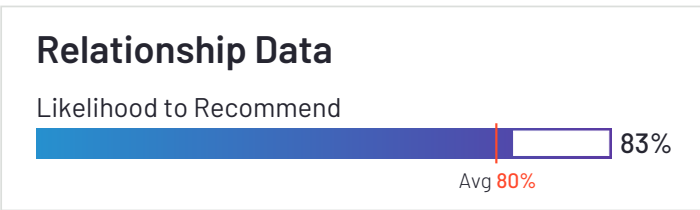
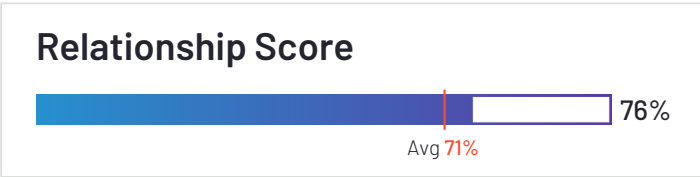


| | | | | |
|------------------------------------|--|-------------------------------------|--|--|
| <p>Ownership Oracle</p> | <p>HQ Location Austin, TX</p> | <p>Year Founded 1977</p> | <p>Employees (Listed On LinkedIn) 200,654</p> | <p>Company Website www.oracle.com</p> |
|------------------------------------|--|-------------------------------------|--|--|



SYSPRO

4.1 ★★★★★ (219)

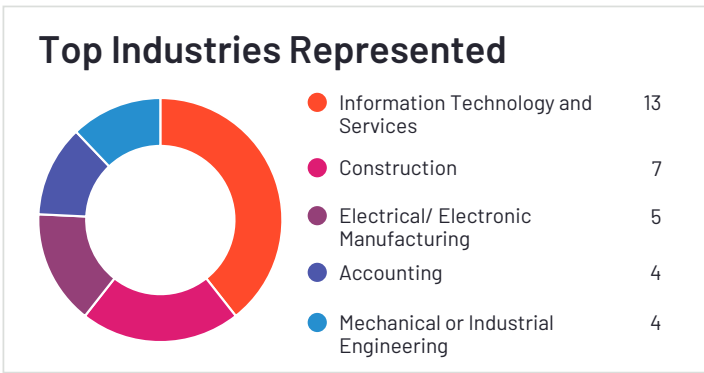
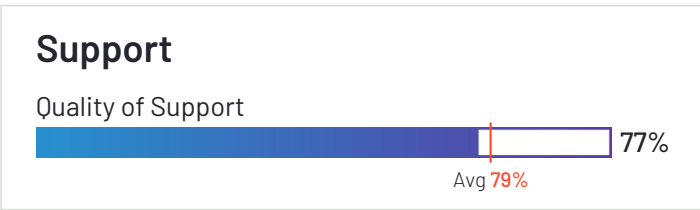
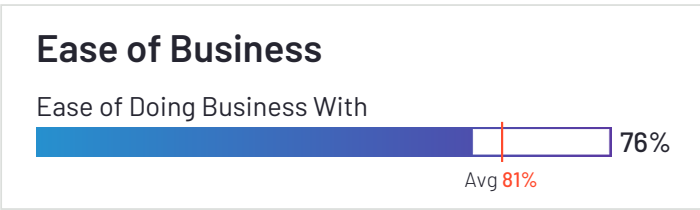
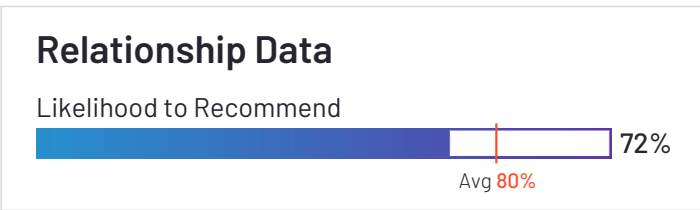
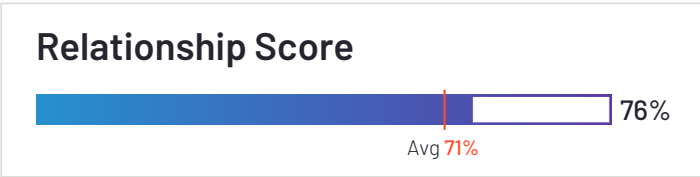


| | | | | |
|------------------------------------|--|-------------------------------------|--|---|
| <p>Ownership SYSPRO</p> | <p>HQ Location Costa Mesa, CA</p> | <p>Year Founded 1978</p> | <p>Employees (Listed On LinkedIn) 175</p> | <p>Company Website us.syspro.com</p> |
|------------------------------------|--|-------------------------------------|--|---|



Microsoft Dynamics 365 Business Central

3.8 ★★★★★ (558)



| | | | | |
|-----------------------------------|---------------------------------------|---------------------------------|--|---|
| Ownership Microsoft | HQ Location Redmond, WA | Year Founded 1975 | Employees (Listed On LinkedIn) 224,903 | Company Website microsoft.com |
|-----------------------------------|---------------------------------------|---------------------------------|--|---|



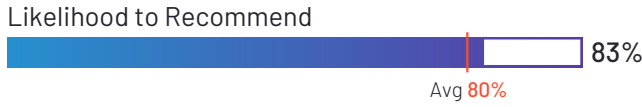
MIE Trak Pro

4.3 ★★★★★ (99)

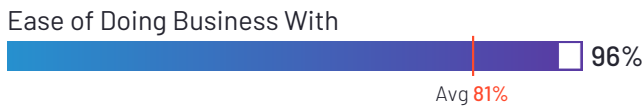
Relationship Score



Relationship Data



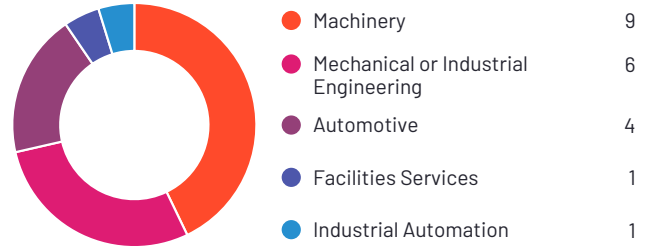
Ease of Business



Support



Top Industries Represented



Ownership
MIE Solutions



HQ Location
Garden Grove, CA



Year Founded
2007



Employees (Listed On LinkedIn)
56

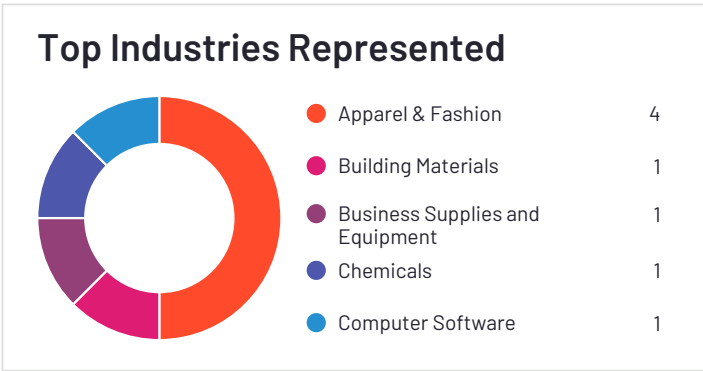
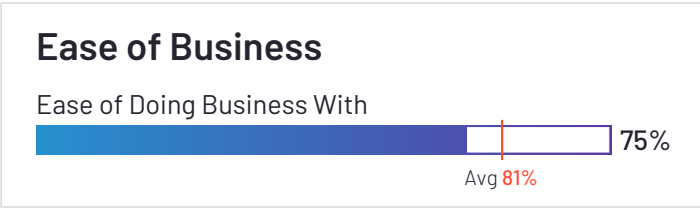
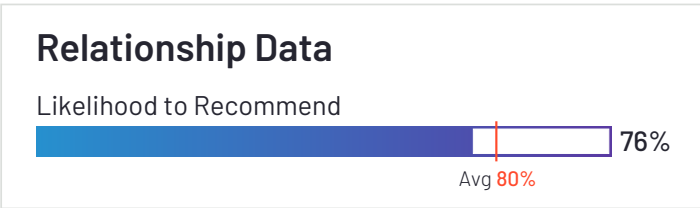
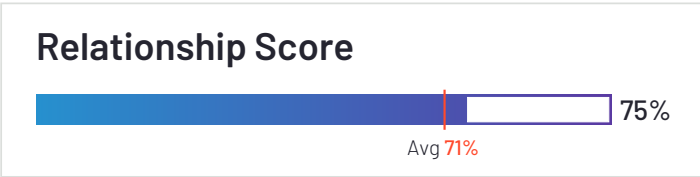


Company Website
mie-solutions.com



Infor M3

3.8 ★★★★★ (118)

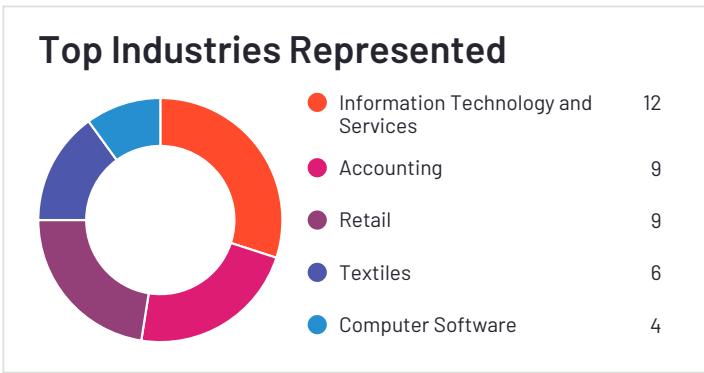
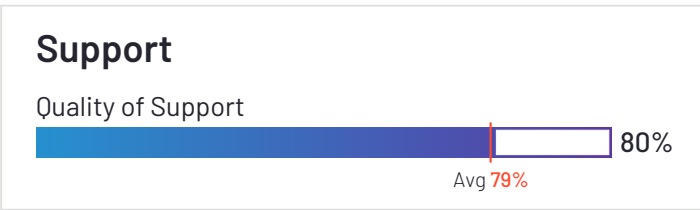
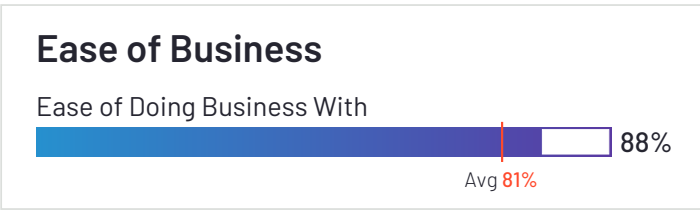
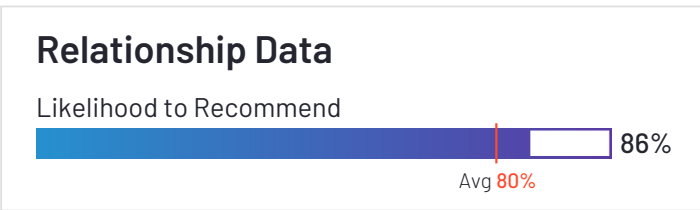
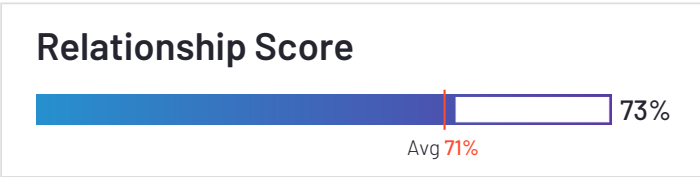


| | | | | |
|-------------------------------|------------------------------------|---------------------------------|---|--|
| Ownership Infor | HQ Location New York | Year Founded 2002 | Employees (Listed On LinkedIn) 19,937 | Company Website www.infor.com |
|-------------------------------|------------------------------------|---------------------------------|---|--|



SAP Business One

4.3 ★★★★★ (506)



| | | | | |
|---------------------------------|--|-------------------------------------|--|--|
| <p>Ownership SAP</p> | <p>HQ Location Walldorf</p> | <p>Year Founded 1972</p> | <p>Employees (Listed On LinkedIn) 109,420</p> | <p>Company Website www.sap.com</p> |
|---------------------------------|--|-------------------------------------|--|--|



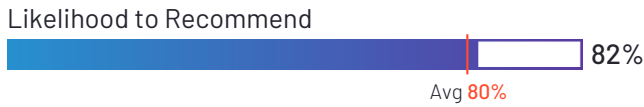
SAP ECC

4.2 ★★★★★ (842)

Relationship Score



Relationship Data



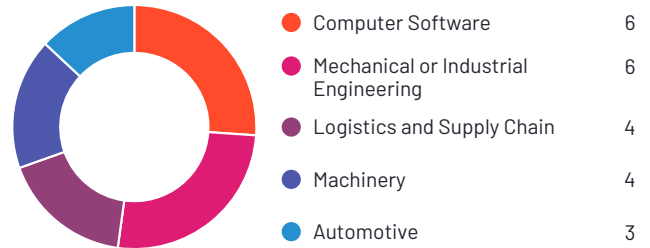
Ease of Business



Support



Top Industries Represented



Ownership
SAP



HQ Location
Walldorf



Year Founded
1972



Employees (Listed
On LinkedIn)
109,420

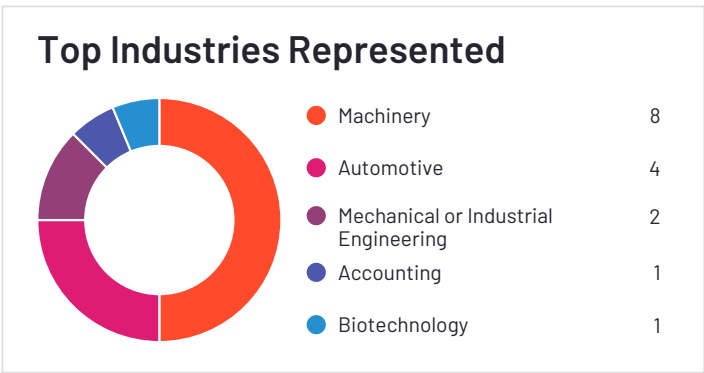
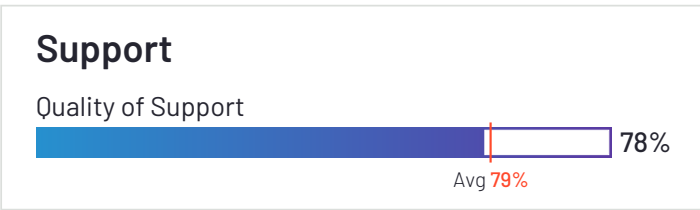
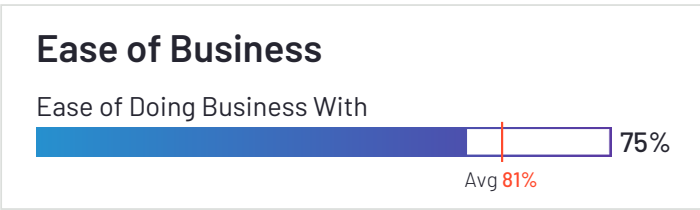
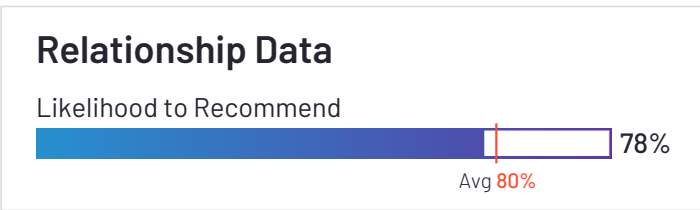
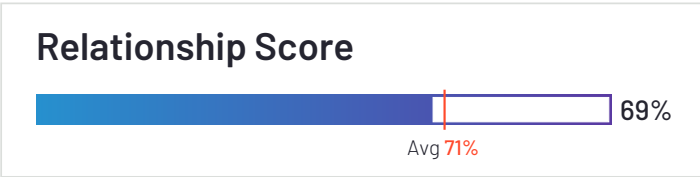


Company Website
www.sap.com



Infor SyteLine / Infor CloudSuite Industrial

3.9 ★★★★★ (54)



| | | | | |
|-------------------------------|------------------------------------|---------------------------------|---|--|
| Ownership Infor | HQ Location New York | Year Founded 2002 | Employees (Listed On LinkedIn) 19,937 | Company Website www.infor.com |
|-------------------------------|------------------------------------|---------------------------------|---|--|



IFS

4.0 ★★★★★ (231)

Relationship Score



Relationship Data



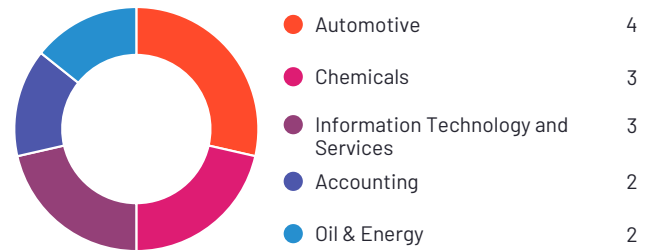
Ease of Business



Support



Top Industries Represented



Ownership
IFS



HQ Location
Linköping, Sweden



Year Founded
1983



Employees (Listed On LinkedIn)
7,597



Company Website
www.ifs.com



Microsoft Dynamics 365 Supply Chain Management

3.7 ★★★★★ (101)

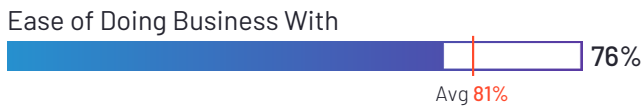
Relationship Score



Relationship Data



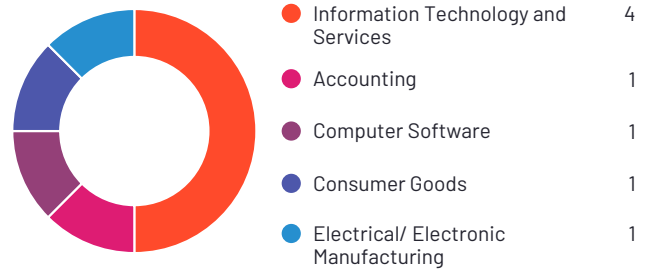
Ease of Business



Support



Top Industries Represented



Ownership
Microsoft



HQ Location
Redmond, WA



Year Founded
1975



Employees (Listed On LinkedIn)
224,903



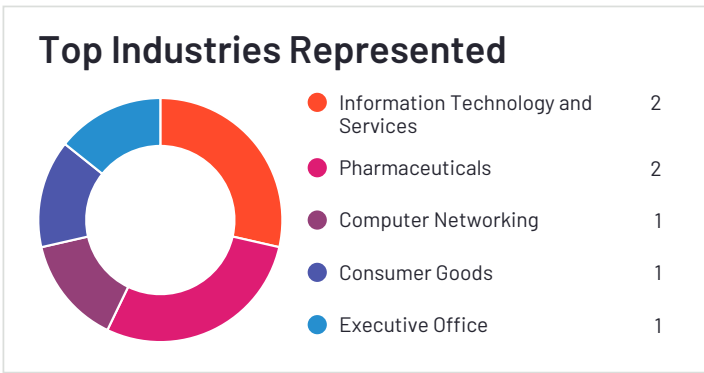
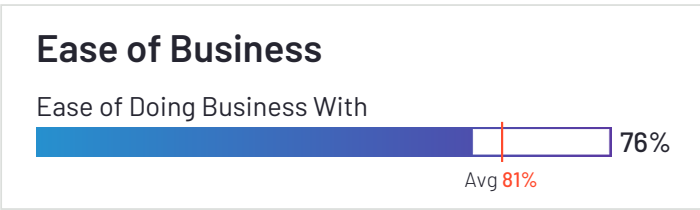
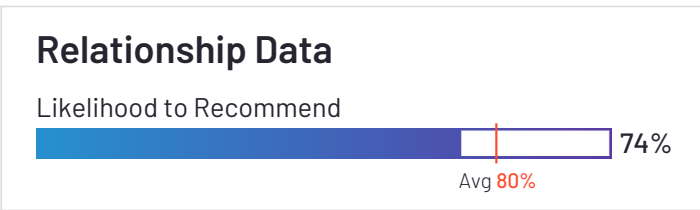
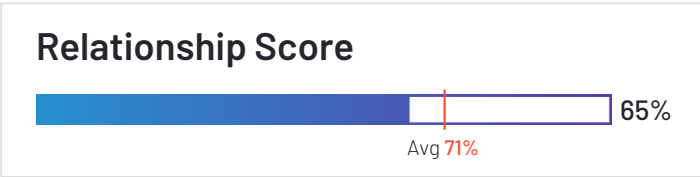
Company Website
microsoft.com





Rootstock Cloud ERP

3.7 ★★★★★ (40)



| | | | | |
|--|---|---------------------------------|--|---|
| Ownership Rootstock Software | HQ Location San Ramon, CA | Year Founded 2008 | Employees (Listed On LinkedIn) 145 | Company Website rootstock.com |
|--|---|---------------------------------|--|---|



JobBOSS²

3.7 ★★★★★ (50)

Relationship Score



Relationship Data



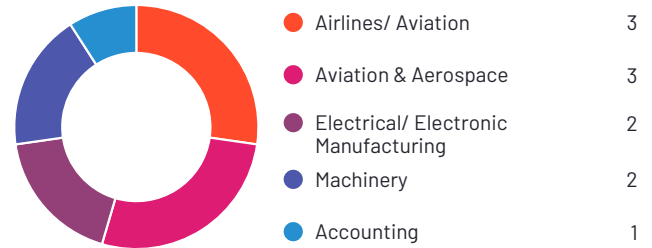
Ease of Business



Support



Top Industries Represented



Ownership
ECi Software Solutions, Inc.



HQ Location
Fort Worth, TX



Year Founded
1999



Employees (Listed On LinkedIn)
1,217

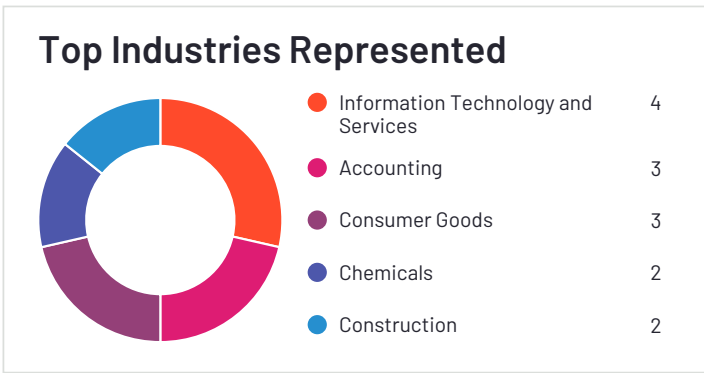
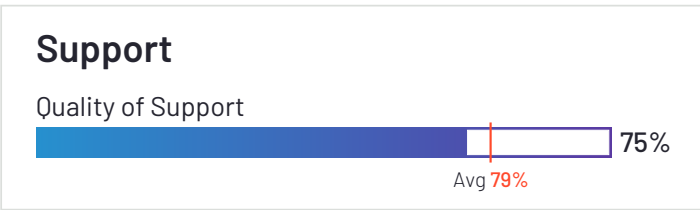
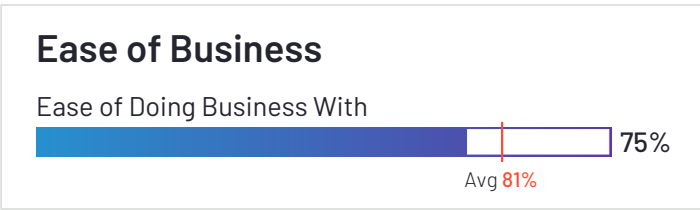
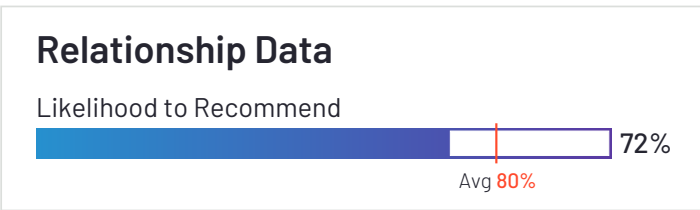
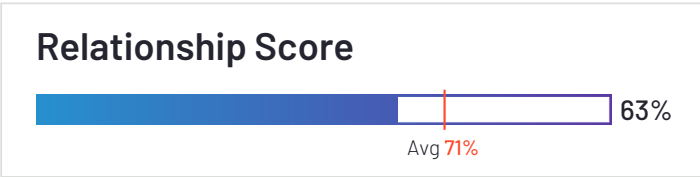


Company Website
ecisolutions.com



Sage 100cloud

3.6 ★★★★★ (195)

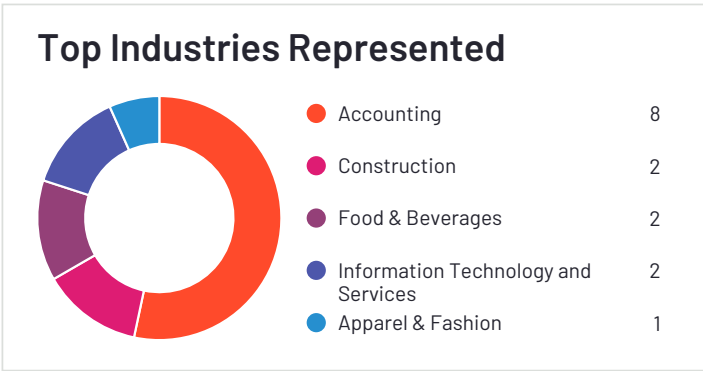
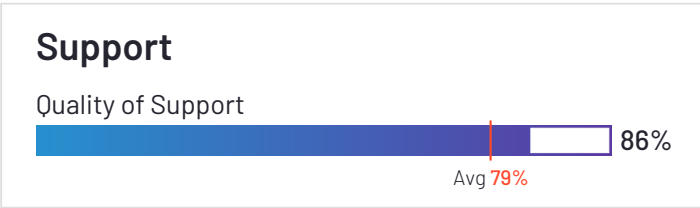
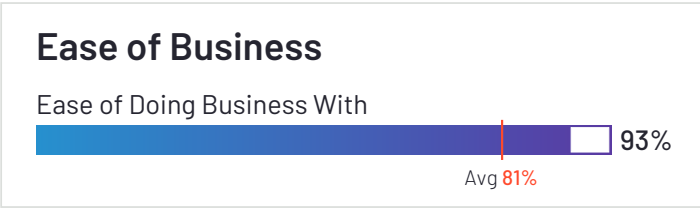
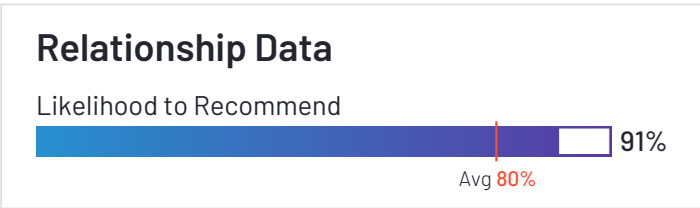
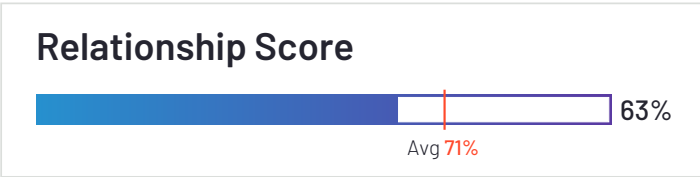


| | | | | |
|---|---|-------------------------------------|---|--|
| <p>Ownership Sage Software</p> | <p>HQ Location Newcastle</p> | <p>Year Founded 1981</p> | <p>Employees (Listed On LinkedIn) 14,362</p> | <p>Company Website www.sage.com</p> |
|---|---|-------------------------------------|---|--|



TallyPrime

4.4 ★★★★★ (227)

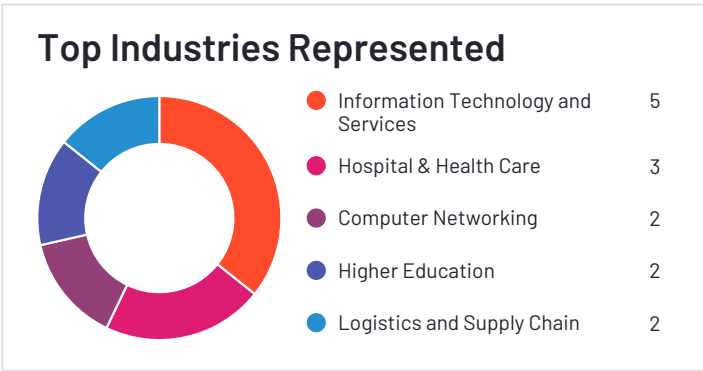
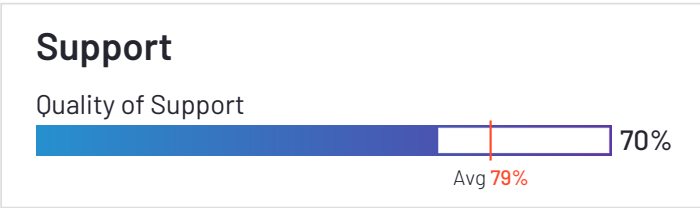
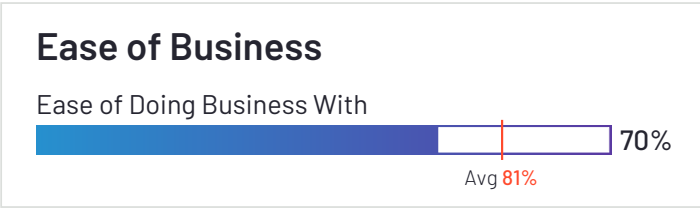
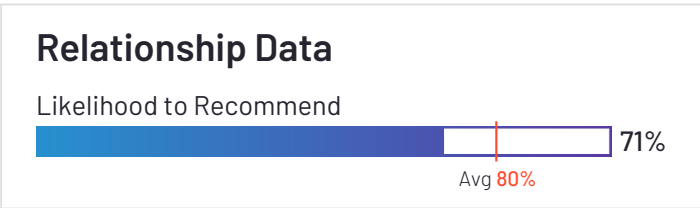
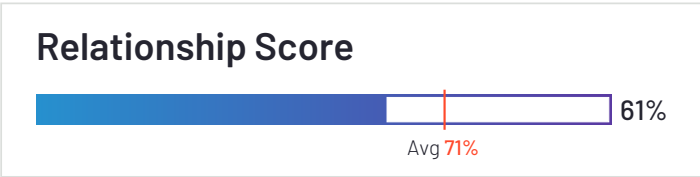


| | | | | |
|---|---|-------------------------------------|--|---|
| <p>Ownership Tally Solutions</p> | <p>HQ Location Bangalore</p> | <p>Year Founded 1986</p> | <p>Employees (Listed On LinkedIn) 3,003</p> | <p>Company Website tallysolutions.com</p> |
|---|---|-------------------------------------|--|---|



Oracle E-Business Suite

3.7 ★★★★★ (233)



| | | | | |
|-------------------------|-------------------------------|--------------------------|---|---|
| Ownership Oracle | HQ Location Austin, TX | Year Founded 1977 | Employees (Listed On LinkedIn) 200,654 | Company Website www.oracle.com |
|-------------------------|-------------------------------|--------------------------|---|---|



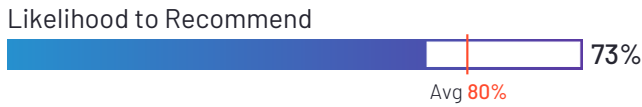
Kinetic

3.7 ★★★★★ (423)

Relationship Score



Relationship Data



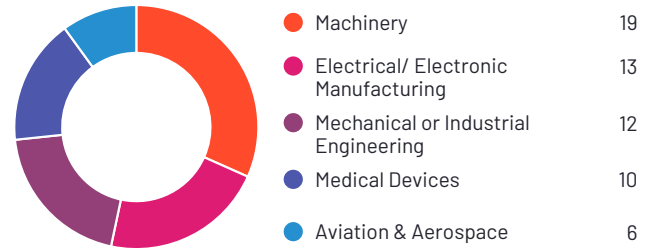
Ease of Business



Support



Top Industries Represented



Ownership
Epicor



HQ Location
Austin, TX



Year Founded
1972



Employees (Listed On LinkedIn)
5,311



Company Website
www.epicor.com

Relationship Index Methodology

Relationship Index Inclusion Criteria

Products included in the Mid-Market Relationship Index for Discrete ERP | Winter 2024 have received a minimum of 10 reviews and 5 responses for each of the relationship-related questions featured in our survey by November 21, 2023. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process and encourage the inclusion of additional products.

Segmented Index Scoring Methodology

When viewing an Index report by segment size, the same Index scoring methodology applies. However, the review data used is only from reviewers who are employed by a company within a particular company segment.

G2 uses the following definitions for company segments:

- ▶ Small-Business Review: A review from someone who works at a company with 50 or fewer employees
- ▶ Mid-Market Review: A review from someone who works at a company with 51-1,000 employees
- ▶ Enterprise Review: A review from someone who works at a company with 1,001+ employees

Relationship Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique, patent-pending algorithm to this data to calculate the product's Relationship score. The Mid-Market Relationship Index for Discrete ERP | Winter 2024 report is based off of scores calculated using the G2 relationship algorithm v1.0 from data collected through November 21, 2023. The Relationship score is affected by the following (in order of importance):

- ▶ Customers' reported ease of doing business with the seller based on reviews by G2 users
- ▶ Customers' satisfaction with the product's quality of support based on reviews by G2 users
- ▶ Customers' likelihood to recommend each product based on reviews by G2 users
- ▶ The number of reviews received on G2; buyers trust a product with more reviews, and a greater number of reviews indicates a more representative and accurate reflection of the customer experience.

Categorization Methodology

Please visit G2's [categorization methodology](#) page to learn more about how products are categorized. For more in-depth information about how we refer to different types of software, please view our [list of standard definitions](#).



(Discrete ERP Relationship Index: Mid-Market Methodology continues on next page)

Relationship Index Methodology (continued)

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.