

The Buyer's Guide to Accounting Software

Curated from End-User Reviews on:

trustradius

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Table of Contents

Introduction.....	3
Accounting Software Overview	4
What is Accounting Software?	4
Types of Accounting Software	4
Accounting Software Trends.....	6
Factors to Consider when Selecting Accounting Software	10
The Best Accounting Software for Small Businesses	12
The Best Accounting Software for Mid-Size Companies.....	13
The Best Accounting Software for Enterprises	14
User Ratings & Feedback by Software Product.....	16
AccountEdge.....	16
Accounting by Wave	18
FreeAgent.....	21
FreshBooks	23
Intacct	25
Microsoft Dynamics GP	29
Microsoft Dynamics SL.....	32
NetSuite	35
Oracle eBusiness Suite.....	38
QuickBooks Enterprise	40
QuickBooks for Mac.....	43
QuickBooks Online	45
QuickBooks Pro/Premier	48
Sage 50	51
Sage One	53
Sage 100 ERP	55
SAP ERP	57
Xero.....	59

Introduction

We are excited to publish our first Buyer's Guide to Accounting Software, based on feedback and insights from real software users on [TrustRadius](#). The guide provides practical guidance to help you find the best accounting software solution for your use case, based on the experience of hundreds of others like you.

For this guide, we have analyzed more than 700 reviews and ratings of 18 different accounting software products. Each reviewer was vetted and validated by a TrustRadius team member. The result is an independent analysis of the leading accounting products, uninfluenced by vendors or anyone else with an agenda. As with our other [buyer's guides](#), we hope this report will help you as you decide which accounting software best fits your needs.

In the guide you will find:

- » A primer on accounting software for those new to the field
- » A discussion of trends and new technology that is shifting the center of gravity of this market
- » Analyses (2-dimensional charts) we call TrustMaps™, comparing the software products based on average "Likelihood to Recommend" ratings and the number of individuals researching the product on TrustRadius (an indication of market presence or growth momentum)
- » Product ratings across multiple factors, such as usability and customer service, from real user reviews



As always, we'd love to hear your feedback on the guide.

Alan Cooke
Research Manager,
TrustRadius

Accounting Software Overview

What is Accounting Software?

Financial accounting is a methodology for recording and classifying a firm's financial transactions, including reporting and analysis of these transactions. Accounting transactions are encompassed by the general ledger, which is a complete record of financial transactions over the life of a company. The general ledger (often referred to as "the books") contains balance sheet and income statement accounts. Balance sheet accounts are assets and liabilities and stockholder's equity, and these accounts show a company's position at a specific moment in time. Income statement accounts include operating revenues and expenses, and show revenues, expenses, losses and net gain for a specified period of time such as a year or a quarter.

Accounting software automates transactional record keeping processes in each of these areas so that accounting transactions can be completed and tracked more efficiently and more accurately. As such, accounting software is quintessential back-office software concerned with record maintenance and regulatory compliance. This is quite distinct from corporate finance, which focuses on "front office" tasks like financial and strategic planning to maximize shareholder return.

But this broad definition of what accounting software does at the most basic level does not begin to describe the range of accounting software varieties on the market.

Types of Accounting Software

There are many different ways to segment the market, but the following broad distinctions can be made regarding the main different types of accounting software.

Accounting versus Enterprise Resource Planning (ERP)

In the software realm, the term "accounting" is sometimes used interchangeably with Enterprise Resource Planning (ERP), but these software categories are not synonymous. ERP platforms certainly include general ledger accounting functionality, but they have evolved as fully-integrated platforms encompassing a broad range of capabilities usually including human resources, corporate performance management, customer service, supply chain management, manufacturing production and logistics, distribution and sometimes CRM. ERP products have evolved over time away from a unique focus on back-office processes and have swallowed entire software categories whole in pursuit of a single-platform approach.

The focus of this guide is accounting products, which necessarily includes ERP suites. But discussion of ERP products will be largely confined to the general ledger accounting aspects of these broad platforms.

Commercial versus fund accounting

Commercial firms use accounting systems to measure profit and loss performance by product, division, and company. Nonprofits have quite different accounting needs. Nonprofit fund accounting must track different funding sources and grants and allocate expenses across these funds. Additionally, funds must be carefully separated according to donors' restrictions. Nonprofits also need to understand the ratio of overhead to program expenses, which is a unique requirement.

In-house versus outsourced (Business Process Outsourcing, or BPO)

Accounting software can be used by firms to manage their own accounting processes or by specialized firms (often public accountants) working on behalf of clients in what is sometimes referred to as a "platform-led BPO model". Accounting firms using software products to serve multiple clients have an additional set of requirements, which are not a concern for standard users, such as a branded dashboard to share data with customers, or a billing bypass mechanism allowing the vendor to invoice to the CPA firm instead of the end-user client.

On-premise versus cloud software

Traditionally, accounting software products were installed locally on servers located in the firm's location (on-premises software), and this kind of accounting software is still widely used today. Following the dominant trend in the broader software market though, many newer products are offered as cloud products, delivered over the Internet and accessed with a web browser. Older, on-premise-based installed products are sometimes offered in "hosted" deployments, but this is not the same thing. "Cloud" is usually used to mean Software-as-a-Service (SaaS) where the vendor manages the software application and the entire hosting infrastructure on behalf of all customers. The product is designed to be deployed in this one-to-many model and customers access the product through a simple web browser. An example of hosting is where a vendor offers a product that is usually installed on the customer's premises over the Internet, by hosting the software for a single client on a remote server, which is accessed via a client such as the Citrix client or a browser. This one-to-one model is not usually what is meant by when people talk about cloud software.

Accounting Software features

The primary general ledger features of most accounting tools include:

- » Accounts Payable and Accounts Receivable, which includes automation and tracking of payment to vendors and suppliers and, on the receivable side, automation of invoices and collections.
- » Cash management, which provides a complete picture of a company's cash flows, and streamlines payment processing.
- » Bank reconciliation connecting the software to a company's financial institutions in order to reconcile accounting records with checking, savings and credit card accounts. Often month and year closing capabilities are included.
- » Expense management for logging and tracking business expenses and reimbursements, including travel-related expenses, with the ability to tie them to particular projects.
- » Time tracking enabling tracking of billable and non-billable employee time by project.
- » Calculation and collection of sales tax for transactions.

- » Fixed asset management, including location, checkout, maintenance scheduling, audit history, cost and depreciation.
- » Support for transactions across multiple locations or branches and foreign currencies.
- » Regulations compliance whereby the software helps users adhere to typical accounting standards and regulations such as IFRS, GASB, or GAAP.
- » Security features like role-based user permissions and single-sign on capability.
- » Reporting analytics including standardized reports like profit and loss, sales tax return, depreciation, foreign exchange gains and losses, etc., as well as customizable dashboards

In addition to these fundamental features, some accounting and especially ERP products also handle:

- » Inventory management or the ability to track and manage the flow of goods or materials into and out of an inventory.
- » Order management, which covers the ability to process orders, and track them from quote to cash.
- » Payroll management, which handles employee salaries including payroll taxes like income tax withholding, social security, and federal unemployment tax.

Accounting Software Trends

1. Increasing dominance of cloud software

Perhaps the biggest business technology story of the past ten years has been the rapid ascent of the cloud deployment model to a position of unquestioned dominance in the business software sector in general.

This is also one of the most significant areas of discussion in the accounting software realm today. Accounting and financial applications have been slower to switch to a cloud delivery model than some other sectors, partly because of client concerns around change management and potential client impact, in addition to security worries. Indeed, many companies are still using on-premise software like QuickBooks Desktop, AccountEdge, and Sage 50 (formerly Peachtree), all of which are fully featured and well established products. However, a wave of change is starting to build from the low end, as a number of cloud products designed for small businesses have emerged, such as Xero and Wave, as well as cloud products from QuickBooks, AccountEdge, and Sage. Similarly in the mid-market segment, some cloud vendors, most notably Intacct and NetSuite, have emerged to threaten the ground occupied by legacy installed ERP systems. The ERP world is still dominated by on-premise tools, but this too is changing. Cloud-based, or SaaS products (these terms are often used interchangeably even though they are not synonyms) have effectively won the day in other domains like CRM, which is now dominated by cloud pioneer Salesforce.com. The era of installed or on-premise software is coming to a close, and, in the accounting sphere as in others, the future is cloud deployment.

The advantages of the cloud deployment model include:

- » No CapEx expense: No outlay for infrastructure and software. Instead, software is paid for monthly on a pay-as-you-go plan
- » Access the software from anywhere: Users can access the software from anywhere they have an internet connection
- » No upgrade or patch worries: Vendor updates the software and all customers are automatically on the latest version

2. Integration

Strongly related to the cloud deployment model is the growing importance of programmatic integration with other systems. Historically, accounting packages started life as simple general ledger tools for managing debits and credits. Over time though, CFOs began to see that having islands of general ledger functionality was of limited value, and that integration with other financial capabilities was essential. As a result, vendors began to build broader accounting suites, adding things like accounts payable and receivable, payroll, bill payment, inventory management, etc.

The cloud computing revolution transforming the accounting software sector has radically challenged this integrated suite approach paradigm. It is no longer necessary to purchase a fully integrated suite that does all the things you need it to do. The fact that products now reside in the cloud and do not need to be installed, means that it is much easier to pick and choose discrete products to handle different parts of the financial value chain. A financial accounting system can quite easily be hooked up to a best-of-breed payroll system or an expense management system. It's also relatively straightforward to integrate with an off-the-shelf business intelligence tool to produce automated visualizations of key financial metrics like accounts receivable days, debt to equity ratio, ROI and return on capital employed.

But integration is about more than just adding functional capabilities. There is significant value in automating processes so that human beings are freed from the drudgery of simple data entry. For example, a newer generation of cloud products like Wave and Xero are capable of importing bank data directly, eliminating the need for manual data entry. Automating clearing house transactions and data interchange further reduces manual coding. The automation of all data entry by tight integration with these external systems allows CPAs to concentrate on more strategic tasks while the technology handles the mechanical bookkeeping aspects.

3. More choices for small businesses

Intuit has owned the small business accounting space for many years with QuickBooks, and still has about 90% market share. QuickBooks Online, which was released more than a decade ago, but has struggled in the face of emerging competition from pure-play online vendors. A sign of that competition is the fact that a completely modernized version of the QuickBooks Online product was released in 2013, with a more intuitive interface design and separate apps for iPad and iPhone.

New online products like FreshBooks, Kashoo, Wave and Xero have been designed for Internet deployment and each has an elegant, consumer-like design and an intuitive user interface. These products are generally easier to use for novice users than any QuickBooks product. Indeed, many of their customers are former QuickBooks users who have switched because they have found QuickBooks too difficult to use. These new tools are also inexpensive and one of the three—Wave—is actually free (it's supported by advertising revenue).

However, these products still command only a small portion of the market and are generally less fully-featured than the various flavors of QuickBooks Desktop. The on-premise versions of QuickBooks are still very popular with accountants and small businesses for exactly this reason. But the landscape is definitely shifting, and small businesses have more choice than ever before. As evidence of this change Brad Smith, CEO of Intuit, recently reported that “for Intuit’s FYE2014 for the first time more new QuickBooks users chose the online version than the a traditional desktop version. Contrast that with our income tax preparation products where that shift happened 7 or 8 years ago.”

4. Cloud solutions also transforming mid-market and enterprise

A similar dynamic is playing out at the mid and high-end where cloud pioneers like NetSuite, Intacct, and Workday are challenging the hegemony of traditional industry behemoths like SAP and Oracle. Many of the on-premise ERP heavyweights have made decades of investment in on-premise solutions only to see flat or declining sales while NetSuite and Intacct, for example, have been experiencing double-digit growth for the last several years. The response of the traditional on-premise vendors, of course, is to reposition their offerings and develop a coherent cloud strategy without abandoning their existing platforms. SAP has achieved some success with its cloud-based HANA technology, while Oracle is struggling to upgrade on-premise customers to its cloud platform, now called Oracle ERP Cloud. However, as with QuickBooks in the small-business market, these vendors do have a very dominant share of the market, and the challenge from new cloud vendors is still nascent.

The three main cloud challengers have relatively low market share with very high growth rates; they are, however, quite different one from another.

Intacct is a small to upper mid-market product serving a range of customer types from technology startups to divisions of multinational corporations. It is focused exclusively on finance applications, with strong integrations to other business applications like Salesforce.com. The Intacct Marketplace showcases a rich ecosystem of third-party integrations, some built by Intacct itself and others built by vendor partners.

NetSuite, on the other hand, is an integrated suite with a broad range of capabilities designed for larger customers. NetSuite's main product includes a fully featured ERP platform with financial management, ecommerce, order management and inventory control, and a CRM, in addition to a professional services automation (PSA) offering. Workday is a true large enterprise platform with an enviable growth rate of around 70% year over year.

5. Business Process Outsourcing

BPO for small and medium firms is not a new phenomenon and is technology-driven, in a model that might be referred to as "platform-led BPO". This, as the name implies, is all about using technology to facilitate collaboration between firms and public accounting firms and implement industry best practices. The use of technology to create lasting value through automation and best practices depends greatly on accounting software developments, and for that reason has gone through its own evolution. Initially, companies using on-premises products like QuickBooks used outsourcing as a way of securing write-up or financial statement compilation services. This cannot be considered true BPO, but is a kind of precursor. The next phase in the development of this model was accounting firms hosting desktop software on a server such that clients could log into the software using a Citrix client. But the real platform-led BPO tsunami was made possible by the development of cloud software, which enabled the accounting firm and clients to share the same software instance and to see precisely the same data in real time.

Accounting firms frequently offer outsourcing or BPO services to companies who do not have the staff, the skills, or the desire to manage F&A processes themselves, or desire to focus on only their core business, or who want to gain efficiencies and hence lower costs. Services offered span a spectrum from handling a few transactional services such as payroll, accounts payable and receivable, bookkeeping, etc. to offering more strategic services like tax management, yield management, or risk analysis. Specialization in vertical

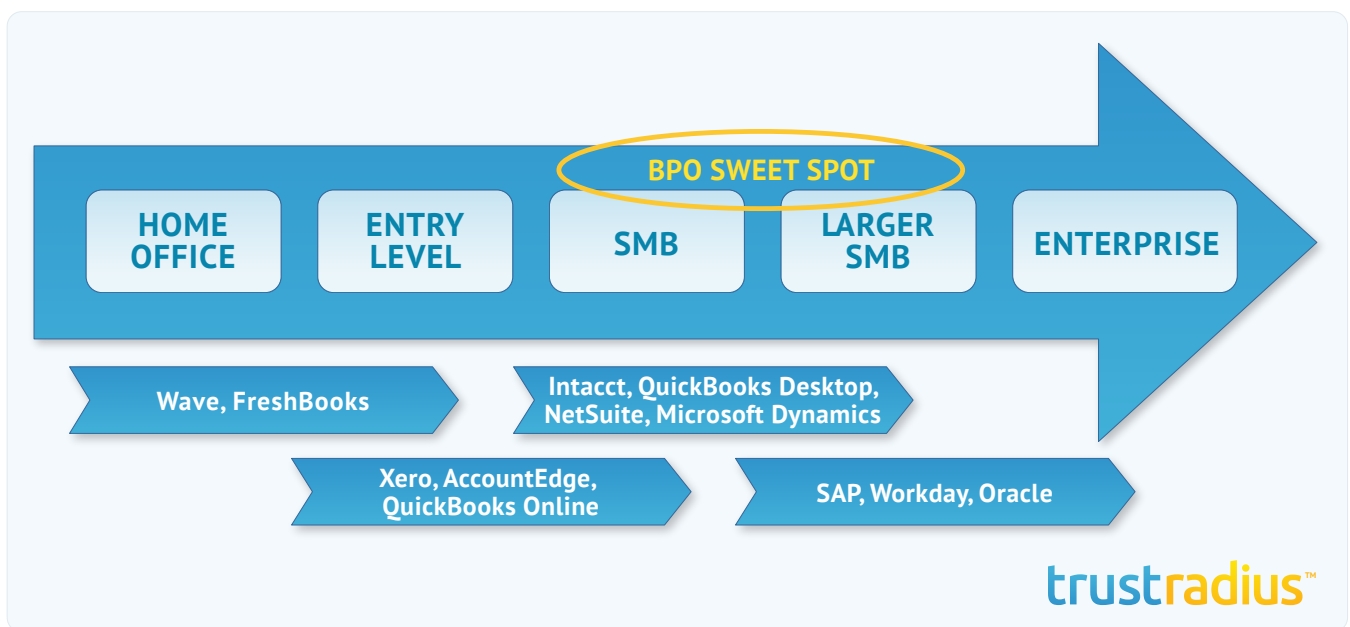
markets is also driving BPO adoption, and accounting firms frequently specialize in a particular market niche. Specialization allows accounting firms to acquire detailed knowledge of the challenges faced by companies in their niche and provide customized dashboards and benchmarking data.

The CPA firm sometimes (but not always) dictates the accounting platform to be used, and most CPA firms have expertise in a number of different cloud platforms to service clients of different types and sizes. Best practice for leading forms is standardize on a few platforms and then dictate the platform, but some firms default to the product that the client firm is already using. There are different models for CPAs in public practice, from referring clients to a particular vendor, to running the software on behalf of a client, to actually re-selling the software. Many accounting products now have CPA versions, which have been specifically designed to facilitate use of their products in this BPO model.

A typical scenario is the CPA firm setting up and running the software on behalf of clients and providing detailed views of the data via dashboards, which allow for mutual decision-making.

The goal of outsourcing from the CFO or financial executive standpoint has always been the same: removing some of the administrative cost overhead from a fairly rote set of operations. The traditional meaning of BPO usually adopted by large companies with over 1,000 employees is the model whereby large service providers like Accenture, Wipro, and Infosys essentially outsource accounting labor offshore to save money by wage differential arbitrage. Although still very widely implemented, this model, some analysts argue, has not achieved the desired aim for the simple reason that a model based on cheap labor is unlikely to be sustainable over the long term. In this model, less attention is paid to things like process standardization and automation through technology that are likely to make a significant difference. In short, a cheap labor model alone is unlikely to lead to sustainable value creation.

The following diagram shows the distribution of accounting products across size of client organization with the traditional sweet spot for CPA outsourcing services.



Factors to Consider when Selecting Accounting Software

The following table summarizes the products featured in this guide, and gives an indication of the size of organizations typically served, whether they are on-premise or installed, and whether they are an ERP suite (vs. financials only). This is a useful guide to orient product selection according to the most basic criteria.

PRODUCT NAME	SEGMENT FOCUS*	CLOUD/ON-PREMISE	ERP SUITE
AccountEdge	Small Business	On-premise	
Accounting by Wave	Small Business	Cloud	
FreeAgent	Micro Business	Cloud	
FreshBooks	Small Business	Cloud	
Intacct	Mid-Market	Cloud	✓
Microsoft Dynamics GP	Mid-Market	On-premise, hosted or cloud	✓
Microsoft Dynamics SL	Mid-Market	On-premise, hosted or cloud	✓
NetSuite	Large-Mid, Enterprise	Cloud	✓
Oracle eBusiness Suite	Enterprise	On-premise	✓
QuickBooks Enterprise	Small Business	On-premise	
QuickBooks Mac	Small Business	On-premise	
QuickBooks Online	Small Business	Cloud	
QuickBooks Pro/Premier	Small Business	On-premise	
Sage 50	Small Business	On-premise or hosted	
Sage One	Small Business	Cloud	
Sage 100 ERP	Mid-Market	On-premise	✓
SAP ERP	Enterprise	On-premise	✓
Xero	Small Business	Cloud	

*Based on number or reviews in each segment

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There are also additional factors worth considering.

What add-on capabilities does the product have beyond G/L?

Almost all accounting platforms have additional features beyond the core general ledger transactional accounting capabilities. Many, including small business-oriented solutions, have additional capabilities around things like payroll, time tracking, invoicing, electronic billing, and even business intelligence for analytics and reporting. It's important to understand which additional capabilities are built into the platform and whether they come at an additional cost.

ERP platforms are not all the same

The table above indicates products that are ERP platforms, rather than pure accounting products. However, ERP can mean a lot of different things. For example, although Intacct refers to itself as a “cloud ERP” platform and does include inventory management and project accounting, it is very focused on the accounting function and does not have the broad array of additional capabilities found in some other ERP products. NetSuite on the other hand has a very complete ERP product including supply chain, procurement, warehousing and fulfillment, human capital management and more. The core suite also includes customer relationship management (CRM), professional services automation (PSA), and ecommerce capabilities. Workday, in addition to financials, has its origin in a broad suite of HR tools.

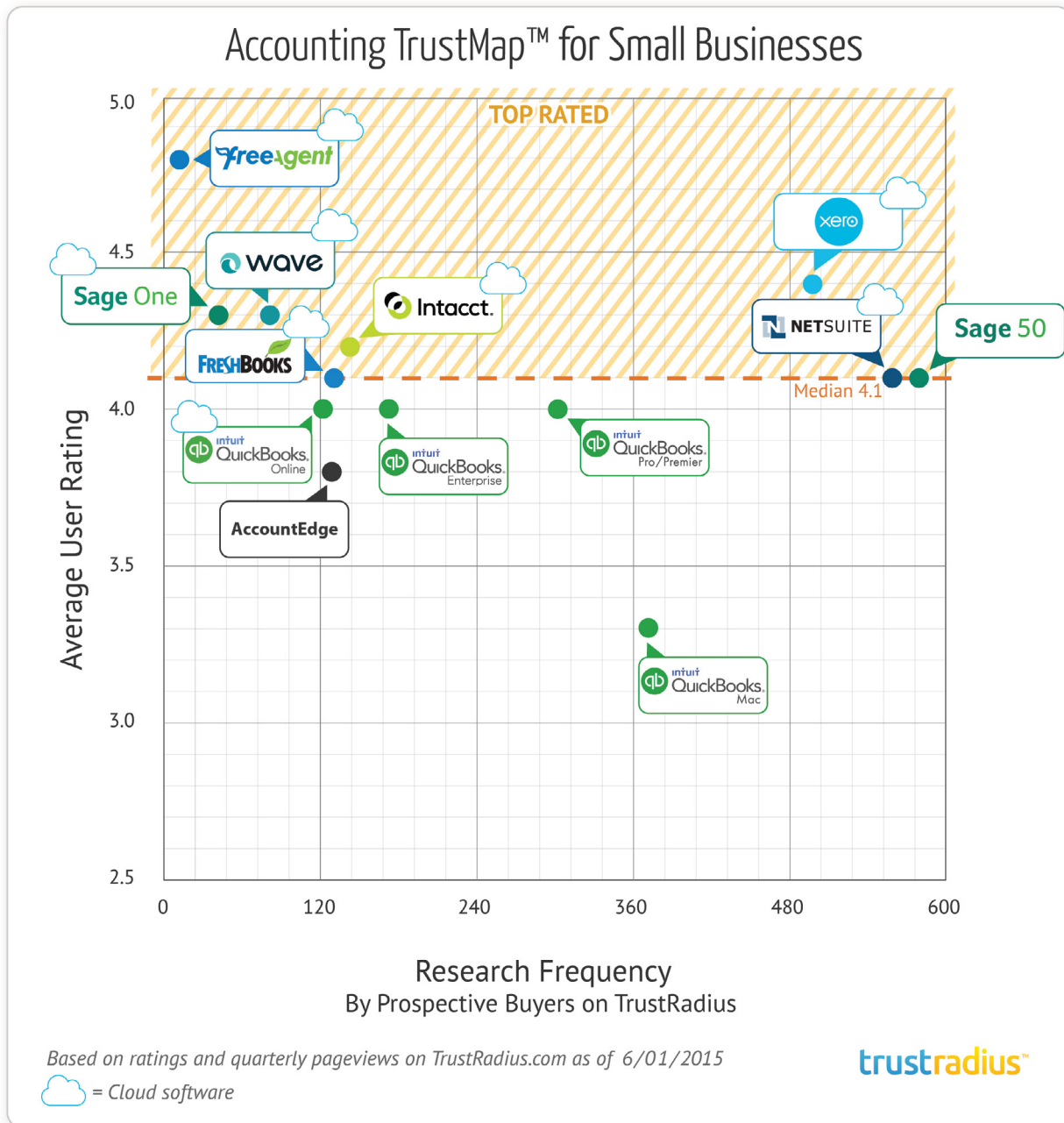
Integration / Connectors

Given the resurgence of a best-of-breed model, it is important to understand the ease of integration to specific 3rd-party systems. Instead of having to build connectors to target systems by using the API (which will be beyond the expertise of many companies), it is preferable if there are pre-built connectors to systems customers need to leverage. For example, Intacct has a connector to Salesforce.com, which can be set up with a few clicks and does not require IT support or help from expensive consultants. Xero has a connector to ADP Run, an HR platform specifically designed for small businesses. NetSuite too has connectors to other systems like Salesforce, Oracle E-Business Suite, SAP ERP and Google Apps. It is important to understand which connectors exist, whether they are third-party connectors or build in to the accounting application, how well they function, and which ones might be on the roadmap.

Usability

Elegant design is not a characteristic normally associated with accounting software, which historically has been functional but far from beautiful. However, some of the newer vendors in the small business sector have started to change that perception. The general trend known as the consumerization of business software has improved software usability dramatically across many different domains as vendors strive to match the completely intuitive experience they have come to expect from products like the iPhone. Accounting products too are starting to benefit from this phenomenon. For example, Xero was designed with usability in mind from the very beginning, and it looks much more like a consumer application than a business application. Intacct, in the mid-market, has also designed a clean, intuitive product with more of a consumer look-and-feel. Well-designed and even beautiful products are products that people love to use. Additionally, intuitive workflows produce far fewer calls to support with the consequent loss in productivity that implies. Product design and usability can no longer be considered simply “nice to have” but are an inherently critical factor in successful product adoption and ROI.

The Best Accounting Software for Small Businesses (1-50 employees)



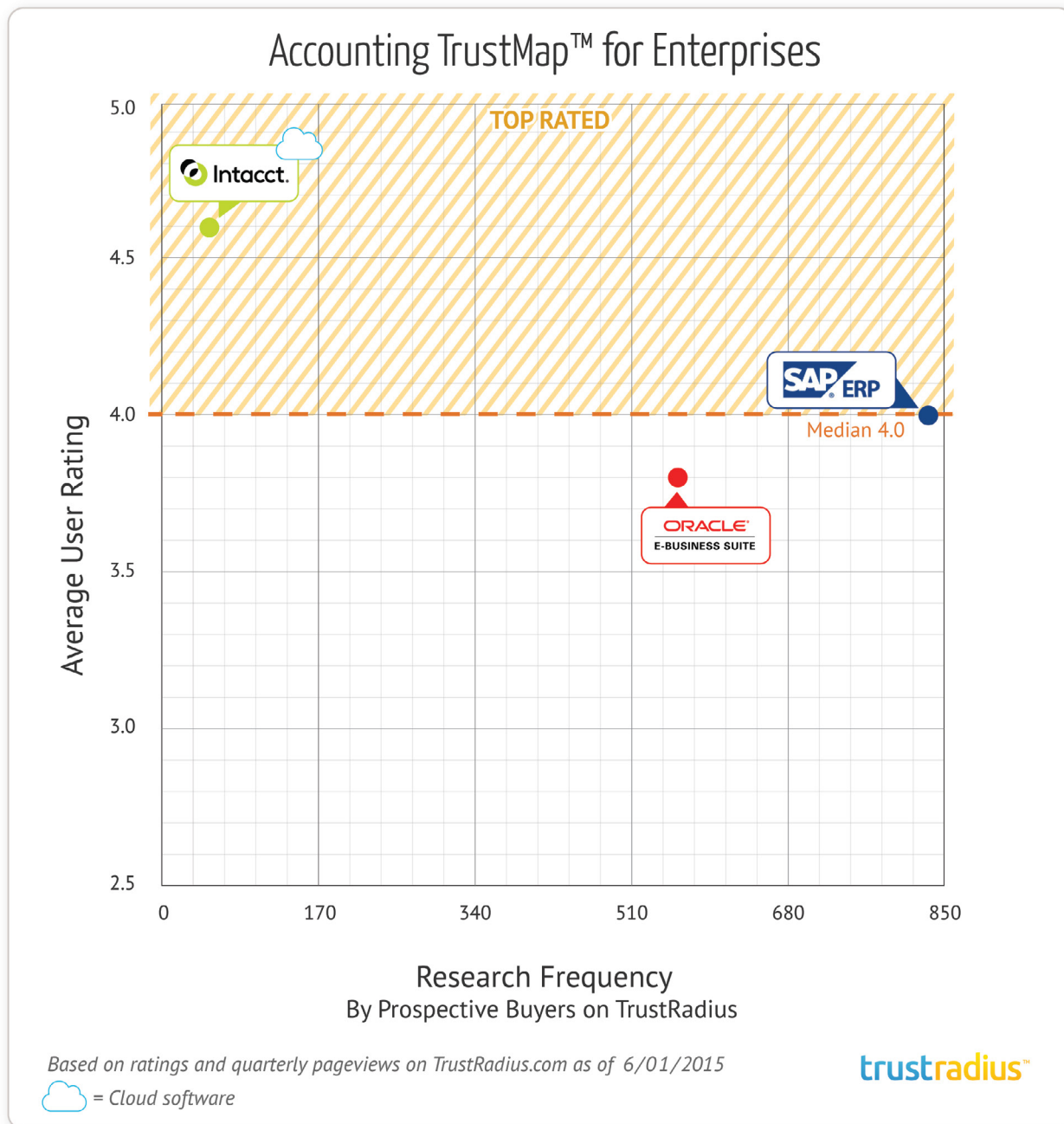
FreeAgent, Sage One, Wave, Xero, Intacct, FreshBooks, Sage 50 and, perhaps somewhat surprisingly, NetSuite (since it is a mid-market-focused product) are the Top-Rated Products in this segment. None of the QuickBooks products are top-rated, but QuickBooks Online, Enterprise and Pro/Premier score close to the median. QuickBooks for Mac is significantly lower-rated.

The Best Accounting Software for Mid-Size Companies (51-1,000 employees)



QuickBooks Pro/Premier are the highest rated products in the mid-sized segment, but all products score well here with the exception of Sage 100, which scores well below the median.

The Best Accounting Software for Enterprises (>1,000 employees)



Intacct is the highest rated product here, despite having relatively low research frequency among enterprises on TrustRadius. The two enterprise ERP suites have significantly higher research frequency, with SAP ERP having higher “Likelihood to Recommend” ratings than Oracle’s eBusiness Suite.

Methodology

The TrustMap™ compares Accounting software products, based on end-user satisfaction ratings and research frequency.

In order to be included in a TrustMap™ and in this guide, there must be at least 10 reviews and ratings of a product on TrustRadius.com. All ratings and reviews come from authenticated end-users of the software and the vast majority of reviews were sourced independently of vendors.

For this guide, we have segmented data by the size of the company using the product, based on number of employees. Our market segments are:

- » Small Businesses: 1-50 employees
- » Mid-Size Companies 51-1,000 employees
- » Enterprises: More than 1,000 employees

We have created each TrustMap on two dimensions:

1. **Average User Rating:** The average “Likelihood to Recommend” rating - a representation of overall satisfaction - by users who have written reviews on TrustRadius.
2. **Research Frequency:** This metric indicates how often a product is searched, or subsequently evaluated by prospective buyers on TrustRadius. It is measured by unique page views on TrustRadius of pages associated with a given product - product descriptions, reviews and comparisons, and multiplied by the estimated percent of customers within a particular market segment (based on the mix of reviews on TrustRadius). Products with large installed bases or those experiencing significant growth momentum are evaluated more frequently.

The red dotted line depicts the median user rating. All products above the red line are classified as “Top Rated”. Products further to the right on the graphic are those products that are most frequently searched for on TrustRadius. High search volumes may indicate either positive or negative sentiment – people evaluating a product either to select or replace.

Satisfaction ratings are one factor to consider in your search for an accounting solution. It’s also important to consider your feature requirements and the particular strengths and weaknesses of each product. The rest of this report provides an evaluation of each software product, including pros and cons, market segment focus, and other insights gleaned from end-user reviews on TrustRadius.

User Ratings & Feedback by Software Product

AccountEdge Software Profile & Review Summary

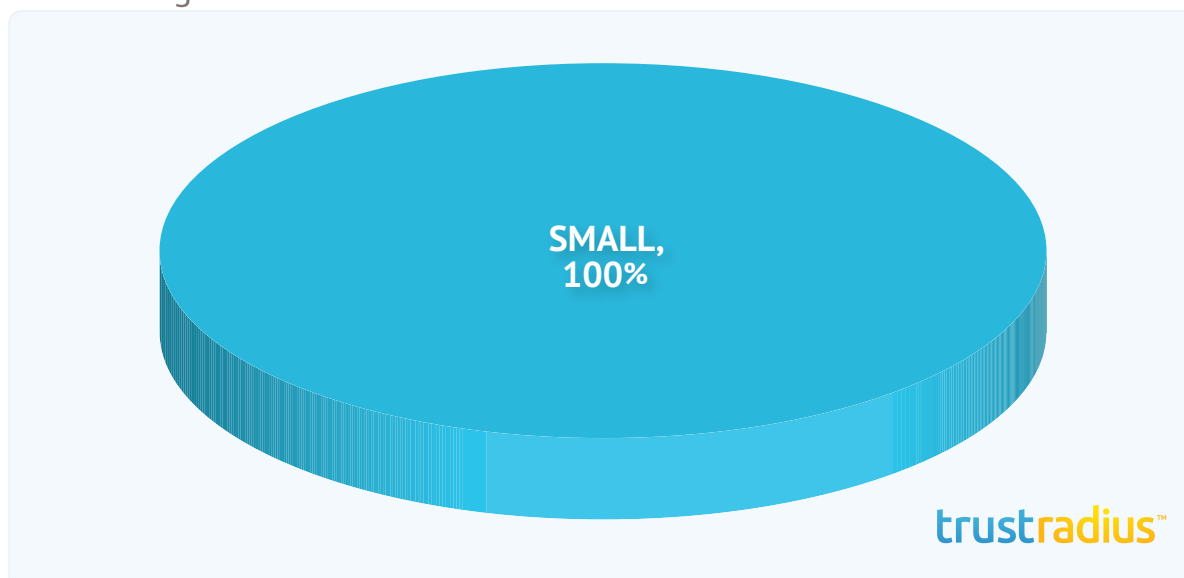
AccountEdge

Acclivity was founded in 2005 and is based in New Jersey.

Its accounting software, AccountEdge, is an on-premise small business accounting and management solution for Mac or Windows office, with features including the ability to make sales and purchases, run payroll, track and build inventory, bill for time, and manage contacts. Data entry via iOS device is available for free with AccountEdge Mobile and data entry by web browser is available with AccountEdge Cloud as an add-on service. The product was acquired as part of the acquisition of MYOB US in 2009.

Company Status	Private
Best Fit For	SMBs; Companies with Mac/PC compatibility challenges
Most Compared To	QuickBooks for Mac
Customers	Over 100k (entire company, across 9 products)
Employees	50

AccountEdge Customer Distribution



Source: 18 User reviews and ratings of AccountEdge on TrustRadius

Aggregate User Ratings of AccountEdge on TrustRadius

RATING ATTRIBUTE	ACCOUNTEDGE	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.0	12	8.1
Likelihood to renew	8.8	10	8.5
Support	5.5	2	7.4

Source: 12 [User reviews of AccountEdge](#) on TrustRadius

Summary of AccountEdge Reviews

ACCOUNTEDGE PROS	ACCOUNTEDGE CONS
<p>Mac/PC compatibility Data files of this installed software are easily compatible with both Macs and PCs.</p>	<p>Limited flexibility Users would like to have more control over certain elements of the software, such as default settings, import/export rules, inventory management, and custom reporting.</p>
<p>Payroll integration Payroll functionality is available as an add-on or through integration with other products.</p>	
<p>Retainers and escrows The software can manage retainer and escrow arrangements, useful for service-based businesses.</p>	
<p>Reporting Reporting features are robust, including sales, inventory, P&L, etc. Users can slice data by project, fiscal year, department, etc., and export data for further analysis in Excel.</p>	
<p>Multi-currency The software supports bookkeeping and transactions in multiple currencies.</p>	

Source: 12 [User reviews of AccountEdge](#) on TrustRadius

AccountEdge Response to Reviewer Feedback

Payroll is available in AccountEdge as an integrated feature or as an outsourced service.

The AccountEdge Inventory feature can track inventory counts, kit building, product descriptions, serialized products, warranty information, locations, and customize selling and purchasing options.

A user can create custom reports with AccountEdge and save them for later use.

Accounting by Wave

Software Profile & Review Summary



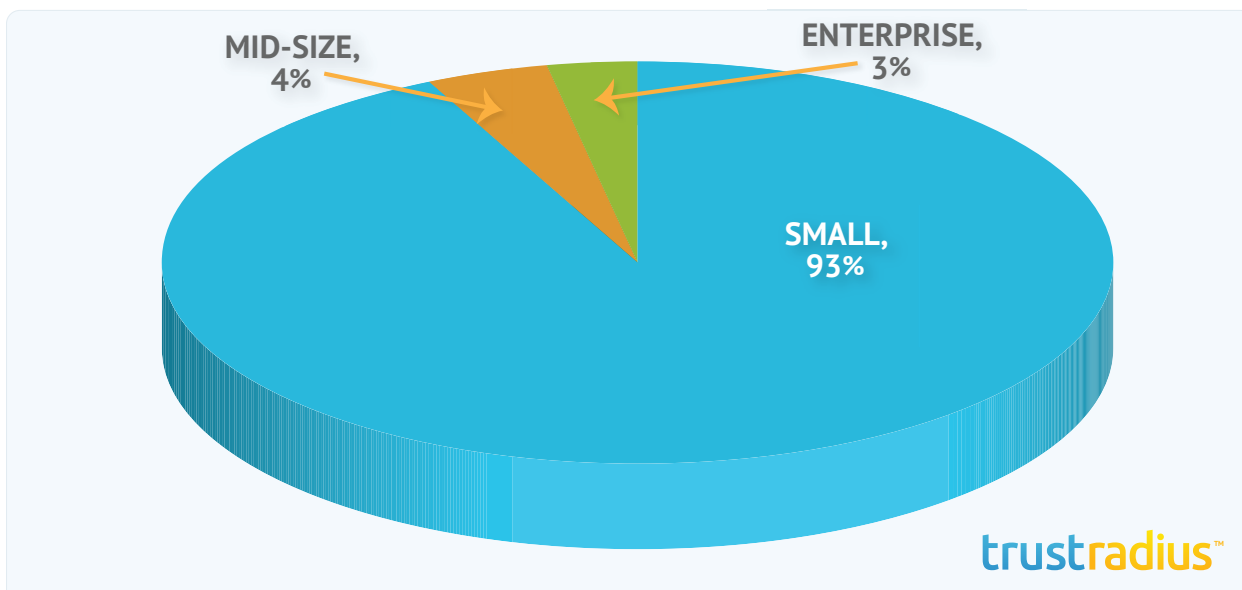
Accounting by Wave was founded in 2010, is headquartered in Toronto, Canada, and has raised \$35 million in funding.

The product is free, cloud-based software for small businesses (fewer than 10 employees). The product supports double-entry bookkeeping, A/R and A/P reporting, invoicing and expense management. Other functionalities are available for a fee, such as payroll and payments. The company monetizes the free software through advertising.



Company Status	Private
Best Fit For	Sole proprietors; very small businesses; service-based businesses
Most Compared To	QuickBooks Premier
Customers	1m+ (all products)
Employees	65 (on LinkedIn)

Accounting by Wave Customer Distribution



Source: 31 User reviews and ratings of Accounting by Wave on TrustRadius

Aggregate User Ratings of Accounting by Wave on TrustRadius

RATING ATTRIBUTE	ACCOUNTING BY WAVE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.7	24	8.1
Likelihood to renew	9.0	2	8.5

Source: 24 User reviews of Accounting by Wave on TrustRadius

Summary of Accounting by Wave Reviews

ACCOUNTING BY WAVE PROS	ACCOUNTING BY WAVE CONS
<p>Automatic download of bank and credit card transactions Users can connect credit card and bank accounts to Wave, eliminating the need for manual data entry; transactions are automatically recorded, and users can quickly categorize them.</p>	<p>Not recommended for inventory / manufacturing Users say the product is not designed for manufacturing businesses or those with inventory tracking needs.</p>
<p>Invoicing and payment processing Wave allows users to create, send and track invoices, accept credit card payments, and run recurring billing.</p>	<p>Server speed A few users said the application can be slow at times.</p>
<p>Free / low cost The core application is free. Some additional modules, such as Payroll and Payments, require a subscription, but users say they are economical.</p>	<p>Third-party integrations Some users would like to see a greater ecosystem of third-party applications and available integrations.</p>
<p>Integrated payroll Users like the Payroll module, which allows business owners to handle basic payroll needs without becoming an expert. (However, users don't recommend the Payroll module for businesses with more complex payroll needs, such as varying pay schedules or structures.)</p>	<p>Flexibility Users would like to see a bit more flexibility in the software, such as the ability to create a template for general journal entries, or the ability to group items by category in the P&L reports.</p>
<p>Customer support The support team is responsive and knowledgeable.</p>	
<p>Separation of personal and business accounting The app helps users handle and keep separate personal and corporate transactions, even if accounts are co-mingled.</p>	
<p>Mobile app Smartphone apps allow for invoicing, saving receipts, and accepting payments on the go. However, these functionalities are available through three separate apps; users would like to see one that performs all functions.</p>	
<p>Reporting Users like the dashboard, which provides a quick financial snapshot of your business. The software provides standard accounting reports such as balance sheet and profit & loss. However, many users would like more flexibility or customization of reporting – for example, the ability to choose cash or accrual for sales tax reporting, the ability to do period-over-period comparisons, and the ability to do “last month” or “last quarter” reports, versus manually selecting dates.</p>	

Source: 24 User reviews of Accounting by Wave on TrustRadius

Accounting by Wave Response to Reviewer Feedback

Thanks for the feedback. Reviews like yours help us make Wave better for small business owners every day.

We're committed to the principle that small business owners want simplicity and efficiency. Feedback from nearly 1.5 million customers tells us that unnecessary complexity is intimidating, and causes small business owners to abandon software and resort to shoebox accounting.

So we've built Wave to be the best fit for most freelancers, consultants, contractors, and small- and micro-business owners – streamlined, accurate, and easy to use. At the same time, we've ensured that Wave has true double entry accounting and functionality like Journal Transactions. This combination is the best way to serve our customers and their advisors.

Of course, we do continuously release improvements to Wave, adding more features without losing our focus, and as we grow we are able to serve an expanding set of needs.

Because of the rapid growth of our user base, we have had moments recently where the application took a long time to load for customers who have a lot of accounting data. We are constantly optimizing site performance and load times, and look forward to improvements in this area.

FreeAgent

Software Profile & Review Summary

FreeAgent was founded in 2007, is based in the United Kingdom, and has raised about \$6.6 million in funding.

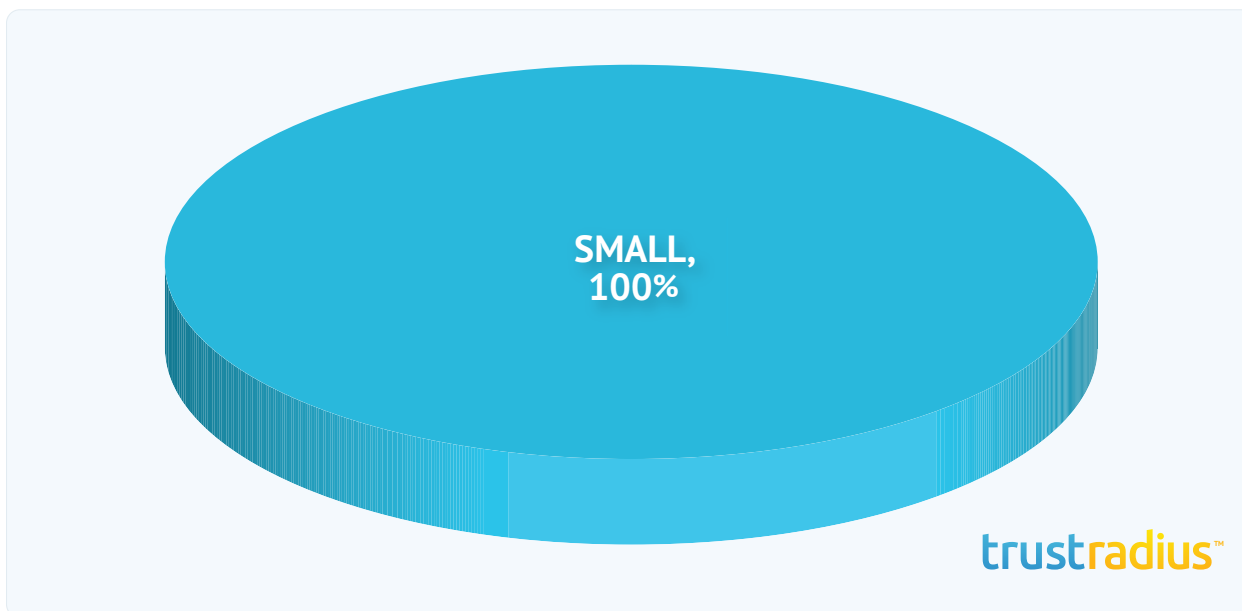
The company offers cloud-based accounting software for small businesses and freelancers. The product supports core accounting software features, including invoicing and expense management, time tracking, configurable sales tax rates, A/P and A/R, bank reconciliation, payroll, tax management, project level accounting, finance reporting and multiple currency support.

The company acquired US startup 60mo in 2012 to help penetrate the US market.



Company Status	Private
Best Fit For	Freelancers and small businesses with 0-3 employees; UK businesses
Most Compared To	N/A
Customers	40k+
Employees	64 (on LinkedIn)

FreeAgent Customer Distribution



Source: 22 User reviews and ratings of FreeAgent on TrustRadius

Aggregate User Ratings of FreeAgent on TrustRadius

RATING ATTRIBUTE	FREEAGENT RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	10.0	20	8.1
Product usability	10.0	2	7.4

Source: 20 User reviews of FreeAgent on TrustRadius

Summary of FreeAgent Reviews

FREEAGENT PROS	FREEAGENT CONS
Invoicing Users can easily create estimates, proposals, invoices, recurring invoices, and automatic notifications on late payments.	Mobile apps There is no Android app; the iPhone app is new and could be improved.
Bank integration Users can connect their bank accounts to the software for automatic bank feed, eliminating the need for manual data entry.	Investment accounting The software doesn't handle investments such as stocks, shares or commodities.
UK tax filing Allows for VAT return filing, RTI returns, self-assessments, and submitting directly to HMRC. The software also provides VAT and PAYE payment reminders.	Additional features Users would like to see additional features or customization options, such as year-end payroll reports, additional email or text alerts, the ability to print multiple invoices at once, and automatic receipt numbering.
Customer support Email support is prompt and helpful; documentation and knowledgebase is also helpful. <i>FreeAgent note: Telephone support is available for UK customers.</i>	
Time and expense tracking The software allows for time and expense tracking as well.	
Ease of use The software is easy for non-accountants to learn and use.	

Source: 20 User reviews of FreeAgent on TrustRadius

FreeAgent Response to Reviewer Feedback

We are delighted to see that customers rate FreeAgent so highly and it's great to see that we are meeting the needs of the freelancers and small business. That's why we built FreeAgent: we were freelancers ourselves and felt that doing the books was just too damn hard!

We launched our iOS app , FreeAgent Mobile, in April 2015 and since the launch we have released new features including the ability to handle mileage claims and expense rebilling. We know that managing transactions is one of the easiest ways to stay on top of your finances and we are currently working on adding this functionality to FreeAgent Mobile. We are also planning to release an Android app later this year.

We are constantly developing FreeAgent and it's great to see that we've already delivered one of the requested features: the ability to generate year-end payroll reports (P60s). Our team of engineering and tax experts are working on even more improvements including a pension auto-enrolment report, which will be released in 2015.

FreshBooks

Software Profile & Review Summary



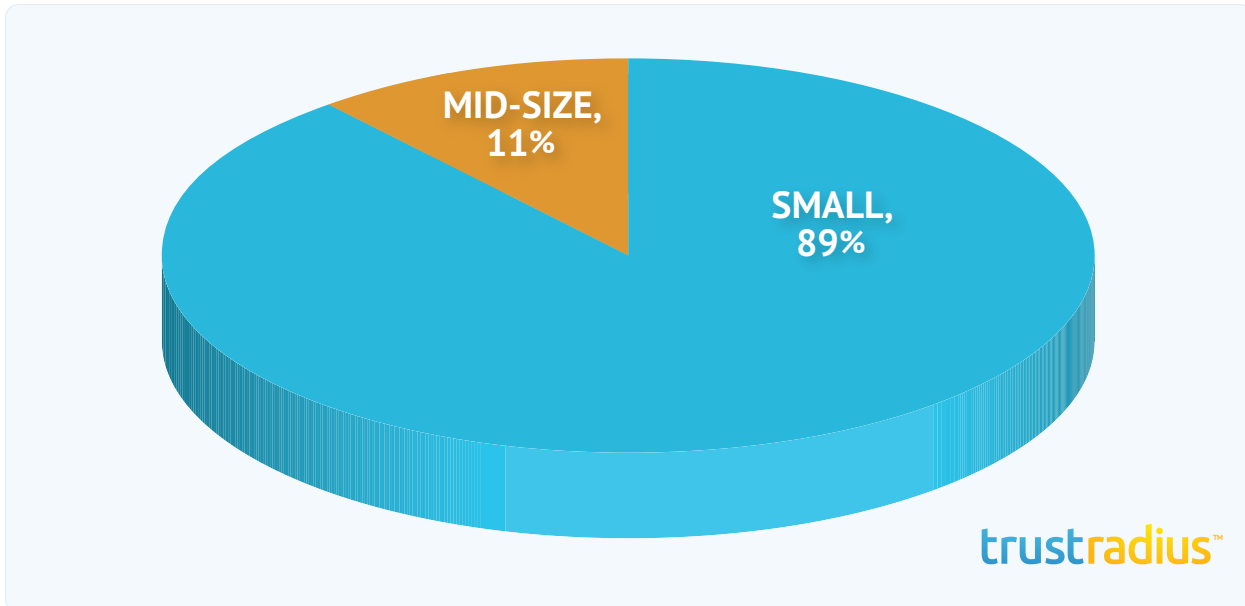
FreshBooks was founded in 2003 and is based in Toronto, Canada. It raised \$30m in a Series A in 2014.

It is a cloud-based accounting software targeted specifically to the needs of small, often service-based businesses who do not have advanced accounting needs. Many of the vendor's customers use the software exclusively for time tracking and invoicing, although the product does include bookkeeping capabilities.



Company Status	Private
Best Fit For	Small, service-based businesses
Most Compared To	Xero
Customers	N/A
Employees	195 (on LinkedIn)

FreshBooks Customer Distribution



Source: 33 User reviews and ratings of FreshBooks on TrustRadius

Aggregate User Ratings of FreshBooks on TrustRadius

RATING ATTRIBUTE	FRESHBOOKS RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.2	21	8.1
Likelihood to renew	8.3	16	8.5
Product usability	8.3	3	8.7

Source: 21 User reviews of FreshBooks on TrustRadius

Summary of FreshBooks Reviews

FRESHBOOKS PROS	FRESHBOOKS CONS
<p>Invoicing Invoicing is the functionality most praised by FreshBooks users. They particularly like features such as recurring invoices, branded invoices, automated reminder emails for unpaid or late invoices, and the ability to see when clients have viewed invoices.</p>	<p>Bookkeeping Though some reviewers use FreshBooks for general accounting, most use it exclusively for invoicing and time tracking, because bookkeeping or general ledger features are lacking. Particularly, it's difficult to track income. Some integrate it with other accounting software such as QuickBooks or Xero.</p>
<p>Time tracking Easy to track hours worked on a particular client or project, especially with a timer tool that can run in the background on your desktop or mobile device.</p>	<p>Customization Users would like more options for customization, particularly the ability to customize invoices and email reminders.</p>
<p>Expense tracking Easy to track expenses by client or project.</p>	<p>Reporting Users would like to see enhanced and more customizable reporting, as well as easier data export options.</p>
<p>Ease of use The interface is intuitive, easy to use, and easy to learn, even for those not familiar with accounting software.</p>	<p>User access The ability to control user permissions and transition contractors to staff users and vice versa could be improved.</p>
<p>Mobile app Users can access the software via mobile app.</p>	
<p>Customer support Customer support is accessible, helpful, easy to understand, and responsive – and often not needed, because the software is so easy to use.</p>	

Source: 21 User reviews of FreshBooks on TrustRadius

FreshBooks Response to Reviewer Feedback

We're grateful to our customers who took the time to share their feedback – thank you. FreshBooks does not share product roadmap information, so we cannot comment on planned features and updates. But we can let you know that we're listening and committed to continuously improving FreshBooks to help you better run your business.

Questions? Want to chat? Would love to hear from you. Give our award winning support team a ring at 1-866-303-6061, or send a note to support@FreshBooks.com.

Intacct

Software Profile & Review Summary

Intacct was founded in 1999, is headquartered in San Jose, California, and has raised about \$140m in funding over 9 rounds.

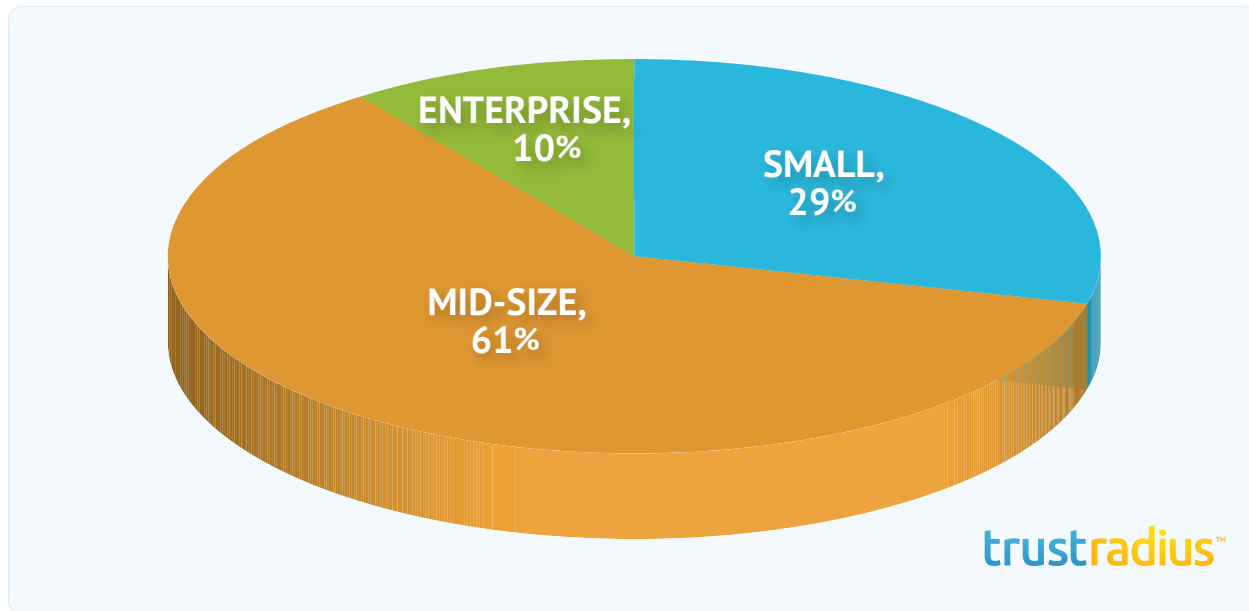
The company provides cloud-based accounting software for small to mid-size businesses. The product supports core accounting features like A/P and A/R, general ledger, cash management, purchasing, etc. It also has additional modules for inventory management, project accounting, subscription billing and others.

Intacct also offers an Accountant Edition specifically designed for use by accounting firms providing BPO services to clients.

Company Status	Private
Best Fit For	Mid-size companies; Accounting firms; Non-profits
Most Compared To	NetSuite
Customers	8,500+
Employees	352 (on LinkedIn)



Intacct Customer Distribution



Source: 98 User reviews and ratings of Intacct on TrustRadius

Aggregate User Ratings of Intacct on TrustRadius

RATING ATTRIBUTE	INTACCT RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.4	95	8.1
Likelihood to renew	9.0	42	8.5
Product usability	8.8	5	8.7
Support	7.7	6	7.4
Online training	7.5	2	7.0
Implementation satisfaction	7.0	5	8.1

Source: 95 User reviews of Intacct on TrustRadius

Summary of Intacct Reviews

INTACCT PROS	INTACCT CONS
<p>Cloud-based, fast, and reliable Users love that this is a robust, cloud-based software that is fast, reliable and accessible from anywhere. Quarterly updates/feature releases are smooth and seamless.</p>	<p>Not recommended for manufacturing / inventory Many users do not recommend the software for manufacturing businesses, and particularly say the inventory management module has room for improvement.</p>
<p>Use of dimensions; great for multiple entities Users love the use of “dimensions”, which are tags that can be applied to transactions and can be the basis for segmented reporting. This allows companies to easily track finance across multiple entities using tags for location, department, project, etc.</p>	<p>Customer support While a few users like the customer support, many more say technical support can be unreliable – at times unhelpful or unfriendly, depending on the person reached.</p>
<p>Reporting Reports and dashboards are robust, granular, and easily customizable. The use of dimensions makes reporting more flexible. Users also like the “drill-down” capabilities, allowing them to click an area of a report to drill down into greater detail, all the way to a particular transaction.</p>	<p>Ease of implementation Given the flexibility of the software, it can be difficult to implement.</p>
<p>Flexible user permissioning The software allows for very granular control over user access and permissions.</p>	<p>Payroll Users would like to see payroll offered natively rather than through third-party integration.</p>
<p>Robust; scalable Given the customization options and flexibility, the software is powerful, scalable, and can work for many industries. Alternatively, it might not be the best option for very small, cost-conscious businesses with simpler needs.</p>	
<p>Interface / ease of use Some users say the interface is intuitive, while others say it's not pretty. Some aspects of the software can be hard to learn. This is in part due to the power and flexibility of the software. Training could also be improved.</p>	
<p>Third-party integrations Intacct has an open API and integrates with many third-party tools, making the product even more flexible. Users particularly like the integration with Bill.com. However, some users have had difficulty with certain third-party integrations, and have found Intacct to be unhelpful in fixing problems.</p>	

Source: 95 [User reviews of Intacct](#) on TrustRadius

Intacct Response to Reviewer Feedback

Intacct helps finance professionals increase efficiency and drive growth for their organizations. We designed Intacct to scale and meet the needs of growing mid-market organizations across all stages of their evolution – from those who are adopting their first full-featured financial management solution, to those that are rapidly expanding their offerings and locations (domestically and globally), to those that have gone public on Intacct. Our largest customers have thousands of users on the system, manage hundreds of entities, and transact in over a hundred currencies.

Because of the range of customer requirements we meet, implementation scope and timing can vary. For those customers that have complex operations and diverse offerings that need different accounting and billing treatments, implementation can be slightly longer.

Intacct is designed to be a best-in-class cloud ERP that connects in a straightforward manner with other best-in-class business systems. We offer a variety of pre-built integrations through the Intacct Marketplace (<http://marketplace.intacct.com>). For customers with deeper requirements in areas such as inventory and manufacturing, we offer connectivity with partner solutions that can meet a diverse range of needs.

We continue to evaluate our Support offerings to meet the needs of our customers. Many Intacct support reps are accounting experts as well as product experts, and have been with the company for over five years. All Intacct support employees are U.S.-based. We also offer a Customer Portal for additional support materials and access to new and expanded training options.

Microsoft Dynamics GP

Software Profile & Review Summary



Microsoft Dynamics GP is the original Great Plains product designed in 1993 that Microsoft purchased in 2001. It is a complete ERP platform designed primarily for the mid-market and includes supply chain, field service, human resource management, manufacturing, and project accounting, in addition to a complete financial accounting module.

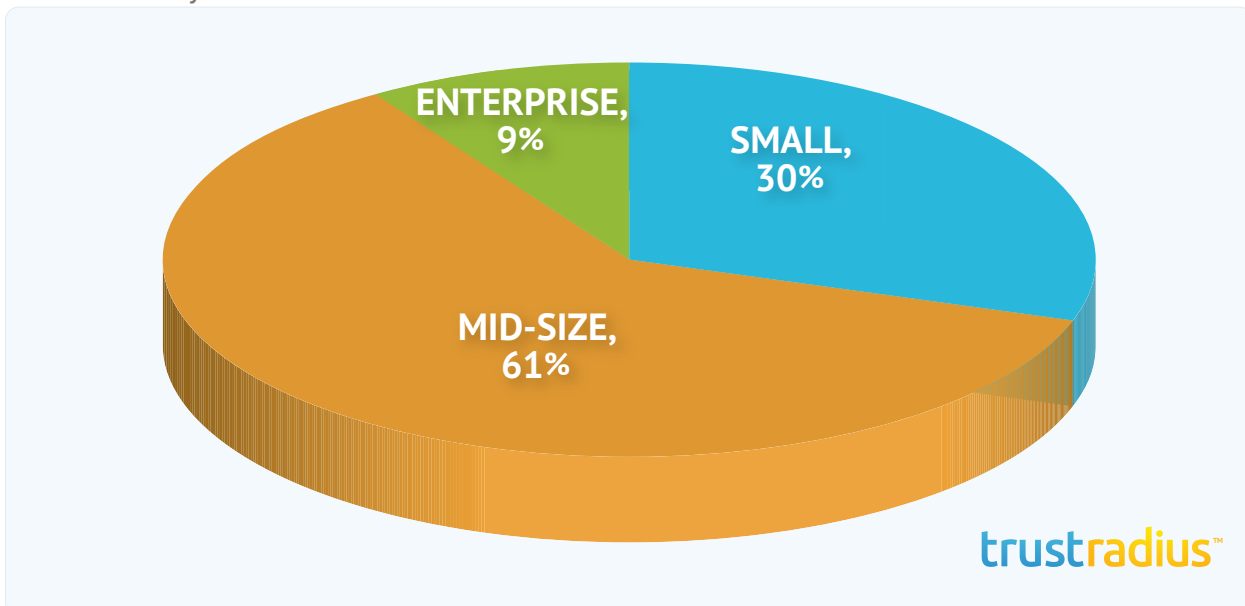
The product was designed as an on-premise, client/server solution with a thick client or server access via Citrix. However, a web client was introduced in 2012, and is now available for all modules.



Company Status	Public
Best Fit For	Mid-sized companies with ERP requirements in addition to accounting
Most Compared To	SAP Business One
Customers	47,000*
Employees	N/A (2,000 at time of acquisition)

*<http://www.erpsoftwareblog.com/2015/03/how-many-companies-use-microsoft-dynamics-erp/>

Microsoft Dynamics GP Customer Distribution



Source: 29 User reviews and ratings of Microsoft Dynamics GP on TrustRadius

Aggregate User Ratings of Microsoft Dynamics GP on TrustRadius

RATING ATTRIBUTE	MICROSOFT DYNAMICS GP	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.3	22	8.1
Likelihood to renew	9.9	7	8.5
Product usability	10.0	2	8.7
Support	9.3	3	7.4
Implementation satisfaction	8.3	3	8.1

Source: 22 User reviews of Microsoft Dynamics GP on TrustRadius

Summary of Microsoft Dynamics GP Reviews

MICROSOFT DYNAMICS GP PROS	MICROSOFT DYNAMICS GP CONS
<p>Excellent core accounting functionality Standard accounting functionality for A/P,A/R, and G/L transactions are first-rate.</p>	<p>Supply chain and manufacturing capabilities In general, users feel that the supply chain and manufacturing capabilities offered are inferior to the financials with one reviewer stating that it is not suitable for an advanced manufacturing environment and that an additional product is required.</p>
<p>Integration with other products There is good integration between financials and other modules, and Econnect SDK (which was part of the original Great Plains products) is praised for its simplicity of use in integrating Dynamics GP to external 3rd-party applications.</p>	<p>Implementation The product requires expert help to implement, with reporting in particular being difficult to set up without expert assistance.</p>
<p>Payroll and time management Payroll and time management functionality is exceptionally easy to use and manage.</p>	<p>Project Accounting not integrated with Field Service These modules are completely separate but there is a need to integrate so that field technicians can use project accounting functionality.</p>
<p>Reliability Platform is reliable and stable with excellent documentation and online help.</p>	<p>Workflow Workflow and approval capabilities are rudimentary.</p>
<p>Reporting User comments on reporting are mixed. Several users point out that there is a large volume of canned reports and that most reports can be downloaded to Excel for analysis. Access to SQL server Reporting Services is also available for advanced users. Management Reporter which is built into the platform, is a reporting application used to build financial reports. It replaces the popular FRx add-on. Some reviewers describe Management Reporter as very difficult to use and that expert help is required to create even routine reports.</p>	

Source: 22 User reviews of Microsoft Dynamics GP on TrustRadius

Microsoft Response to Reviewer Feedback

Microsoft Dynamics GP has comprehensive Supply Chain and Manufacturing capabilities for a wide variety of needs. Because supply chain and manufacturing varies greatly between industries, many ISV products are available that integrate into Microsoft Dynamics GP. These products can address industry specific requirements and more intricate needs.

It's a best practice to have an expert help implement any business solutions to ensure that it's setup to attain the most benefit.

Report deployment wizards are available to assist in report setup and implementation. Microsoft Dynamics GP leverages Excel and SQL Reporting Services which are standard industry tools so customizing and creating new reports are straightforward.

Management Reporter was designed like FRx and uses the standard reporting that many other packages use. The experience we have seen with creating simple report and even somewhat complex reports has been overall positive.

Workflow has been redesigned in Microsoft Dynamics GP 2015. It is now easier to use, deploy and maintain. It also is easy to create new workflows.

Microsoft Dynamics SL

Software Profile & Review Summary



Microsoft Dynamics SL is one of the family of Dynamics products. It was originally developed by Solomon Software and acquired by Great Plains in 2,000 and then subsequently by Microsoft in 2001. The Dynamics SL product is designed for project management and project accounting and has particular strength in the construction and residential homebuilder, and government contractor vertical markets.

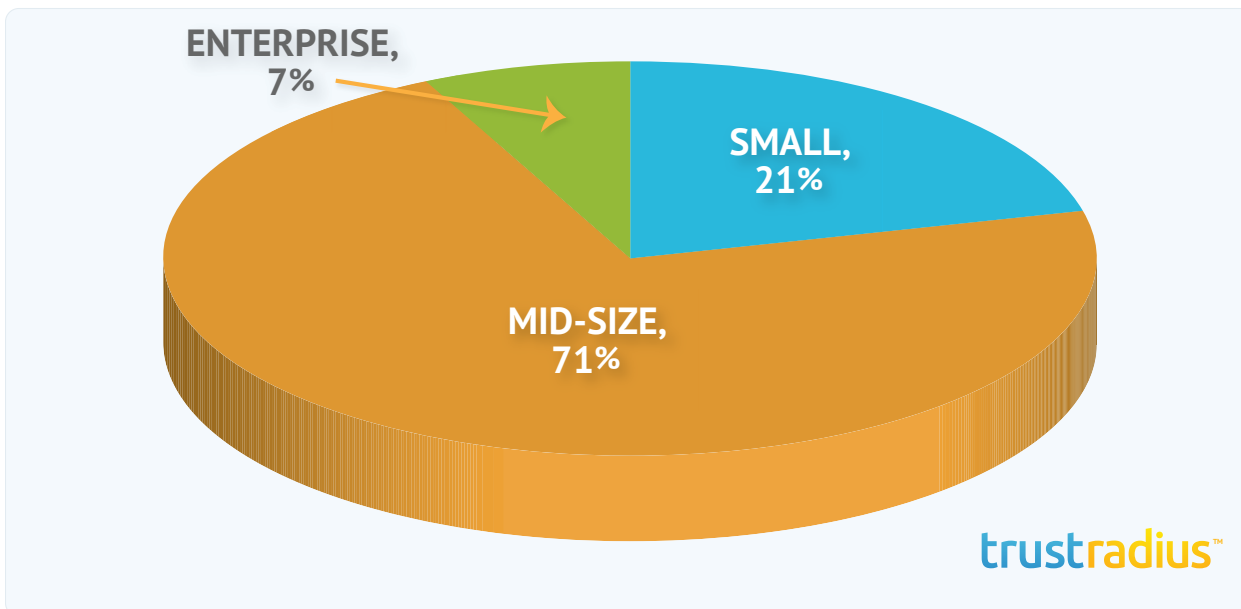
The product incorporates financial accounting, manufacturing, field services, supplies chain and ecommerce capabilities and provides project managers with specific features regarding budgeting, job costing, materials management etc. critical to managing, for example, large scale construction projects.



Company Status	Public
Best Fit For	Mid-sized companies with project management and project accounting requirements; companies in the construction, homebuilder or government contractor industries
Most Compared To	SAP Business One
Customers	13,500*
Employees	N/A

*<http://www.erpsoftwareblog.com/2015/03/how-many-companies-use-microsoft-dynamics-erp/>

Microsoft Dynamics SL Customer Distribution



Source: 16 User reviews and ratings of Microsoft Dynamics SL on TrustRadius

Aggregate User Ratings of Microsoft Dynamics SL on TrustRadius

RATING ATTRIBUTE	MICROSOFT DYNAMICS SL	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.0	14	8.1
Likelihood to renew	5.9	8	8.5
Product usability	8.2	5	8.7
Support	7.3	4	7.4
Implementation satisfaction	9.3	4	8.1

Source: 14 User reviews of Microsoft Dynamics SL on TrustRadius

Summary of Microsoft Dynamics SL Reviews

MICROSOFT DYNAMICS SL PROS	MICROSOFT DYNAMICS SL CONS
<p>Excellent core accounting functionality Standard accounting functionality for A/P, A/R, and G/L transactions are first-rate and well integrated with project accounting and inventory and field service. Many add-on products available.</p>	<p>Reporting Reporting is not robust. There are many canned reports per module, but they are not intuitive and are difficult to run. Data can be exported to Excel, but requires cleanup. There is access to SQL Services Reporting Services, but use of SSRS requires some technical know-how.</p>
<p>Multi-company accounting Software is well designed for multi-entity companies with a single database and strong cost allocation capabilities. Very easy to add companies and dub-accounts.</p>	<p>Fixed asset and electronic banking The product does not have native functionality for fixed asset accounting or electronic banking, but requires third-party add-ons to handle these functions.</p>
<p>Customization High-quality Software Developer's Kit (SDK) for complex customizations and integrations, VB scripting for form customizations.</p>	<p>Budgeting and planning Budgeting and planning capabilities are not strong but there are good 3rd-party tools to fill the gap.</p>
<p>Business portal Role-based access through the business portal is useful, but does not provide all functionality.</p>	
<p>Inventory Deep functionality for distributors: inventory, sales orders, etc.</p>	

Source: 14 User reviews of Microsoft Dynamics SL on TrustRadius

Microsoft Response to Reviewer Feedback

The Microsoft Dynamics SL product is designed for project management and project accounting and has particular strength in **the professional services**, construction and residential homebuilder, and government contractor vertical markets.

The product incorporates financial accounting, manufacturing, field services, and supply chain and provides project managers with specific features regarding budgeting, job costing, **newly enhanced resource management**, materials management etc. critical to managing, for example, large scale construction projects.

Reporting

The Microsoft Dynamics SL 2015 release includes reporting enhancements address many of the reporting items. Examples: Quick Query features (ad-hoc query tool that can export data to a connected excel document), Meta data enhancements provide full descriptions to field names and value fields with a full list of valid values lookups added to the Reporting features and more.

Business Portal

The Business Portal has been replaced with Web Apps.

Web Apps

The web apps provide remote access to Microsoft Dynamics SL via tablet, smartphone as well as desktop machines. The initial release provides Project managers and employees access to commonly used features, such as time & expense entry as well as maintenance and reporting needs. Microsoft Dynamics SL is adding more and more Web Apps for project and non-project related features remotely.

NetSuite

Software Profile & Review Summary

NetSuite was founded in 1998 and became a publicly traded company after its initial public offering in December 2007.

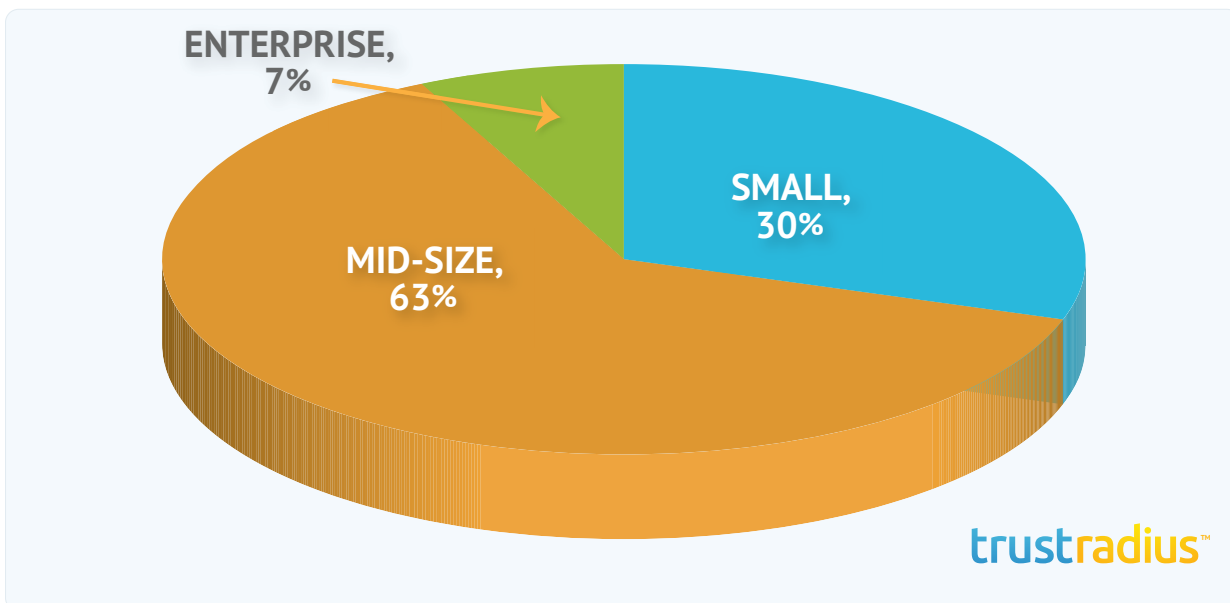
NetSuite capabilities include Enterprise Resource Planning (ERP), Accounting, Customer Relationship Management (CRM), and Ecommerce. The company has made a number of acquisitions including OpenAir in 2008, Retail Anywhere for ecommerce in 2013, Tribe HR for small-business human resources in 2013, Venda, also for ecommerce capabilities in 2014, eBizNET for advanced warehouse management in 2014, and, most recently, Bronto Software in 2015 for bulk email capability.

The company recently announced its first quarter 2015 financial earnings with record revenue of \$164.8 Million making its eighth consecutive quarter of more than 30 Percent year-over-year recurring revenue growth.

Company Status	Public
Best Fit For	Mid-size companies and enterprises; Accounting firms; Non-profits, many vertical markets like Service, Software, Manufacturing, Wholesale, Distribution, etc.
Most Compared To	Salesforce.com; Intacct
Customers	+24,000+
Employees	~3,500



NetSuite Customer Distribution



Source: 52 User reviews and ratings of NetSuite on TrustRadius

Aggregate User Ratings of NetSuite on TrustRadius

RATING ATTRIBUTE	NETSUITE	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.3	35	8.1
Likelihood to renew	9.2	22	8.5
Product usability	8.8	9	8.7
Product availability	9.6	9	8.1
Product performance	8.5	8	8.3
Support	5.9	7	7.4
In-person training	8.0	2	8.0
Online training	7.0	5	7.0
Implementation satisfaction	7.3	7	8.1

Source: 35 User reviews of NetSuite on TrustRadius

Summary of NetSuite Reviews

NETSUITE PROS	NETSUITE CONS
<p>Feature rich platform Fully featured ERP/Accounting system with excellent quoting, ordering, revenue recognition, renewals, purchasing, billing, general ledger and reporting. Integration across the primary business processes is very strong.</p>	<p>Reporting Although users comment that the reporting capabilities are adequate, it is not as capable or as flexible as dedicated reporting tools. Several users comment that standard default reports can be difficult to customize for non-technical users.</p>
<p>Intuitive user interface The product design is highly intuitive making it easy to use, and the workflow supports industry best practices. Browser based access is also very fast.</p>	<p>Customer support Support is generally commented on as a weak area with frustrating wait times and difficulty in getting problems solved in a timely manner. Paid higher-level support program is a good idea. The online help is also very confusing and difficult to use.</p>
<p>Customizable Very flexible platform allowing field renaming, addition of custom fields and screen re-ordering. Searches can also be saved and re-used. It's also highly extensible with multiple add-ons.</p>	<p>Ecommerce capabilities Ecommerce is an evolving area, which is gradually being improved. Integration of ecommerce with the CRM platform could also be stronger.</p>
<p>Partner ecosystem The company has a rich partner ecosystem providing a broad set of additional capabilities, which can be easily integrated.</p>	<p>Price increases Several users complained about escalating cost with significant increases at renewal even for very loyal customers.</p>
<p>Training Initial user training is two weeks of intensive, highly interactive training and is of very high quality.</p>	<p>Adjacent functionality Areas like marketing, email templates and budgeting are still quite basic. NetSuite partners with Adaptive Planning for more advanced budgeting, but this is an additional license cost.</p>

Source: 35 User reviews of NetSuite on TrustRadius

NetSuite Response to Reviewer Feedback

Reporting

NetSuite's provides built-in reporting and analytics capabilities to visualize users ERP, CRM and e-commerce data in real-time, in order to extract the right insights to improve their operations. NetSuite eliminates the need for developers and IT to deal with the complexities of separate reporting tools, BI cubes or data warehousing. With its intuitive graphical toolset, SuiteAnalytics enables end-users to self-serve real-time analytics across all areas—financials, orders, customers, opportunities and all custom objects—to quickly get the business answers they need.

Ecommerce capabilities

NetSuite delivers true omnichannel shopping and service experiences through a single cloud platform that combines ecommerce, in-store POS and order management with your back office systems.

With Bronto acquisition, the leading provider omnichannel commerce marketing platform and SuiteCommerce, NetSuite will help businesses deliver relevant and consistent digital commerce experiences throughout the customer journey, regardless of the channel.

Adjacent functionality

With Bronto acquisition and enhancements to NetSuite CRM, NetSuite aims to deliver relevant and consistent digital commerce experiences throughout the customer journey, regardless of the channel.

Adaptive Planning is an embedded application within NetSuite – no integration is required. It sets up in minutes with single sign-on access to the Adaptive tab within NetSuite. Data can be bi-directionally exported and imported between the applications.

Customer Support

NetSuite's global support organization provides customers with flexible support options tailored to their business needs to maximize satisfaction with their NetSuite investment. With deep expertise across NetSuite ERP, CRM, Ecommerce, PSA, SuiteCloud as well as specific NetSuite modules, NetSuite's SuiteSupport specialists are able to address cusytomers' NetSuite questions and issues rapidly to keep their business running smoothly.

NetSuite provides SuiteAnswers as a standard service for every NetSuite SuiteSupport customer and is the go-to place to get the support customers need when they need it. With one-click access to online case submission, tutorial videos, a searchable knowledge base and much more, SuiteAnswers makes it easy to resolve customer issues.

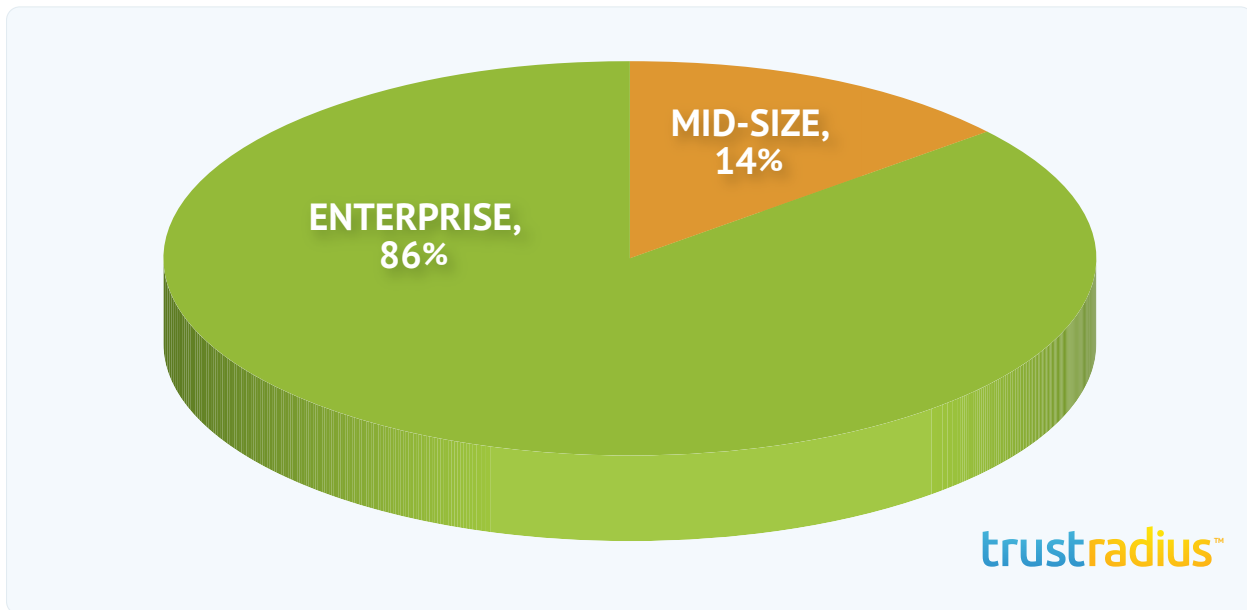
Oracle eBusiness Suite

Software Profile & Review Summary

Oracle eBusiness Suite is a suite of business applications offered by Oracle, including customer relationship management, service management, financial management, human capital management, project portfolio management, and supply chain management. Oracle also offers other ERP platforms, including Oracle ERP Cloud (formerly Fusion), JD Edwards EnterpriseOne, and PeopleSoft Financials.

Company Status	Public
Best Fit For	N/A
Most Compared To	SAP Business One
Customers	N/A
Employees	136k (entire company, on LinkedIn)

Oracle eBusiness Suite Customer Distribution



Source: 19 User reviews and ratings of Oracle eBusiness Suite on TrustRadius

Aggregate User Ratings of Oracle eBusiness Suite on TrustRadius

RATING ATTRIBUTE	ORACLE EBUSINESS SUITE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	7.4	10	8.1
Likelihood to renew	7.9	7	8.5
Product usability	7.0	4	8.7
Product availability	6.5	2	8.1
Product performance	8.0	2	8.3
Support	5.7	3	7.4
Online training	6.5	2	7.0
Implementation satisfaction	7.0	3	8.1

Source: 10 User reviews of Oracle eBusiness Suite on TrustRadius

Summary of Oracle eBusiness Suite Reviews

ORACLE EBUSINESS SUITE PROS	ORACLE EBUSINESS SUITE CONS
<p>Cross-module integration The various Oracle modules, though often built through acquisitions, integrate well with each other.</p>	<p>Mix of technologies / languages The platform uses a mix of different technologies (given the history of acquisitions), including PL/SQL, Java, and SOA. This can be difficult to keep up with and find expertise in.</p>
<p>Multi-language, multi-currency The software supports doing business internationally with multi-language and multi-currency features. There are modules for some countries with specific regulatory requirements as well.</p>	<p>Patching Supporting the platform can be expensive, and requires frequent patches to fix bugs, which can cause issues elsewhere.</p>
<p>Data integrity / consistency of reporting Given the various modules, which integrate with each other, Oracle eBusiness Suite helps provide an end-to-end view of business processes and facilitates consistent reporting practices.</p>	<p>Requires development staff The platform is complex and requires expertise to set up and maintain.</p>
<p>Comprehensive functionality Oracle eBusiness Suite provides functionality in the areas of accounts receivable, accounts payable, inventory, order management, order-to-cash, manufacturing, shipping, supply chain, sales, etc.</p>	

Source: 10 User reviews of Oracle eBusiness Suite on TrustRadius

Oracle Response to Reviewer Feedback

N/A

QuickBooks Enterprise

Software Profile & Review Summary



QuickBooks Enterprise is one of the family of QuickBooks Desktop accounting products, the others of which are Pro, Premier and the Mac version. The Enterprise version differs from the other versions primarily in that it scales up to 30 simultaneous users, stores more than six times the data capacity, and provides access to advanced capabilities like Advanced Inventory, Advanced Reporting, and Advanced Pricing. From a functional standpoint, it has all the features of both Premier and Pro, with more customizable reporting tools, user access controls, the ability to track inventory items and handle inventory pricing, and the Full Service Plan, which is the top level customer support plan.

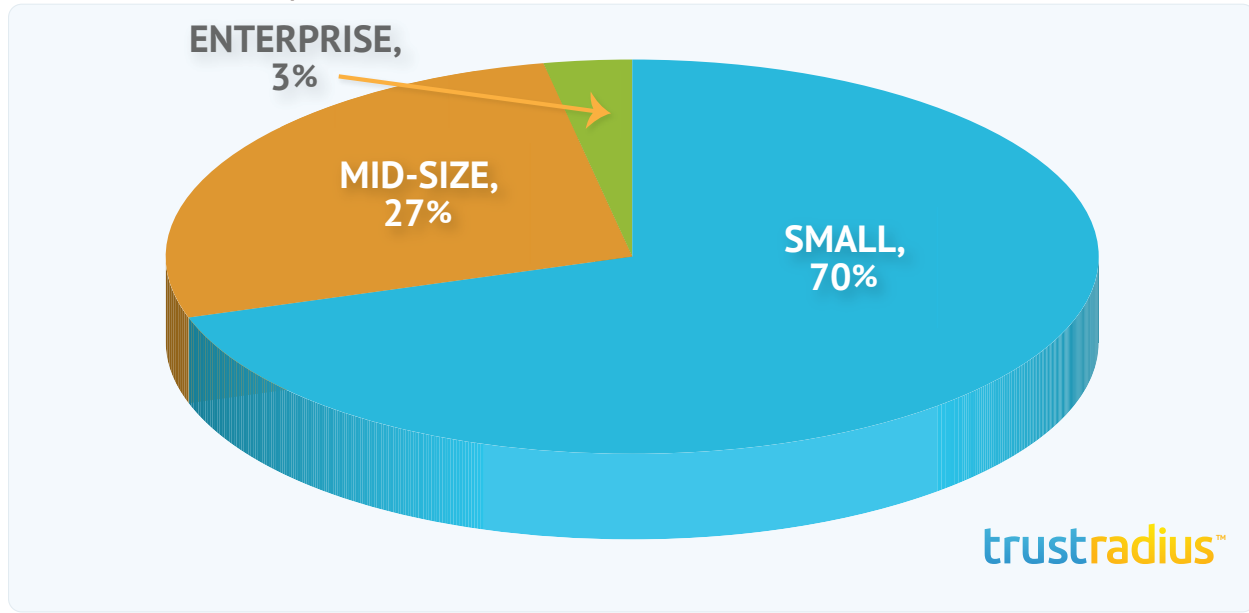


QuickBooks Enterprise is still a good choice for SMBs that use the software primarily to serve their own needs, and have more users and need access to advanced reporting, permissions, pricing, and inventory features in addition to standard accounting features. It also (like QuickBooks Premier) has a range of industry-specific editions, including Contractor, Manufacturing and Wholesale, Nonprofit, Professional Services, and Retail.

The Enterprise product is considerably more complex than Premier and Pro from a deployment perspective, and most deployments are handled by QuickBooks consultants / resellers.

Company Status	Public
Best Fit For	Small and medium sized business, with multiple departments and cost centers, and requirement for inventory control in addition to accounting
Most Compared To	SAP Business One
Customers	N/A
Employees	8,000 (entire company)

QuickBooks Enterprise Customer Distribution



Source: 45 User reviews and ratings of QuickBooks Enterprise on TrustRadius

Aggregate User Ratings of QuickBooks Enterprise on TrustRadius

RATING ATTRIBUTE	QUICKBOOKS ENTERPRISE	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.0	26	8.1
Likelihood to renew	8.4	9	8.5
Product usability	10.0	2	8.7
Implementation satisfaction	10.0	2	8.1

Source: 26 User reviews of QuickBooks Enterprise on TrustRadius

Summary of QuickBooks Enterprise Reviews

QUICKBOOKS ENTERPRISE PROS	QUICKBOOKS ENTERPRISE CONS
<p>Good accounting features Good standard accounting features like POs , sales orders, A/P and A/R, invoicing, bank downloads and reconciliation, etc. But the product is limited to accounting with adjacent capabilities like budgeting and inventory much weaker.</p>	<p>Workflow The product does not have any real workflow allowing transactions to be reviewed before posting.</p>
<p>Ease of use Product has an intuitive design and layout and is easy to train and use for both beginner and advanced users.</p>	<p>Integration Although the product has a good Software Developer Kit (SDK) for building integrations, some reviewers still struggle integrating with third-party applications like CRM systems.</p>
<p>Reporting Reviewers are largely complimentary about reporting saying that there are many canned reports with good drill-down capabilities and that the data can be exported to Excel. But some would like more options is customizing reports based upon customized fields.</p>	
<p>Payroll integration Payroll capability makes it possible to eliminate an outside payroll company.</p>	
<p>Fixed asset management Unlike other versions of QuickBooks, Enterprise contains a very good fixed asset manager for depreciating fixed assets.</p>	

Source: 26 [User reviews of QuickBooks Enterprise](#) on TrustRadius

Intuit Response to Reviewer Feedback

Thank you for the thoughtful review of our QuickBooks Enterprise software. Intuit is focused on continually improving the experience for our highest value customers that use our QuickBooks Enterprise software, as demonstrated by the addition of new features like Advanced Reporting which allows small businesses to put all of their data to use for them in a powerful reporting tool. Reporting is a key differentiator between our Pro/Premier software. Another key differentiator is Advanced Inventory, which serves many product based businesses with features like multi-location inventory tracking, row/shelf/bin, serial/lot number tracking and robust build assemblies. These advanced features allow more mature and complex businesses to manage their growing business complexity in an easy to use accounting software package.

QuickBooks for Mac

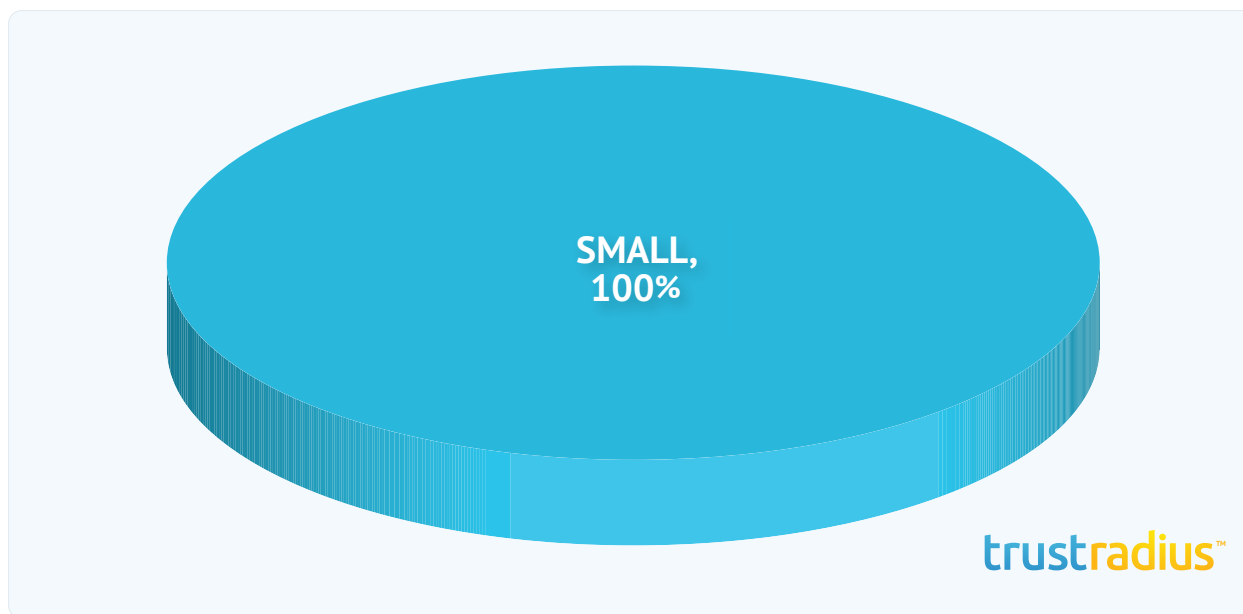
Software Profile & Review Summary



QuickBooks for Mac is QuickBooks desktop software for Macintosh operating systems. It is used by small businesses, and is not as highly rated as the QuickBooks' desktop software for Windows.

Company Status	Public
Best Fit For	Very small businesses; Sole proprietors
Most Compared To	AccountEdge
Customers	N/A
Employees	9k (entire company, on LinkedIn)

QuickBooks for Mac Customer Distribution



Source: 16 User reviews and ratings of QuickBooks for Mac on TrustRadius

Aggregate User Ratings of QuickBooks for Mac on TrustRadius

RATING ATTRIBUTE	QUICKBOOKS FOR MAC RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	6.9	8	8.1
Likelihood to renew	7.8	8	8.5
Product usability	6.5	2	8.7

Source: 8 User reviews of QuickBooks for Mac on TrustRadius

Summary of QuickBooks for Mac Reviews

QUICKBOOKS FOR MAC PROS	QUICKBOOKS FOR MAC CONS
Standard accounting software QuickBooks for Mac fulfills basic accounting needs such as transaction entry, invoicing and account reconciliation.	Inadequate job costing Job costing functionality is limited and not recommended for contractors, for example. There is no mechanism for integrating time sheets and applying labor costs to jobs.
Look and feel The look and feel of the product fits within the Apple ecosystem, yet is intuitive for users of the Windows versions of QuickBooks.	Inadequate payroll Users don't recommend using the product for anything beyond the simplest payroll needs.
	Not as good as QuickBooks Pro or Premier (Windows versions) Though it has improved in the past few years, QuickBooks for Mac is still behind the Windows versions in functionality. It also has a smaller ecosystem in terms of third-party plug-ins and experts or consultants.

Source: 8 User reviews of QuickBooks for Mac on TrustRadius

Intuit Response to Reviewer Feedback

QuickBooks for Mac offers small business and accounting users with a robust business management solution that echoes the interface of the Mac ecosystem. QuickBooks for Mac not only fulfills basic accounting needs, but users can also track sales, expenses and create customizable reports. Data seamlessly flows into QuickBooks for Mac by integrating bank feeds and credit card accounts. A key differentiator of QuickBooks for Mac is enhanced search capabilities, which allows users easily manage their transactions and invoices.

QuickBooks Online

Software Profile & Review Summary

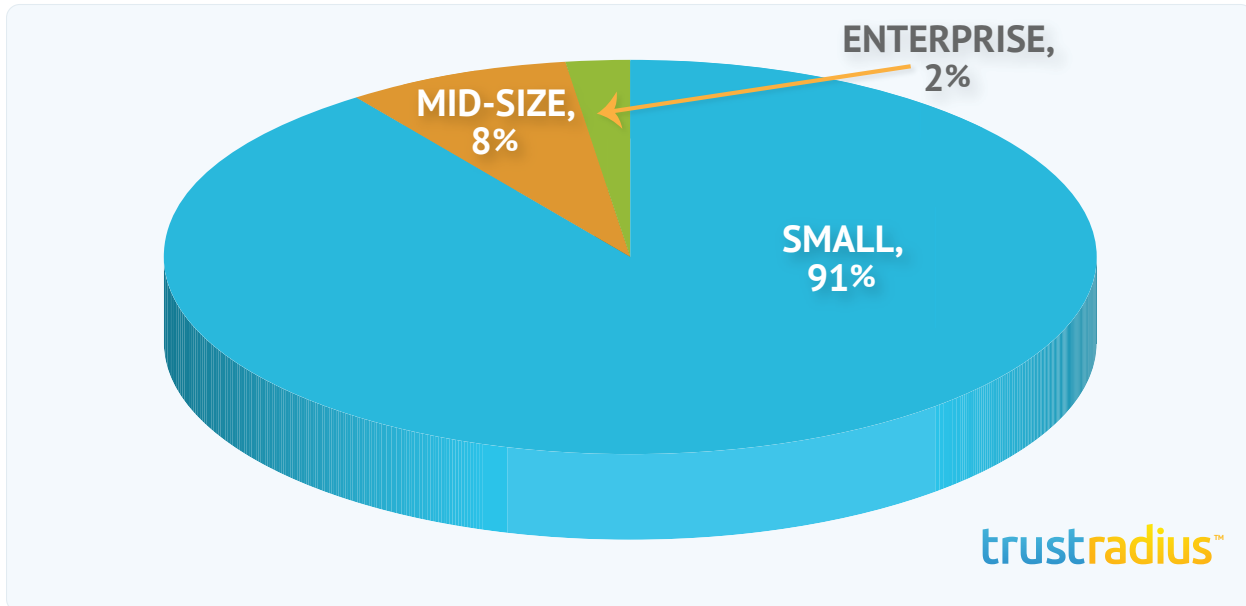


QuickBooks Online is perhaps where Intuit has expended most of its energy in the last few years. This is a SaaS product offered by subscription and has grown impressively since its inception and is now easily the global leader in online accounting software. There are localized versions for the UK, Canada, India and Australia along with the standard global edition. In 2011, Intuit released an accountant version of the product, QuickBooks Online Accountant, to help accounting firms better manage client files in bulk.

In 2013 the company entirely revamped the product giving it a sleeker user interface and providing for more customizations and third party integrations of additional functionality.

Company Status	Public
Best Fit For	Small, service-based businesses; accounting firms
Most Compared To	Expensify
Customers	N/A
Employees	8,000 (entire company)

QuickBooks Online Customer Distribution



Source: 67 User reviews and ratings of QuickBooks Online on TrustRadius

Aggregate User Ratings of QuickBooks Online on TrustRadius

RATING ATTRIBUTE	QUICKBOOKS ONLINE	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	7.8	43	8.1
Likelihood to renew	7.3	15	8.5
Product usability	7.8	6	8.7
Support	8.3	3	7.4
Implementation satisfaction	5.7	3	8.1

Source: 43 User reviews of QuickBooks Online on TrustRadius

Summary of QuickBooks Online Reviews

QUICKBOOKS ONLINE PROS	QUICKBOOKS ONLINE CONS
<p>General ledger features Basic general ledger accounting features and time tracking and invoicing are well designed and intuitive; the program does not require much training.</p>	<p>Different layout to desktop version Many accounting firms use both desktop and online versions and the fact that Online has a completely different layout can be confusing.</p>
<p>Bank integrations reduce data entry Automated bank and credit card feeds means that automatic download reduces workload and facilitates reconciliation.</p>	<p>2013 re-design The completely revamped version in 2013 had a completely different user interface which some users are happy about. However, the fact that it is so different created confusion and navigation difficulties for users used to the classic version.</p>
<p>Business Processing Outsourcing (BPO) The online platform makes it very easy to collaborate with clients by sharing real time data without having to send data files around. It's also possible to work on multiple different client accounts simultaneously.</p>	<p>Performance For users familiar with the desktop version, it can be quite slow by comparison.</p>
<p>Payroll integration Online payroll is easily integrated to accounting and payroll features are strong with payroll and tax reminders.</p>	<p>Reporting Reporting capabilities are very basic, and although some reviewers like the simplicity, others feel that they are not adequately customizable. There is no report builder functionality, but data can be downloaded to Excel for analysis.</p>
<p>Third-party add-ons The Intuit Marketplace provides access to a large number of add-ons to extend functionality, but there are fewer add-ons available than with the desktop version.</p>	<p>Adjacent functionality* Although the product has good basic accounting functionality, there is no costing or inventory functionality in the base version.</p>
<p>Attachments Easy to attach source to transaction documents like invoices, expense reports etc.</p>	
<p>Mobile apps iPhone and iPad apps are very useful.</p>	

Source: 43 User reviews of QuickBooks Online on TrustRadius

Intuit Response to Reviewer Feedback

QuickBooks is all about saving users time. This year, the team is doubling down on performance to ensure that the experience is snappy and immediate, regardless of whether you are accessing your books from a web browser, the mobile app, or your Mac desktop.

Among cloud accounting competitors, QuickBooks Online has the most robust reporting with more than 60 out of the box reports and flexible customization. Additionally, there are nearly 1,000 apps that integrate with QuickBooks Online, including more than 800 unique apps that were developed specific for small businesses needs and 200 apps that are broadly downloadable on Apps.com to any small business subscriber. We also partner with critical apps that a small business would actually use daily, such as Shopify, SOS Inventory and PayPal.

While QuickBooks Online supports Quantity On Hand in the Plus version, it is an area the team knows customers would like to see improved. As always, the team listens to customers to guide its development process. We've seen a steady improvement in NPS over the last 18 months as we target the areas that matter most. With your QuickBooks subscription, you are always on the latest and greatest version, with your data backed up and accessible anywhere.

QuickBooks Pro/Premier

Software Profile & Review Summary



QuickBooks Pro and Premier are both members of the QuickBooks Desktop family of products and are very similar, although there are some functionality differences. The similarity is enough that, for the purpose of this report, they are considered together.

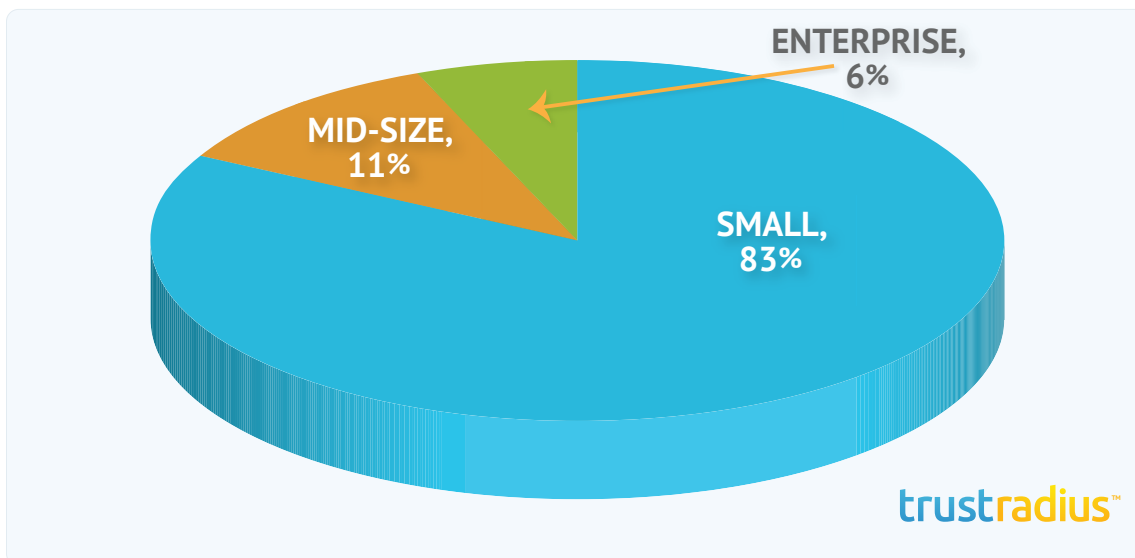
The main functionality differences between Pro and Premier are that the latter has more extensive inventory control capabilities including allowing users to create and track sales orders and current availability, bills of materials for inventory assemblies etc. Premier also has some forecasting capabilities and takes an accounting journal entry and automatically creates a reversing entry.

Another significant difference is that the Premier version has industry-specific flavors in addition to the General Business version. These are: Contractor, Manufacturing and Wholesale, Nonprofit, Professional Services, and retail.



Company Status	Public
Best Fit For	Small service-based companies; accounting firms
Most Compared To	NetSuite, Xero
Customers	N/A
Employees	8,000 (entire company)

QuickBooks Pro/Premier Customer Distribution



Source: 72 User reviews and ratings of QuickBooks Pro and 57 User reviews and ratings of QuickBooks Premier on TrustRadius

Aggregate User Ratings of QuickBooks Pro/Premier on TrustRadius

RATING ATTRIBUTE	QUICKBOOKS PRO/ PREMIER	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.4	85	8.1
Likelihood to renew	8.7	36	8.5
Product usability	7.9	14	8.7
Support	7.7	13	7.4
Implementation satisfaction	8.2	12	8.1

Source: 43 User reviews of QuickBooks Pro and 42 User reviews of QuickBooks Premier on TrustRadius

Summary of QuickBooks Pro/Premier Reviews

QUICKBOOKS PRO/PREMIER PROS	QUICKBOOKS PRO/PREMIER CONS
<p>General ledger features Basic general ledger accounting features and time tracking and invoicing are well designed and intuitive; the program does not require much training.</p>	<p>Causing errors to prior periods The software allows users to change things like invoices, deposits that can affect a closed prior period. Not enough warning is given to users to indicate this risk. Controls need to be established to make this impossible.</p>
<p>Bank integrations reduce data entry Automated bank and credit card feeds means that automatic download reduces workload and facilitates reconciliation.</p>	<p>Reporting Reporting capabilities are very basic, and although some reviewers like the simplicity, others feel that they are not adequately customizable. There is no report builder functionality, but data can be downloaded to Excel for analysis.</p>
<p>Industry-specific versions with Premier The Premier version has industry-specific versions for Contractor, manufacturing and wholesale, nonprofit, professional services, and retail. There is also an Accountant version.</p>	<p>Adjacent functionality Although the product has good basic accounting functionality, budgeting, forecasting, and cash flow are weak. Inventory capabilities are also relatively weak in both versions, with average costing rather than First-in, first out (FIFO), or last in, first-out (LIFO).</p>
<p>Payroll integration Online payroll is easily integrated to accounting and payroll features are strong with payroll and tax reminders.</p>	<p>Customer service Customer service is generally considered to be weak, with level 2 support required for any but the simplest inquiry.</p>
<p>Third-party add-ons The Intuit Marketplace provides access to a large number of add-ons to extend functionality, but there are fewer add-ons available than with the desktop version.</p>	
<p>Attachments Easy to attach source to transaction documents like invoices, expense reports etc.</p>	
<p>Accountant Version Accountant version designed for accountants in public practice allows for file transfer so that accountants can work in the file while the client continues to use it. Files are easily shareable through email of file transfer.</p>	

Source: 43 User reviews of QuickBooks Pro and 42 User reviews of QuickBooks Premier on TrustRadius

Intuit Response to Reviewer Feedback

The ability to easily fix mistakes before a period is closed is one of the key innovations that sets QuickBooks Pro and Premier apart from other solutions. After a period has closed, the admin or accountant user can set a closing date and also limit access to the closed accounting period by setting a closing date password. QuickBooks Pro and Premier also lets users make as many backup copies as they need. We see many of our accountant customers regularly make a backup copy of the company file as part of their “work papers” they keep for reference.

Developers are key partners crucial to the success of the QuickBooks ecosystem. Intuit has a dedicated developer support team as well as full documentation of the SDK at https://developer.intuit.com/docs/0250_qb.

QuickBooks Pro and Premier have over 100 standard reports that are highly customizable and be sent, and automatically updated, directly in Excel.

QuickBooks Pro and Premier both have the inventory functionality to serve many product-based businesses. For product-based businesses who need more functionality, QuickBooks Enterprise has advanced inventory capabilities such as FIFO and location tracking.

Sage 50 (formerly Peachtree)

Software Profile & Review Summary

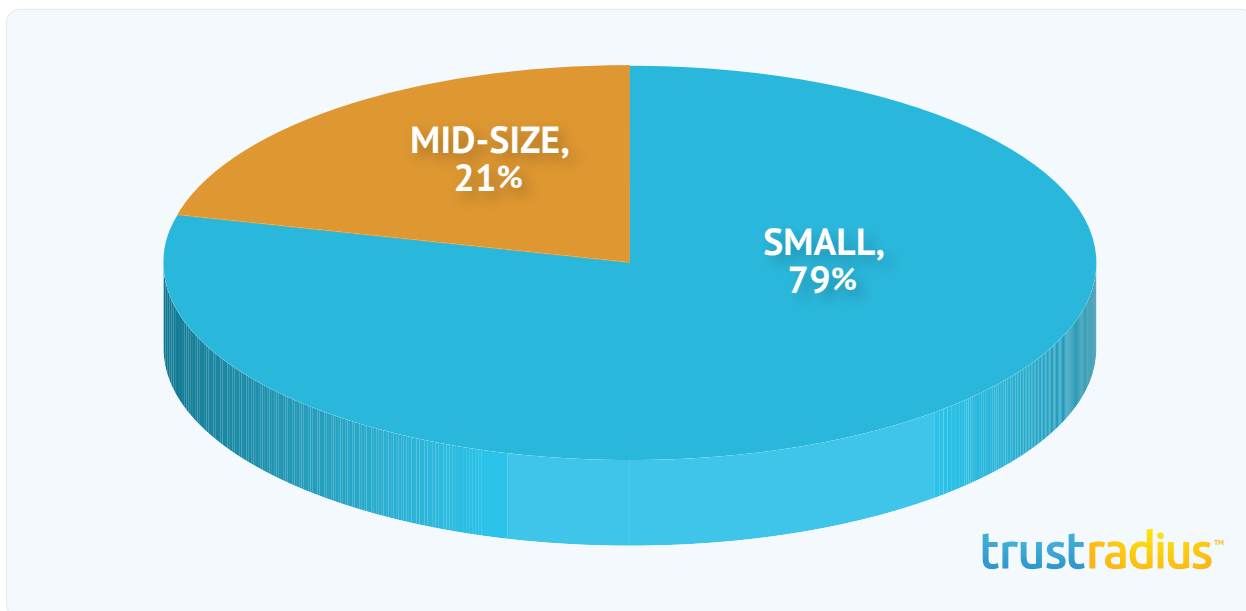
Sage 50 was previously called Peachtree Accounting in the U.S. and Simply Accounting in Canada. Peachtree is a well-known brand of accounting software that was acquired by Sage in 1998. The product is desktop accounting software for small and medium-sized businesses, and includes general ledger, payroll, payment processing and inventory capabilities, and integrates with other Sage cloud and online apps.

Sage 50



Company Status	Public
Best Fit For	SMBs with payroll or inventory needs; Small construction or manufacturing companies
Most Compared To	Xero
Customers	N/A
Employees	7k (entire company, on LinkedIn)

Sage 50 Customer Distribution



Source: 25 User reviews and ratings of Sage 50 on TrustRadius

Aggregate User Ratings of Sage 50 on TrustRadius

RATING ATTRIBUTE	SAGE 50 RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.5	20	8.1
Likelihood to renew	8.9	12	8.5
Product usability	9.3	4	8.7
Support	7.0	3	7.4
Implementation satisfaction	9.3	4	8.1

Source: 20 User reviews of Sage 50 on TrustRadius

Summary of Sage 50 Reviews

SAGE 50 PROS	SAGE 50 CONS
<p>Safety mechanisms; Easy to follow accounting best practices Sage 50 has built-in safety features that prevent non-accountants from making inappropriate changes that can botch data integrity. For example, it has an audit trail and user-level security settings, and it requires year-end and period-end closing, and does not allow changes to previous years.</p>	<p>Pricing The product is not economical, especially for small businesses. Yearly software upgrades are required for those using the payroll and payment add-ons.</p>
<p>Reporting Users can create and customize reports, including monthly, quarterly and annual financial reports, balance sheets, income statements, cash flow statements, comparison financial statements across different time periods, and job profitability analyses. The product includes a "Business Intelligence" tool, which in an Excel-based reporting mechanism.</p>	<p>More flexibility in reporting Some users would like more options for customizing reports.</p>
<p>Ease of use Some users like the ease of use, while others say the product requires an accounting expert to set up, and non-accountants find it difficult to navigate. Some would like to see more training and online documentation.</p>	
<p>Inventory Strong inventory management and inventory reporting system, including multiple costing methods and multi-level Bill of Materials.</p>	<p>Lack of "Undeposited Funds" feature Some users miss the "Undeposited Funds" feature that QuickBooks offers, and must use a workaround in Sage 50.</p>
<p>Multi-segment capabilities The product can track multiple divisions, departments and companies, allowing for greater flexibility.</p>	

Source: 20 User reviews of Sage 50 on TrustRadius

Sage Response to Reviewer Feedback

N/A

Sage One

Software Profile & Review Summary

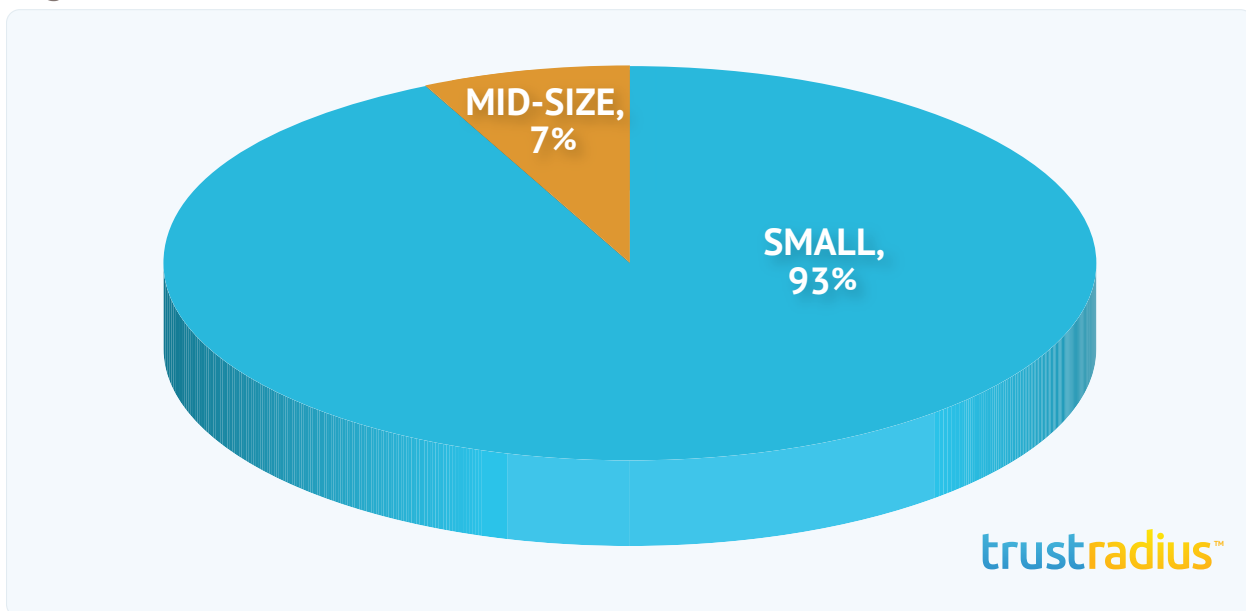
Sage One is a cloud-based accounting and invoicing solution for small businesses. It offers limited capabilities (5 invoices per month and 1 linked financial institution, e.g., bank or credit card account) for free, and charges a monthly fee for unlimited invoices, users and financial institutions.

Company Status	Public
Best Fit For	Small businesses; Freelancers; Service-based businesses
Most Compared To	QuickBooks Enterprise
Customers	N/A
Employees	7k (entire company, on LinkedIn)

Sage One



Sage One Customer Distribution



Source: 16 User reviews and ratings of Sage One on TrustRadius

Aggregate User Ratings of Sage One on TrustRadius

RATING ATTRIBUTE	SAGE ONE RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.6	13	8.1

Source: 13 User reviews of Sage One on TrustRadius

Summary of Sage One Reviews

SAGE ONE PROS	SAGE ONE CONS
<p>Ease of use The software is easy to learn and use, for both accountants and non-accountants.</p>	<p>Lack of automation Users would like to see features that allow them to better streamline repetitive tasks, such as the ability to set up shortcuts, the ability to save default settings for a particular report or search, or the ability to set up recurring invoices.</p>
<p>Invoicing and accepting payments Sage One excels at allowing users to easily create and send professional-looking invoices, and accept payment via integration with PayPal or Sage payment solutions.</p>	<p>Inventory There is no good option for inventory management.</p>
<p>Reporting Easy-to-understand dashboards provide a quick snapshot of business health. However, users would like to be able to better customize reports and dashboards.</p>	
<p>Automatic bank connection Users can connect their financial institutions (e.g., bank or credit card accounts) directly to the software, eliminating the need for manual data entry.</p>	
<p>Cloud-based / online Users can access the application from anywhere with an Internet connection.</p>	
<p>Mobile app There is a mobile app that allows for invoicing, as well as expense tracking by taking a picture of a receipt.</p>	
<p>Customer support The support staff is friendly and responsive.</p>	
<p>Integration with Sage 50 Sage One integrates with Sage 50 (a desktop version), allowing for collaboration between, for example, an accountant and a business owner who uses Sage 50.</p>	

Source: 13 User reviews of Sage One on TrustRadius

Sage Response to Reviewer Feedback

N/A

Sage 100 ERP

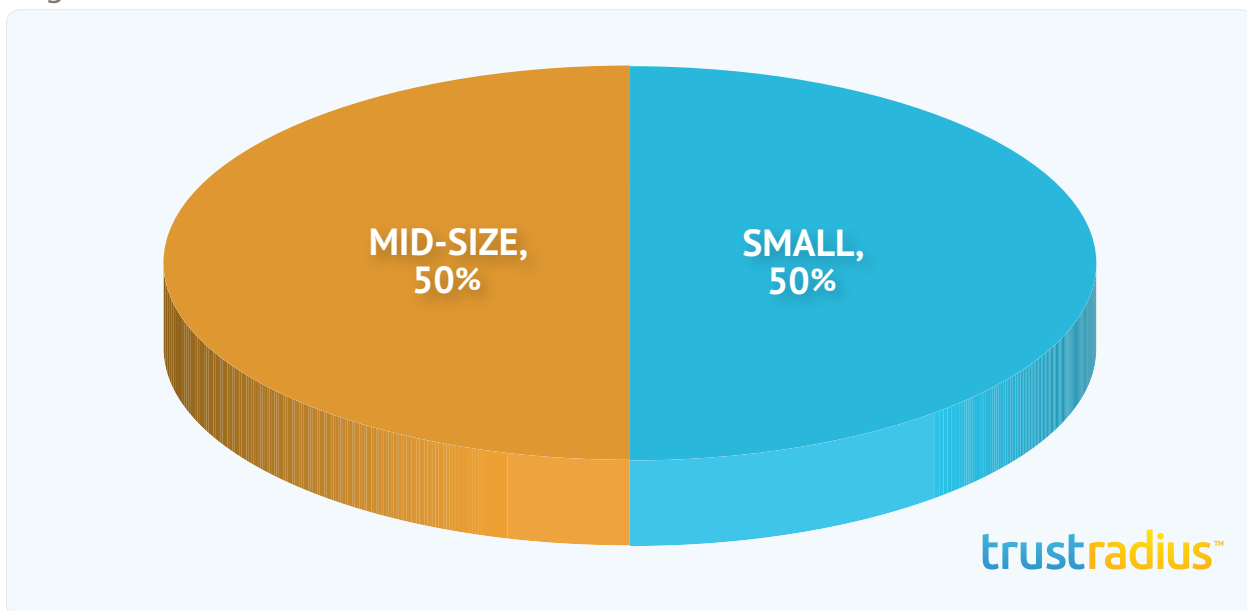
Software Profile & Review Summary

Sage 100 ERP

Sage 100 ERP is an enterprise resource planning system for small and mid-sized businesses. It offers financial, payroll, inventory management, and order-to-cash capabilities primarily targeted at the wholesale distribution industry, though it can be used in other industries as well. It is installed software that can be made available online as well. The product began life as MAS 90 (Master Accounting Series), but was rebranded in 2011. The software is usually implemented in a Microsoft Windows environment and often uses Microsoft SQL.

Company Status	Public
Best Fit For	SMBs; Distribution or light manufacturing companies
Most Compared To	SAP ERP
Customers	N/A
Employees	7k (entire company, on LinkedIn)

Sage 100 ERP Customer Distribution



Source: 19 User reviews and ratings of Sage 100 ERP on TrustRadius

Aggregate User Ratings of Sage 100 ERP on TrustRadius

RATING ATTRIBUTE	SAGE 100 ERP RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	7.8	13	8.1
Likelihood to renew	8.4	5	8.5
Product usability	9.0	3	8.7
Support	8.5	2	7.4

Source: 13 User reviews of Sage 100 ERP on TrustRadius

Summary of Sage 100 ERP Reviews

SAGE 100 ERP PROS	SAGE 100 ERP CONS
<p>General ledger The general ledger capabilities of the software are flexible. The G/L allows for 32 digit account numbers and 10 segments and can handle multiple bank accounts and multiple companies.</p>	<p>Upgrading Users would like the software upgrade process to be easier and more automated, and would like to see a web-based option.</p>
<p>Pricing Compared to other ERPs and given the value Sage 100 provides, pricing is reasonable.</p>	<p>Not great for heavier manufacturing Capabilities such as work order, job costing, partial completion costing, and MRP (material requirements planning) that are required in more complex manufacturing situations need to be improved.</p>
<p>Good for light manufacturing and distribution Good sales order, purchase order, order-to-cash, and inventory capabilities, all of which work well together.</p>	
<p>Customizable and scalable The product is versatile, flexible, and customizable. The inventory module, for example, can handle multiple warehouses and complex pricing structures.</p>	
<p>Cross-module integration The various Sage modules and products integrate well with each other.</p>	

Source: 13 User reviews of Sage 100 ERP on TrustRadius

Sage Response to Reviewer Feedback

N/A

SAP ERP

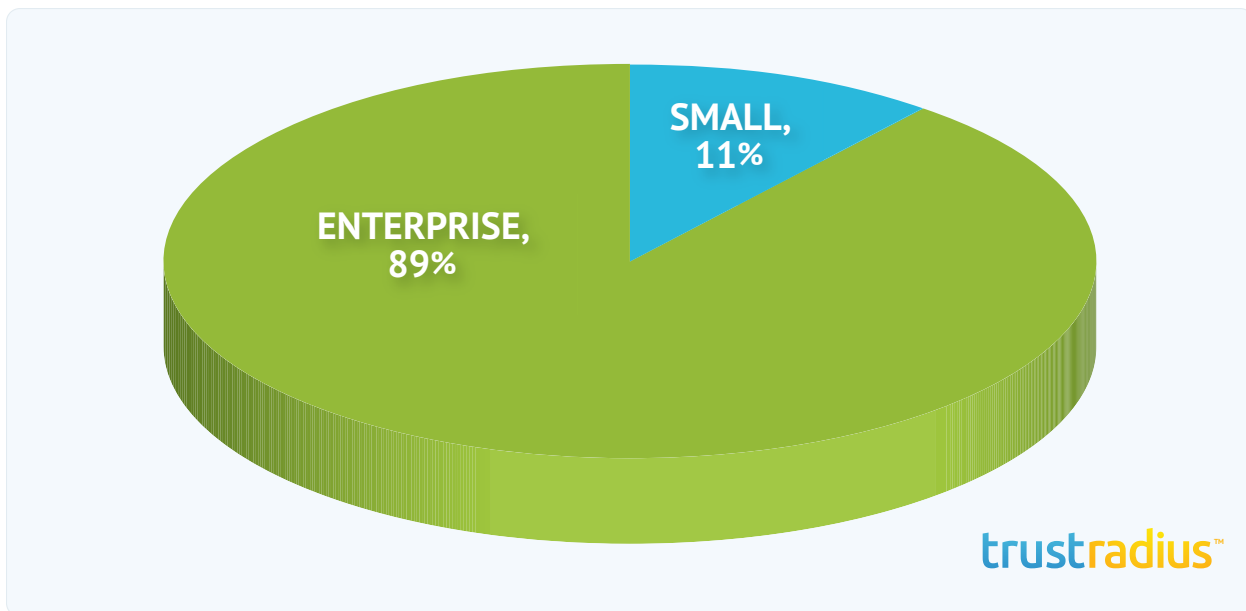
Software Profile & Review Summary

SAP ERP is SAP's main enterprise resource planning product. Traditionally, it is installed software; however, with SAP's new in-memory platform HANA, the ERP product is now offered in the cloud as well. The platform involves core finance and HR capabilities, as well as order-to-cash, plan-to-product, and procure-to-pay solutions. It is particularly used by companies in the manufacturing and supply chain industries.



Company Status	Public
Best Fit For	Large enterprises; International companies with multi-country payroll needs; Manufacturing companies
Most Compared To	NetSuite
Customers	N/A
Employees	68k (entire company, on LinkedIn)

SAP ERP Customer Distribution



Source: 43 User reviews and ratings of SAP ERP on TrustRadius

Aggregate User Ratings of SAP ERP on TrustRadius

RATING ATTRIBUTE	SAP ERP RATING	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	7.9	10	8.1
Likelihood to renew	8.5	4	8.5

Source: 10 User reviews of SAP ERP on TrustRadius

Summary of SAP ERP Reviews

SAP ERP PROS	SAP ERP CONS
<p>Cross-module integration SAP provides many powerful modules, allowing companies to simplify their technology landscape by replacing disparate, standalone systems. This makes integration faster and easier.</p>	<p>Implementation time The platform takes time and expertise to implement correctly. It may be necessary to hire consultants.</p>
<p>Standardization of data By using a centralized place for operational data, SAP customers can achieve a high level of visibility into their processes and a high level of data integrity.</p>	<p>User interface Users would like to see a more user-friendly interface. The system is complex and requires a high level of expertise.</p>
<p>Multi-country, multi-currency The software can handle payroll and other accounting processes in multiple countries and currencies.</p>	
<p>Robust and customizable The software can support complex, unique organizational structures and needs.</p>	

Source: 10 User reviews of SAP ERP on TrustRadius

SAP Response to Reviewer Feedback

N/A

Xero

Software Profile & Review Summary

Xero is a New Zealand-based company that was founded in 2006. The company raised \$111m this year (2015) bringing the total amount raised to over \$350m. The company was founded in 2006 in New Zealand and has offices in the US, UK, Australia and New Zealand.

The Xero product is an online accounting product designed primarily for small businesses and competes with on-premises desktop software like QuickBooks, as well as cloud software like QuickBooks Online, Accounting by Wave and to a lesser extent FreshBooks. It also has a suite of tools to enable accounting professionals to work closely with their small business clients.

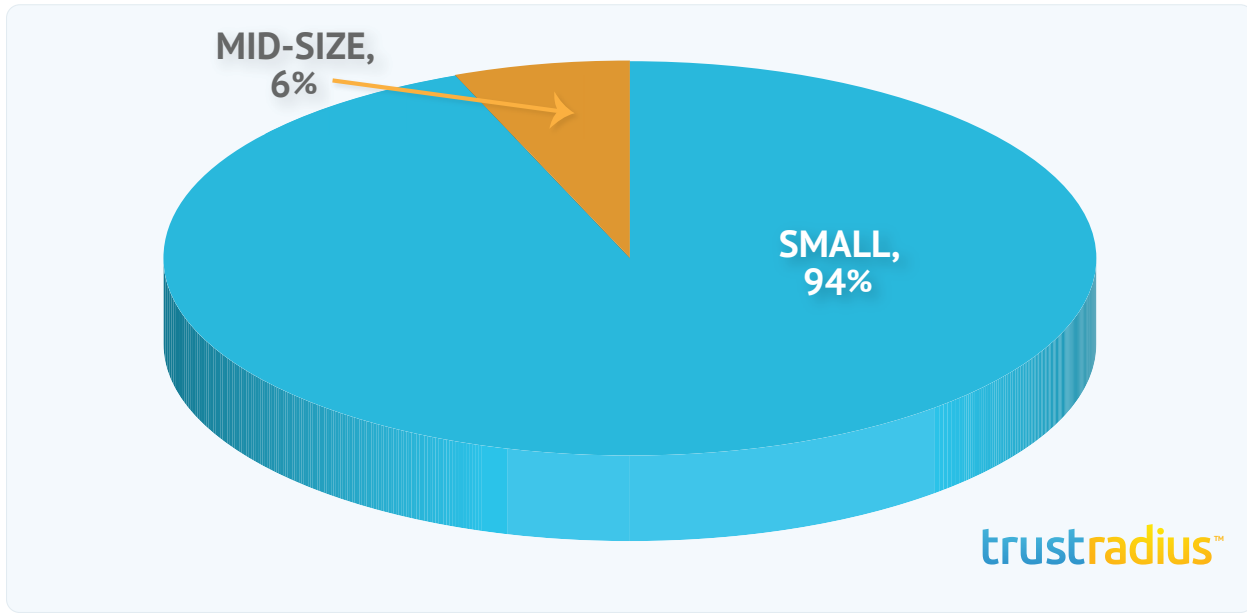
The company entered the UK market in 2008, the Australian market in 2009, and the US in 2012. All of these countries have localized versions of the product. Customers in the rest of the world use a product that is called Global. There is an “Add-on Marketplace” with 400+ related products that can be integrated to extend the functionality beyond core accounting.

The company has made a number of acquisitions, notably payroll provider Paycycle in 2011 (for Australian payroll) and Spotlight Workpapers and WorkflowMax for compliance and workflow respectively.



Company Status	Public
Best Fit For	Small, service-based businesses
Most Compared To	Sage 50
Customers	500k+
Employees	1161

Xero Customer Distribution



Source: 56 User reviews and ratings of Xero on TrustRadius

Aggregate User Ratings of Xero on TrustRadius

RATING ATTRIBUTE	XERO	# OF REVIEWERS CONTRIBUTING TO RATING AVERAGE	ACCOUNTING SOFTWARE AVERAGE RATING
Likelihood to recommend	8.3	22	8.1
Likelihood to renew	9.9	7	8.5
Product usability	10.0	2	8.7
Support	9.3	3	7.4
Implementation satisfaction	8.3	3	8.1

Source: 42 User reviews of Xero on TrustRadius

Summary of Xero Reviews

XERO PROS	XERO CONS
<p>Excellent user interface design UI is exceptionally clean and welcoming. Some even call it beautiful. Very easy to learn the application with minimal training required. However, the product does represent a novel approach and can be slightly disconcerting to people used to other products.</p>	<p>Check Printing The check-printing template does not work well, and there is no check printing capability in the global version. <i>Xero comment: Check printing is available in the global version for Canadian customers.</i></p>
<p>Integration with other products Xero has a large ecosystem of add-on vendors providing additional functionality for use cases not covered by the core product. The API is exceptionally well designed and documented making additional integrations straightforward.</p>	<p>Payroll There is payroll support for only some states in the US (they are being rolled out on a state by state basis).</p>
<p>Automated bank feeds Bank feeds from multiple banks (although not all) are very easy to set-up, and bank reconciliation matching is very strong. A recent feature concerns bank coding which allows rules to be set up to handle recurring transactions that are then coded automatically. Several reviewers love this feature.</p>	<p>Cash flow statement There is no easy way to get an instant view of cash flow position. Several users describe the cash flow statement as poor.</p>
<p>Reporting Several users say that standard reports like Accounts Receivable and Accounts Payable are accurate and easy to read and that the interactive dashboards are useful. However, there is also a consensus that there are few options available for more customized reporting. Several reviewers would like to see a report generator, which would allow users to build their own reports. The company is working on more flexible reporting. <i>Xero comment: New customized reporting is currently available with some but not all of the existing reports. It includes the ability to add/remove columns and rows, and create reporting groups and custom formulas inside the reports themselves. The reports have always had the ability to annotate and add content like schedules and other reports. The remaining reports in the new framework will be rolled out over the coming months.</i></p>	
<p>Mobile App Xero was one of the first accounting products to roll out a mobile app, which is generally popular, although some suggest that it's time for an update.</p>	<p>Integrated payments Several users mention that they would like to be able to integrate with merchant payment provider Authorize to handle recurring payments. <i>Xero comment: Authorize.net has been a supported payment provider since June 2014</i></p>
<p>Pricing Many users appreciate the fact that the pricing structure is per client account and not per user. Anyone within the client company is free to use the software. <i>Xero comment: Certain pricing plans include payroll while Xero does not charge accounting professionals to support their small business clients.</i></p>	

Source: 42 [User reviews of Xero](#) on TrustRadius

Xero Response to Reviewer Feedback

N/A