

User Satisfaction Ratings

Data is scoped to the Distribution ERP category. All reviews were collected as of June 29, 2023



Acumatica

Microsoft Dynamics 365 Business Central

Rating

★★★★★ (809)

★★★★★ (550)

Ease of Use

86%

69%

Has the product been a good partner in doing business?

86%

73%

Ease of Admin

78%

67%

Meets Requirements

87%

76%

Quality of Support

83%

77%

Product Direction (% positive)

95%

62%

Likelihood to Recommend

90%

75%

Integration APIs

86%

74%

Custom Reporting

85%

73%

Workflow Capability

86%

75%

(User Satisfaction Ratings continues on next page)

User Satisfaction Ratings (continued)



	Acumatica	Microsoft Dynamics 365 Business Central
Payroll	87%	77%
Customization	89%	78%
Output Document Generation	87%	77%
Performance and Reliability	89%	79%
Dashboards	86%	77%
Data Import and Export Tools	90%	81%
Workforce Management	93%	85%
User, Role, and Access Management	85%	78%
Multi-Entity / Consolidation	86%	80%
AP Automation	87%	81%
Custom Reporting	89%	83%
Audit Trail	90%	85%

(User Satisfaction Ratings continues on next page)

User Satisfaction Ratings (continued)



	Acumatica	Microsoft Dynamics 365 Business Central
Internationalization	84%	79%
Breadth of Partner Applications	84%	79%
Packaging	91%	86%
Dashboards	90%	86%
Collections Automation	85%	81%
MRP	89%	85%
Income and Expenses	89%	85%
Tax Calculation	89%	85%
Tags / Dimensions	88%	84%
Financial Statements	87%	83%



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