

# “Acumatica is a great fit. Its ease of use, scalability, and feature set are right on.”

Overall Comment: Solid product in terms of performance and functionality. Like the VP of Operations said, “It is better than advertised.” Support services have been outstanding. Great subject matter experts were available not only on the product, but also on our line of business through their partner ROC Solutions the adoption of this product with the use base has been outstanding.”

## LESSONS LEARNED

### If you could start over, what would your organization do differently?

This is so difficult to say. This is the one implementation where it incorporated all the necessary elements regarding people, technology, and processes, including tactical and strategic requirements, budget and timeline considerations into an enterprise-level solution platform that was endorsed at all levels of the organization. The project outcome exceeded expectations and user adoption has also been phenomenal. If I would have to change something, would have been setting expectations at the very beginning of the project regarding the time and resources needed to complete the “Dry Runs”, which is the project stage that ensures user understanding of the new system/processes as a prerequisite for go live. We ended extending the go-live one month to ensure “dry-runs” yield the expected results.

### What one piece of advice would you give other prospective customers?

If you are considering implementing a cloud base ERP, expand your vision by asking yourself what is the impact should we decide to bring our business to the cloud? Don't work in isolation, you must work and brainstorm with the executive team to incorporate strategic needs and ensure short and long-term technology alignment with the business.

### What one thing do you wish the vendor did differently?

Be more directly engaged in project implementations, especially on those that are large and complex. In our case, the project manager requested for Acumatica to be involved in the milestone reviews and provide Quality Assurance to ensure best practices on the software configuration and setup.

### What do you like most about the product or service?

First of all, the product has an outstanding stability and performance. They also have great product support and know-how through their premier service. They are also very strategic with a great road map that allows us to incorporate their future releases into our own roadmap. Upgrade to major version/releases happens twice a year on the average. This is great when combined with their outstanding customer service because they listen to customers needs and incorporate needed enhancements fairly quickly. Mobility is also very strategic, so we are always benefiting from the added enhancements to the mobility platform which is key to our business.

## REVIEWER PROFILE

- **Position:** CIO
- **Industry:** Energy and Utilities
- **Firm Size:** 50M - 250M USD
- **Go-Live Date:** 2015
- **Implementation Strategy:** Worked with both the vendor and 3rd-party service providers
- **Technology Adoption Bias:** Willing to adopt technologies while relatively new and risky

**What do you dislike most about the product or service?**

Nothing at this time.

**Would you recommend this product or service to others?**

Yes

**Please explain your willingness or hesitation to recommend this product or service**

The product is a game changer because it allows a SMB company to effectively push out the responsibility and task ownership to where the activity takes place; thus cutting on redundant steps and simplifying admin layers making the business process flows so much more efficient. As a SMB company, Acumatica is allowing us to increase our level of effectiveness by not only pushing transactions to the originating point, but also by allowing business visibility to all levels of management at any given point in time. In essence there is now one single source of the truth, and that's what is in Acumatica. The system is also easy to understand and use. It has nothing to envy to any Fortune 100 ERP systems. It is amazing how they have been able to deliver such a technology jewel which has as much or more functionality than any Microsoft or Oracle products, for half the price. Acumatica's TOC and value proposition are outstanding and in my book second to none.

**How satisfied is your organization with the product meeting its needs?**

Nothing is perfect, but Acumatica's commitment to their product and customer base is outstanding is the closest to ideal. We have brought in more than one occasion limitations of the product that were addressed promptly and delivered exceeding expectations.

**How satisfied is your organization with the value the product provides for the money spent?**

It's a great investment. The Total cost of ownership and value proposition are extremely good. The product has very rich feature sets and is very scalable, which means that it's not only affordable, but also plays a strategic role in our growth plans.

## EVALUATION & CONTRACTING

Acumatica has been very accomodating to ensure there is a win/win between the parties involved. This is what the spirit of successful partnerships are about. Here are some good examples. When Acumatica offered the use of Premier services to my company, we were unsure of the value it would bring to us. So, they let us try it for a couple of months, and once my team confirmed it was the way to go, we made the necessary billing arrangements. Same with the recurring fees. They were accomodating to our needs, so that rather than paying these fees annually, which is the standard practice, they agreed on quarterly payments. Also, during the project engagment with VAR ROC Solutions, Acumatica agreed to participate during implementation to serve as a sounding board to the implementation team and provide quality assurance on the setup and implementation plan. This level of proactiveness, commitment, and dedication to the customer has been very nurturing and rewarding to our business relationship. It has been a perfect example of a win/win experience.

**Timely and complete response to product questions**

Acumatica has been very responsive to our needs. Specially with the use of Premier Services. It provides the ability to not only get answers to our questions almost immediately via chats, but also to place suggestions for improvements. It's incredible to see how quickly Acumatica's experts technically digest these suggestions and how well they deliver by incorporating sound solutions into their product platform. This level of continuous improvement is very impressive.

**Pricing and contract flexibility (pricing and terms)**

Their pricing model is very attractive for companies looking to move their business to the cloud. (1) Licensing is based on resource usage, not on user count. So in essence, this pricing model allows us to deploy Acumatica to all of of my 540 employees, who become users of the system through mobility devices. Because this model is significantly more cost

effective than user based pricing, and because it promotes user adoption through the entire organization, it has a significant positive impact in business value and ROI attainment. (2) Its pricing levels makes the TCO 1/3 of any on-premise solutions, especially because I do not require to have several ERP and infrastructure SMEs inhouse. (3) The contract allows switching from cloud services to inhouse at no additional costs. This flexibility brings piece of mind and confidence in the eyes of the customer that there is a transparent, viable, and cost effective exit plan as an alternative should there be a need for it. (4) Price / functionality is pretty good. We get a lot of functionality for what we pay for. It's because this is a fully integrated ERP system, that brings document control, and end-to-end process integration from sales opportunity to cash in the bank. With other ERP systems, that are so much more expensive, you have to augment too many other technologies which become hidden costs in increase the TCO significantly. Case in point, Microsoft Dynamics or Oracle. With Microsoft Dynamics, you have the cost of the ERP system (AX, NAV, SL, GP), then you add, CRM, and add Sharepoint. To all of it you add user licensing and mobility, and what you end up is with an overly complex and costly system that corrodes ROI and increases TCO amongst other things. (5) Pricing and flexibility

## INTEGRATION & DEPLOYMENT

Acumatica is very stable and performance is pretty good. If there is an area of improvement it is to have integrations with other cloud providers, such Microsoft Office 365, ADP Workforce Now, Shortel, and other. Inter-cloud integration is key to success as more and more customers move their business to the cloud.

### How long did your deployment take?

3 - 6 months (<6)

### Availability of quality 3rd-party resources (integrators, service providers, etc.)

ROC Solutions (VAR) not only know Acumatica very well, but they also have a very strong understanding of our business technical and functional requirements. Also, there are several 3rd party products and services with solutions for Acumatica, so that's pretty good. An area of improvement for Acumatica is to be more known / popular amongst other integrators and service providers (payroll providers, EDI, etc.) that currently are not familiar with Acumatica.

### Quality and availability of end-user training

End user training was done primarily using short videos that were tailored to users needs with great success. This is because the system is very intuitive, and there are all sort of materials readily available that are pretty good and can be easily tailored to users needs.

## SERVICE & SUPPORT

For support, I definitely recommend Acumatica's Premier Service. It's very cost effective and is a powerful tool for knowledge transfer to your admin staff. As a product, Acumatica is perhaps the most sound ERP system I have implemented in my 25-year career in consulting and IT. It is incredibly scalable and flexible, which allows for minimal customizations and 3rd party products. It also has one of the best ROIs and TCOs in the market place for mid-size companies

### Did you purchase a support package from vendor?

Yes

### Was the support package worth it?

Yes

### **Timeliness of vendor's response**

Very efficient. They are very methodical in their process to define and address the support issue. Their online chat enables immediate access to support experts.

### **Quality of technical support**

Acumatica technical team engages directly with us to clarify and resolve data or technical issues. They are up-front and intense in getting situations taken care of at all levels of their organization.

## **ADDITIONAL CONTEXT**

### **Version number currently in use in your organization**

5.3

### **What was the nature of your involvement?**

Executive Sponsor

### **Why did you purchase the software or service?**

- Cost management
- Create internal/operational efficiencies
- Drive revenue growth
- Enhance decision making
- Improve business process agility
- Improve business process outcomes
- Improve compliance and risk management
- Improve customer relations/service
- Improve supplier or partner relations
- Reduce time to market
- Alignment of IT efforts and investments to short and long business strategies

### **What were the key factors that drove your decision?**

- Breadth of services
- Overall cost
- Product functionality and performance
- Product roadmap and future vision
- Strong consulting partnership
- Strong customer focus
- Strong services expertise

### **In which region(s) did your deployment take place?**

- North America



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