

May 2022



SoftwareReviews

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PRODUCT SCORECARD

SAP Business One

Enterprise Resource Planning -
Midmarket

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

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<https://www.sap.com/index.html>

[linkedin.com/company/sap](https://www.linkedin.com/company/sap)

355,000 Customers
88,543 Employees

28

Reviews

SAP Business One Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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NUMBER OF REVIEWS
28 | **SAP Business One**

SAP Business One

**ENTERPRISE
 RESOURCE
 PLANNING -
 MIDMARKET**

SAP Business One is a world class award winning business management software product created by the German multinational software corporation SAP SE. It allows small and medium sized companies to automate their sales, purchase, financial, CRM, banking, production and service processes, including project and resource management. All the areas are tightly integrated and easy to use, complemented by deep industry solution capability from SAP partners and leveraging the revolutionary SAP HANA database as an in-memory platform for users to be competitive and innovative in the digital economy.

88,543 Employees
355,000 Customers
<https://www.sap.com/index.html>

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



8.6/10 COMPOSITE SCORE

Likelihood to Recommend



Plan to Renew



Satisfaction that Cost is Fair Relative to Value



Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher SAP Business One's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following SAP Business One capabilities?

Quality of Features

58%
OF CLIENTS
ARE DELIGHTED

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



Ranked 1st
of 14 in
Enterprise
Resource
Planning -
Midmarket

88%
SATISFACTION
76%
CATEGORY
AVERAGE

Breadth of Features

57%
OF CLIENTS
ARE DELIGHTED

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



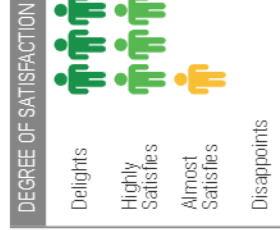
Ranked 1st
of 14 in
Enterprise
Resource
Planning -
Midmarket

87%
SATISFACTION
76%
CATEGORY
AVERAGE

Usability and Intuitiveness

53%
OF CLIENTS
ARE DELIGHTED

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



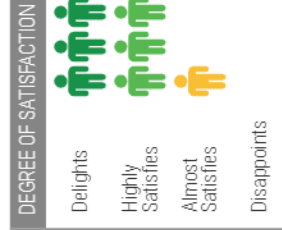
Ranked 1st
of 14 in
Enterprise
Resource
Planning -
Midmarket

85%
SATISFACTION
74%
CATEGORY
AVERAGE

Business Value Created

46%
OF CLIENTS
ARE DELIGHTED

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



Ranked 2nd
of 14 in
Enterprise
Resource
Planning -
Midmarket

85%
SATISFACTION
75%
CATEGORY
AVERAGE

Availability and Quality of Training

45%
OF CLIENTS
ARE DELIGHTED

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



Ranked 2nd
of 14 in
Enterprise
Resource
Planning -
Midmarket

82%
SATISFACTION
72%
CATEGORY
AVERAGE

Product Strategy and Rate of Improvement

32%
OF CLIENTS
ARE DELIGHTED

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



Ranked 2nd
of 14 in
Enterprise
Resource
Planning -
Midmarket

81%
SATISFACTION
73%
CATEGORY
AVERAGE

Ease of Data Integration

43%
OF CLIENTS
ARE DELIGHTED

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



Ranked 3rd
of 14 in
Enterprise
Resource
Planning -
Midmarket

83%
SATISFACTION
75%
CATEGORY
AVERAGE

Ease of Implementation

35%
OF CLIENTS
ARE DELIGHTED

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



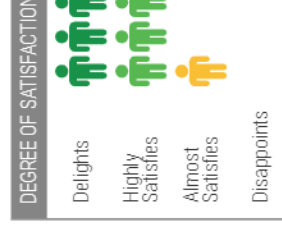
Ranked 3rd
of 14 in
Enterprise
Resource
Planning -
Midmarket

77%
SATISFACTION
74%
CATEGORY
AVERAGE

Vendor Support

39%
OF CLIENTS
ARE DELIGHTED

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



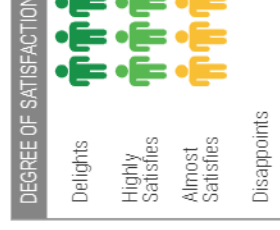
Ranked 4th
of 14 in
Enterprise
Resource
Planning -
Midmarket

83%
SATISFACTION
73%
CATEGORY
AVERAGE

Ease of Customization

33%
OF CLIENTS
ARE DELIGHTED

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



Ranked 5th
of 14 in
Enterprise
Resource
Planning -
Midmarket

76%
SATISFACTION
72%
CATEGORY
AVERAGE

Ease of IT Administration

34%
OF CLIENTS
ARE DELIGHTED

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



Ranked 7th
of 14 in
Enterprise
Resource
Planning -
Midmarket

76%
SATISFACTION
76%
CATEGORY
AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Enterprise Resource Planning - Midmarket market.

How satisfied are you with the following SAP Business One features and functionalities?

ENTERPRISE RESOURCE PLANNING - MIDMARKET

MANDATORY FEATURES

Accounting and Financial Management

53% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

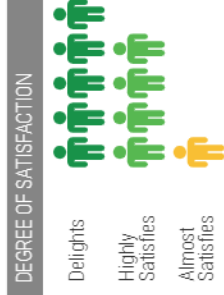
Ranked 1st of 14 in Enterprise Resource Planning - Midmarket

86% SATISFACTION
80% CATEGORY AVERAGE

Analytics and Reporting

50% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

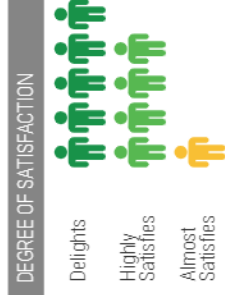
Ranked 1st of 14 in Enterprise Resource Planning - Midmarket

85% SATISFACTION
75% CATEGORY AVERAGE

BI and Performance Management

46% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

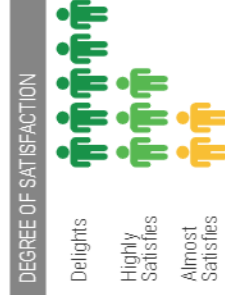
Ranked 2nd of 13 in Enterprise Resource Planning - Midmarket

84% SATISFACTION
73% CATEGORY AVERAGE

Procurement Management

48% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked 3rd of 13 in Enterprise Resource Planning - Midmarket

82% SATISFACTION
74% CATEGORY AVERAGE

Service Management

51% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

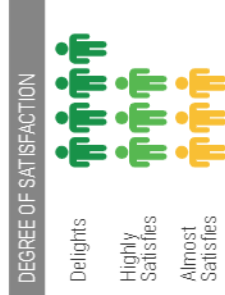
Ranked 2nd of 9 in Enterprise Resource Planning - Midmarket

83% SATISFACTION
77% CATEGORY AVERAGE

Industry Specific Capabilities

43% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

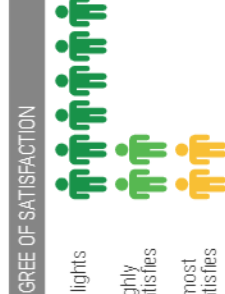
Ranked 6th of 14 in Enterprise Resource Planning - Midmarket

79% SATISFACTION
76% CATEGORY AVERAGE

Human Capital Management

55% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

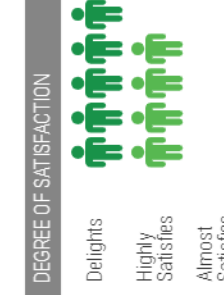
Ranked 2nd of 9 in Enterprise Resource Planning - Midmarket

82% SATISFACTION
75% CATEGORY AVERAGE

Supply Chain Management

58% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

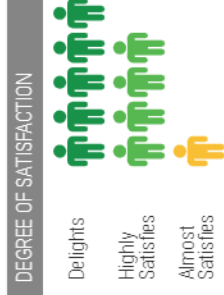
Ranked 1st of 10 in Enterprise Resource Planning - Midmarket

89% SATISFACTION
81% CATEGORY AVERAGE

Governance Risk and Compliance

45% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

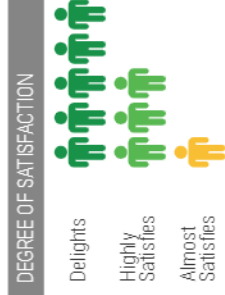
Ranked 3rd of 9 in Enterprise Resource Planning - Midmarket

83% SATISFACTION
76% CATEGORY AVERAGE

Job and Project Management

56% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

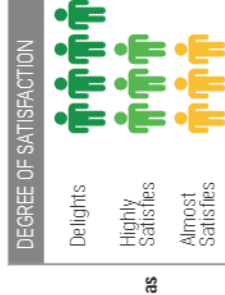
Ranked 1st of 11 in Enterprise Resource Planning - Midmarket

85% SATISFACTION
77% CATEGORY AVERAGE

Customer Relationship Management

45% OF CLIENTS ARE DELIGHTED

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



DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked 3rd of 10 in Enterprise Resource Planning - Midmarket

80% SATISFACTION
75% CATEGORY AVERAGE

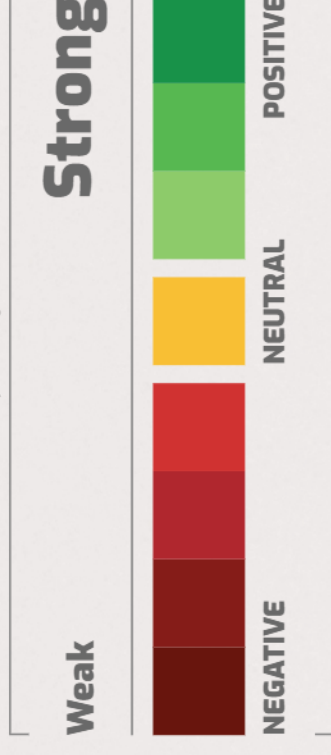


SAP BUSINESS ONE

Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.



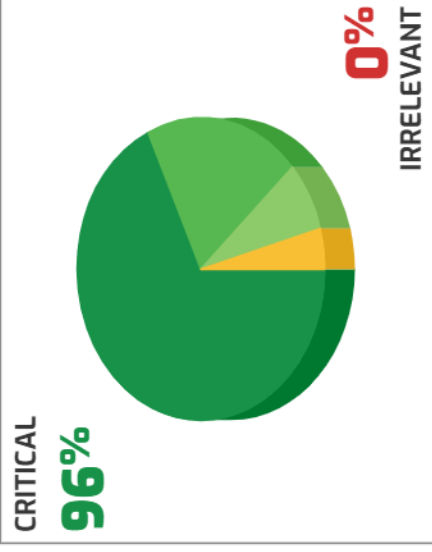
WORD COLOUR is driven by the number of reviews that share the sentiment.

PERFORMANCE ENHANCING RELIABLE SAVES TIME
HELPS INNOVATE FAIR CLIENT'S INTEREST FIRST
CRITICAL LOVE GENEROSITY
ALTRUISTIC ENABLES PRODUCTIVITY
TRANSPARENT FRIENDLY NEGOTIATION INSPIRING
UNIQUE FEATURES EFFICIENT RESPECTFUL
OVER DELIVERED TRUSTWORTHY CARING INTEGRITY
CLIENT FRIENDLY POLICIES EFFECTIVE
INCLUDES PRODUCT ENHANCEMENTS

SAP BUSINESS ONE Emotional Footprint

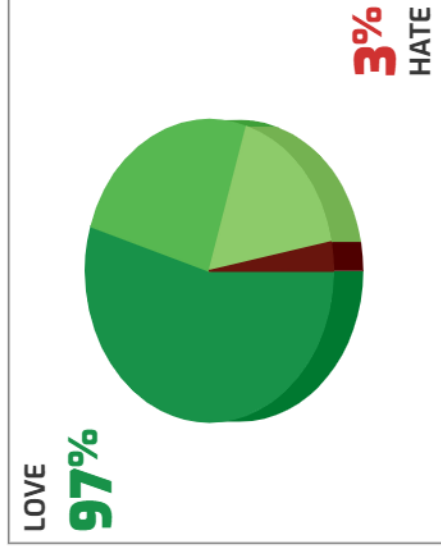
Importance to Professional Success

How important is SAP Business One to your current professional success?



Strength of Emotional Connection

Overall, describe the strength of your emotional connection to SAP Business One



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



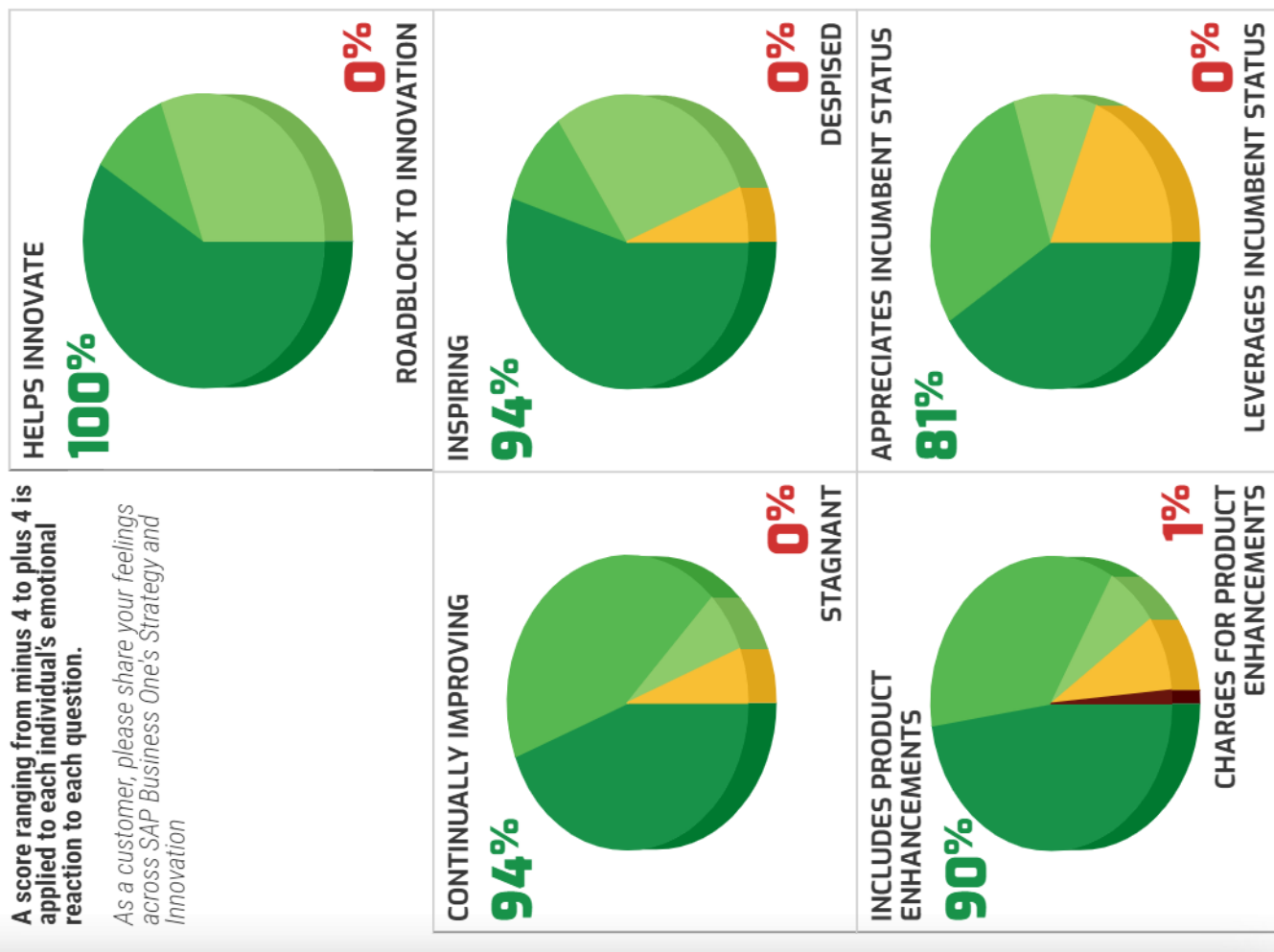
$$\begin{matrix} \text{POSITIVE} & \text{NEGATIVE} \\ \% - \% = & \text{NET} \\ & \text{EMOTIONAL} \\ & \text{FOOTPRINT} \end{matrix}$$

NET EMOTIONAL FOOTPRINT +91
SAP BUSINESS ONE

Strategy and Innovation

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

As a customer, please share your feelings across SAP Business One's Strategy and Innovation





<p>Service Experience As a customer, please share your feelings across SAP Business One Service Experience</p>	<p>RESPECTFUL 98%</p> <p>2% DISRESPECTFUL</p>	<p>CARING 98%</p> <p>0% NEGLECTFUL</p>	<p>EFFECTIVE 94%</p> <p>0% FRUSTRATING</p>	<p>SAVES TIME 93%</p> <p>0% WASTES TIME</p>	<p>EFFICIENT 88%</p> <p>8% BUREAUCRATIC</p>
<p>Product Experience As a customer, please share your feelings across SAP Business One's Product Experience</p>	<p>RELIABLE 100%</p> <p>0% UNRELIABLE</p>	<p>PERFORMANCE ENHANCING 94%</p> <p>0% PERFORMANCE RESTRICTING</p>	<p>SECURITY PROTECTS 94%</p> <p>0% SECURITY FRUSTRATES</p>	<p>ENABLES PRODUCTIVITY 91%</p> <p>3% RESTRICTS PRODUCTIVITY</p>	<p>UNIQUE FEATURES 89%</p> <p>2% COMMODITY FEATURES</p>
<p>Negotiation and Contract Experience As a customer, please share your feelings across SAP Business One's Negotiation and Contract</p>	<p>TRANSPARENT 87%</p> <p>0% DECEPTIVE</p>	<p>GENEROSITY 86%</p> <p>0% GREED</p>	<p>FRIENDLY NEGOTIATION 86%</p> <p>0% HARDBALL TACTICS</p>	<p>CLIENT'S INTEREST FIRST 79%</p> <p>6% VENDOR'S INTEREST FIRST</p>	<p>OVER DELIVERED 74%</p> <p>3% OVER PROMISED</p>
<p>Conflict Resolution Experience As a customer, please share your feelings across SAP Business One's Product Impact</p>	<p>INTEGRITY 100%</p> <p>0% LACK OF INTEGRITY</p>	<p>TRUSTWORTHY 94%</p> <p>0% BIG FAT LIARS</p>	<p>FAIR 94%</p> <p>0% UNFAIR</p>	<p>CLIENT FRIENDLY POLICIES 92%</p> <p>2% VENDOR FRIENDLY POLICIES</p>	<p>ALTRUISTIC 90%</p> <p>0% SELFISH</p>

Relationships and Interaction

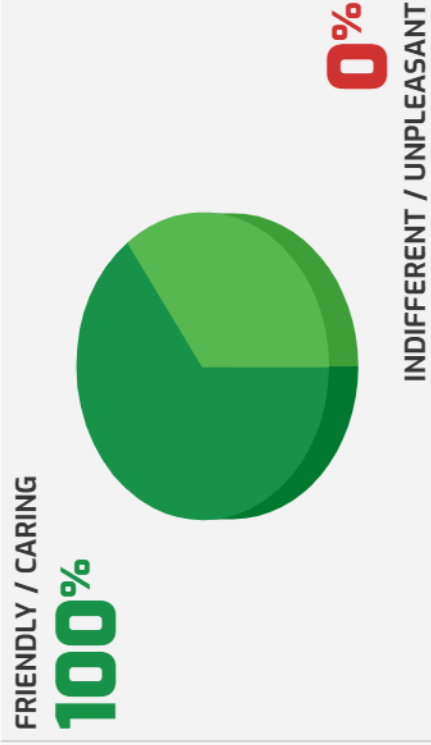
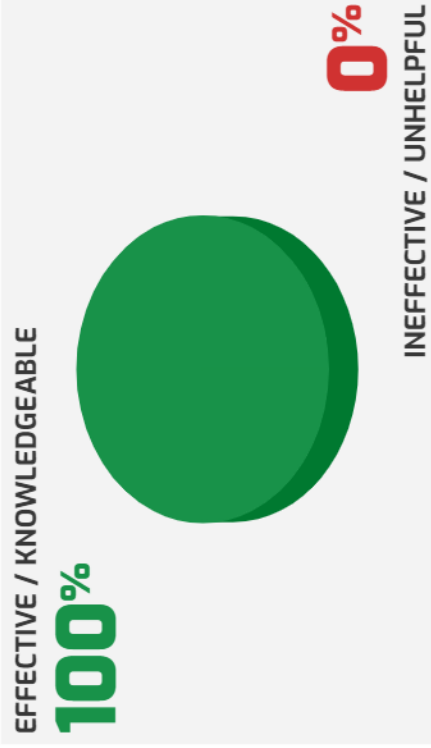
100% **POSITIVE SENTIMENTS**

NET RELATIONSHIP FOOTPRINT
+100

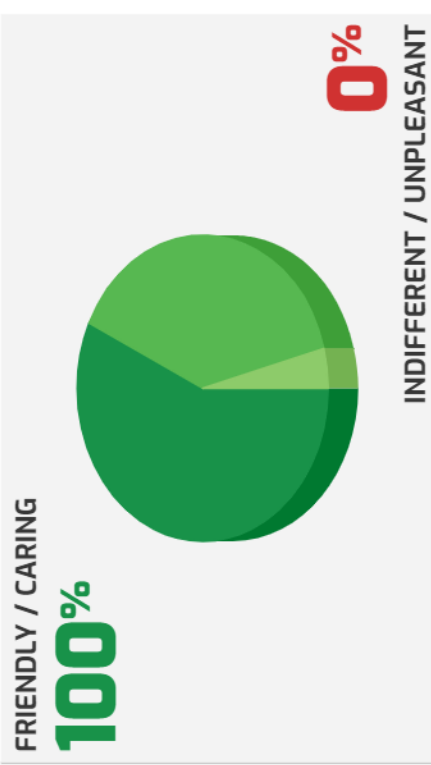
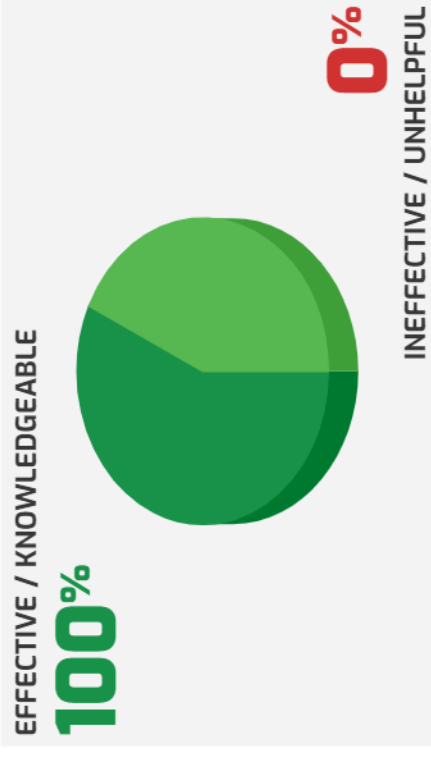
When interacting with SAP Business One your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with SAP Business One, please summarize what you experienced

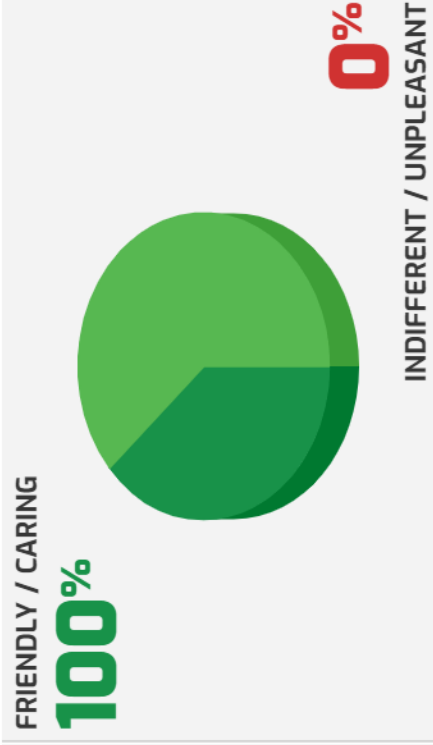
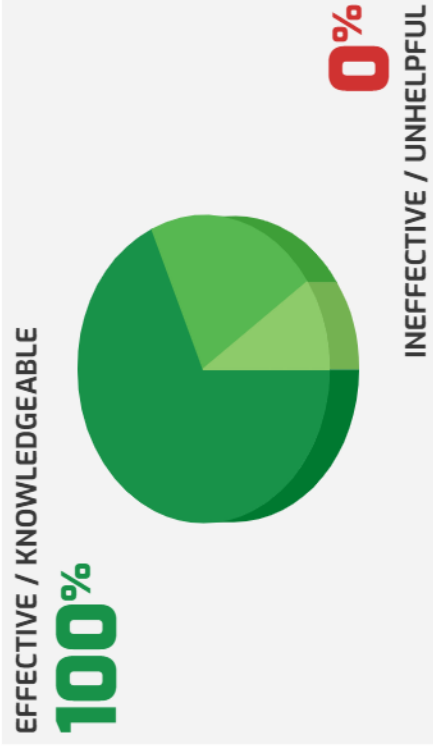
Sales Team



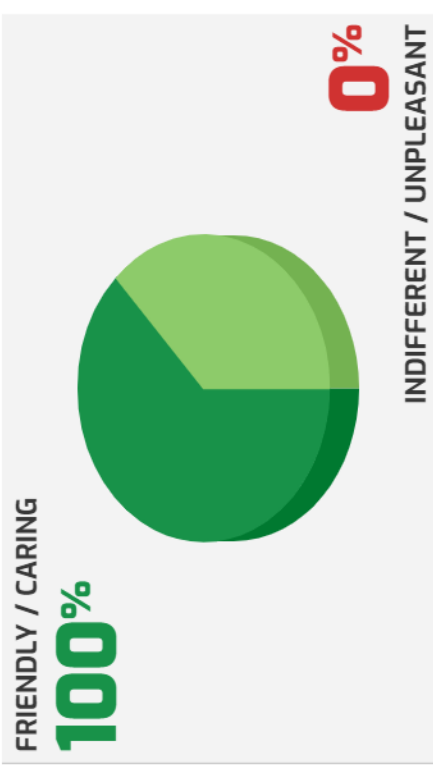
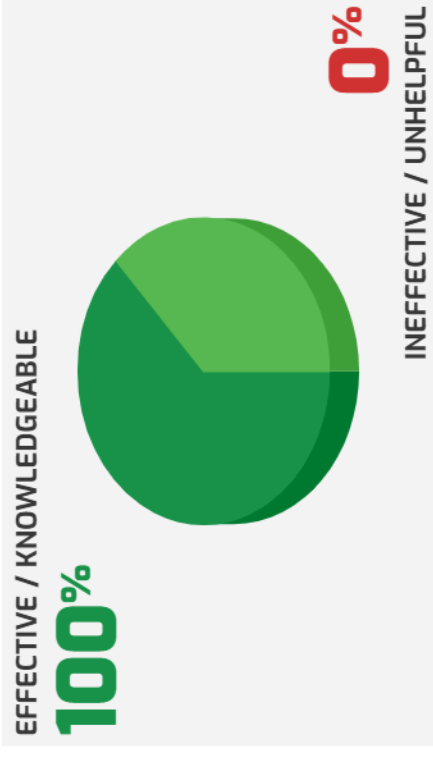
Technical and Product Specialists



Client Service Team



Leadership Team



Multi-Category Overview

SAP Business One

Enterprise Resource Planning - Midmarket

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend.

CATEGORY	COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
<p>ENTERPRISE RESOURCE PLANNING - MIDMARKET</p> <p>Scorecard Category</p> <p>Enterprise Resource Planning (ERP) is a suite of software applications supporting process areas such as finance, operations, HR, manufacturing, distribution, logistics, and supply chain</p>	8.6 _{7/10}	88%	100%	84%
<p>ENTERPRISE RESOURCE PLANNING</p> <p>ERP is a set of business management software solutions which an organization can use to collect, store, manage, and interpret data from business activities and/or processes and commonly include finance, operations, HR, planning and supply chain.</p>	8.6 _{7/10}	88%	100%	84%
<p>ACCOUNTING</p> <p>Accounting software automates finance management processes, ensuring accuracy of financial transactions and facilitating reconciliation. Modules include, at a minimum, General Ledger, Accounts Payable and Accounts Receivable.</p>	8.6 _{7/10}	92%	100%	80%
<p>DISCRETE MANUFACTURING ERP</p> <p>Discrete Manufacturing ERP is a set of business management software solutions which an organization can use to collect, store, manage, and interpret data from business activities and/or processes and commonly include finance, operations, HR, planning and supply chain specifically for the discrete manufacturing industry.</p>	8.6 _{7/10}	93%	100%	75%
<p>ACCOUNTING - ENTERPRISE</p> <p>Accounting software automates finance management processes, ensuring the accuracy of financial transactions and facilitating reconciliation. Successful accounting software deployments will enable better cash flow management, streamlined invoicing, more effective cost management, and easier compliance and audit reporting.</p>	8.6 _{7/10}	92%	100%	80%



Richard D.

Role: C-Level
 Industry: Technology
 Involvement: Business Leader or Manager

Recommends 9/10

Good mix of functionality, usability & technology

What differentiates SAP Business One from other similar products?

Strength of product across functionality, usability & technology

What is your favorite aspect of this product?

Cloud capabilities

What do you dislike most about this product?

Focus on SAP HANA

What recommendations would you give to someone considering this product?

Deploy via the cloud

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
3	4
4	4
3	4
3	4
3	4
3	4
3	4
3	4
4	4
3	4
3	4

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
3	4
3	4
3	4
3	4
3	4
-	4
3	4
3	4
2	4
3	4
3	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	1
Cost	2
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Sales Experience	1
Skill and Staff Fit	1
Social Responsibility	1
Vendor Market Share	1
Vendor Reputation	1



Jay K.

Role: C-Level
 Industry: Consulting
 Involvement: Business Leader or Manager

Neutral 8/10

Great Product. Easy to use. Great for SME's

What differentiates SAP Business One from other similar products?

Diverse functionality. Cloud based

What is your favorite aspect of this product?

SCM Module

What do you dislike most about this product?

HRM Module

What recommendations would you give to someone considering this product?

Negotiate well with the vendor on a holistic solution ... implementation, training, customisation and maintenance support

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
4	3
4	3
4	3
3	3
3	3
3	3
4	3
3	3
3	3
4	3
3	3

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
4	1
4	2
3	1
4	1
4	1
2	1
4	1
2	1
4	1
4	1
4	1

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	5
Cost	5
Existing Relationship	5
Managing Risk	5
Political Reasons	5
Previously Installed	5
Sales Experience	5
Skill and Staff Fit	5
Social Responsibility	5
Vendor Market Share	5
Vendor Reputation	5



Luke M.

Role: Industry Specific Role
 Industry: Banking
 Involvement: End User of Application

Neutral 8/10

Great product, easy to use

What differentiates SAP Business One from other similar products?

Good functionality and works well with other sap products

What is your favorite aspect of this product?

Ease of use is fantastic

What do you dislike most about this product?

Hard to think of a dislike

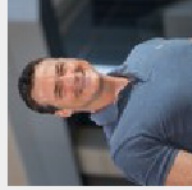
What recommendations would you give to someone considering this product?

Worth giving a go, highly recommend better than similar products

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
3	-
3	-
3	-
4	-
4	-
3	-
3	-
4	-
4	-
3	-
3	-

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
3	-
2	-
3	-
2	-
3	-
3	-
3	-
4	-
4	-
3	-
3	-



Glenn S.

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

Recommends 9/10

Great but pricey

What differentiates SAP Business One from other similar products?

They offer a lot of features but not sure how much better than others since this is the only one I have experience with.

What is your favorite aspect of this product?

The overall product features and cockpit.

What do you dislike most about this product?

Limited customization and support for customization.

What recommendations would you give to someone considering this product?

Can be pricey but it fits well with a small to mid-sized org with low number of internal support staff. Make sure before you buy to list customization requirements and see if they can be achieved. More costly for large enterprises

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
4	3
4	3
4	4
2	3
3	3
3	3
2	3
3	3
4	3
4	3
3	3

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
4	-
4	-
4	-
4	-
-	-
-	-
4	-
4	-
4	-
4	-
4	-

COST, ORGANIZATION, AND ARCHITECTURAL FIT

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



Ye Yint M.

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

Recommends 9/10

Best Business Management Solution for SMBs

What differentiates SAP Business One from other similar products?

SAP Business One is a complete business management solution for Small and Medium businesses with tons of features available in the market. SAP Business One solution can be used to manage the various business areas such as inventory and warehousing, purchasing decisions, sales processes, customer relationship management, field service management, project management and financial management. SAP Business One enables to visualize the insight from the business operations with real-time information updates and improves the better business decisions making process. It is a robust enterprise system that most business processes are supported.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
3	5
3	5
3	5
2	5
3	10
3	5
3	5
3	5
4	5
3	5
3	5

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
3	5
3	5
4	0
2	0
2	5
-	0
2	1
4	0
3	0
2	0
3	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	2
Existing Relationship	0
Managing Risk	1
Political Reasons	0
Previously Installed	1
Sales Experience	3
Skill and Staff Fit	0
Social Responsibility	3
Vendor Market Share	5
Vendor Reputation	5



Rahul N.

Role: Sales and Marketing
 Industry: Retail
 Involvement: Business Leader or Manager

Recommends 10/10

The best ERPs out there, Period!

What differentiates SAP Business One from other similar products?

Years of experience in making EPRs make SAP the best friend for your business.

What is your favorite aspect of this product?

Their software can talk to any other tool you may have makes the integration so seamless that it feels like your Business is One.

What do you dislike most about this product?

The costs involved in customization, software, maintenance can be a lot to handle but totally worth it.

What recommendations would you give to someone considering this product?

Look at all the costs involved and not just the initial setup costs to make the decision.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
4	8
4	5
4	4
4	8
4	3
4	8
4	7
4	3
4	4
4	2
4	6

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
4	3
4	8
4	3
4	0
4	0
4	0
4	2
4	2
4	5
4	4
4	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	2
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	3
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	6
Vendor Reputation	0