



Enterprise Resource Planning (ERP)

CASE Study

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- **Enterprise resource planning (ERP)** software is an important automated solution that businesses can use to manage production, order processing and inventory.
- ERP software also monitors the allocation and use of resources from a comprehensive database management system with built-in analytics.
- Supporting applications enable businesses to track information across departments.
- Enterprise resource planning (ERP) is an information system that manages through integration, all aspects of business including production, planning, purchasing, manufacturing, sales, distribution, accounting and customer service.

A close-up photograph of a person's hand pointing at a screen. The person is wearing a white button-down shirt. The background is slightly blurred, showing more of the shirt and the hand holding a device.

Introduction

Essential Features of ERP Software

Small Business

- **Accounting:** Helps small businesses simplify their financial reporting and effectively manage the allocation of resources.
- **Business Intelligence:** Enables businesses to analyze and report pertinent data to help with decision making.
- **CRM:** Helps businesses increase customer satisfaction and revenue by managing interactions with leads, customers, and clients, tracks departmental operations.
- **Human Resources:** Enables businesses to administer traditional HR activities and new strategic initiatives with greater speed and accuracy.
- **Inventory Management:** Helps small businesses track information on product supply, with the sole purpose of maintaining adequate stock to avoid unnecessary spending.
- **Manufacturing:** Enables businesses to forecast and budget effectively for resources for the production process and may include modules that focus on bill of materials (BOM) as well as management of the product life cycle.
- **Supply Chain Management:** Tracks goods as they move through the supply chain and includes applications such as supply chain planning, supplier management, and warehouse management.
- **Integration:** Integrates well with a business' existing applications such as CRM, inventory management and accounting software to create one robust platform.
- **Analytics and Reporting:** Provides businesses with comprehensive and accurate reports across all departments which facilitate proper data analysis and decision making.

Selecting Criteria for a right ERP Software

Small Business

- **Cost:** Businesses should compare the types of subscription plans available, maintenance costs, and costs associated with customizations.
- **Integrations:** Small businesses usually have several stand-alone applications that assist with daily operations. These businesses should look for software that can easily integrate with existing solutions to create one single platform.
- **Scalability:** As a small business expands, the needs increase. Having software that has the capability to cope and perform well with this growth is essential for any small business' overall performance.
- **Customization:** ERP software should be flexible enough to be customized to meet the unique existing needs of a small business and to adapt to future changes.
- **Mobile capability:** Being able to thrive in this digital world requires small businesses to adapt their operations to match the changing needs of stakeholders. Small businesses should, therefore, seek an ERP software solution that is mobile friendly, enabling users to access information from any mobile device.
- **Usability:** Small businesses would be interested in implementing software that requires very little training and is simple for both back-end and front-end users to navigate. This reduces the amount of time spent on understanding and appreciating the system and shifts the focus to more strategic operations.

Top 5 ERP Software

for Small Business

SAP Business
One

ORACLE
NetSuite



 Microsoft
Dynamics® 365

Brightpearl

Comparison

Synopsis



Microsoft
Dynamics® 365

Brightpearl

ORACLE
NetSuite

SAP Business
One

IFS Applications includes all of the functionality you would expect from a tier one ERP software suite, plus powerful embedded functionality that extends the application into other crucial areas of your business.

Dynamics AX provides more business value faster by delivering core ERP and industry specific capabilities. It's designed to work the way your people already work with Microsoft business apps and IT infrastructure so you'll see faster adoption and broader usage.

Brightpearl is a platform to manage inventory, accounting, customers, suppliers and fulfillment across your omnichannel business. Paired with real-time reports on inventory, cash flow, profitability across products, channels, customers and much more.

Netsuite is engineered to scale with businesses as they grow and to streamline mission critical processes. It helps in advanced financials, supply chain management, billing and so on.

SAP Business One Cloud is cloud-based ERP at its best making it easier and more affordable to manage all your critical business processes. SAP Business One, version for SAP HANA delivers the integrated financial, CRM, and supply chain features you'd expect in an ERP application. SAP Business One analytics powered by SAP HANA helps you drive informed decision making across your company with affordable analytics fueled by our market-leading in-memory platform, SAP HANA.

Comparison **Range of Applications**



Microsoft
Dynamics® 365

Brightpearl

ORACLE
NetSuite

SAP Business
One

- Financials
- Human resources
- Quality management
- Document management
- Customer relationship management (CRM)
- Business intelligence
- Sustainability management
- Other core functionality to facilitate full life cycle management of products, assets and customers
- Projects

- Warehouse management
- Transport management
- Forecasting of demand
- Point of sale
- Retail sales
- Budgeting
- Approvals
- Contract management
- Upgrading
- Procurement
- Product Change
- Integration
- Licensing
- System Support

- Management of Inventory
- Real-time inventory updates
- Retail accounting
- Omnichannel retail
- CRM
- Sales channel
- POS
- Purchasing

- Finance and accounting
- Billing
- Revenue recognition
- Financial planning
- Financial reporting
- Global accounting and consolidation
- GRC

- Supply Chain Management.
- Purchasing Support
- Accounting Management
- Analytics
- Reports
- Wholesale distribution
- Retail Distribution
- Resource Planning
- Order processing
- Invoicing
- Payment

Comparison

Analysis



Microsoft
Dynamics® 365

Brightpearl

ORACLE
NetSuite

SAP Business
One

- Accessibility
- Real-Time Data
- Revenue Boost
- Increase Productivity
- Legal Compliance

- Customized Solutions
- Automated Processes
- Real-time Intelligence
- Integration With Other Systems

- Shorter implementation times
- Lower total cost of ownership
- Cloud-based retail management system

- Process Centralization
- Workflow Visualization
- Improved Productivity
- Integration with Other Systems
- Compliance

- User-Friendly Interface
- Integrated and Customizable
- Total Control over Finances
- Helps Create Customer Loyalty
- Increases Margins
- Increased Transparency
- Generate Timely Reports
- Make Better Decisions
- Provides Visibility

Comparison

Available Support



Email: There is also an online contact form on IFS Applications' "Contact Us" page where customers can ask for assistance.

Phone: Customers can call IFS with any questions they may have.

Training: IFS Applications offers courses both online and in-person for users to learn more about the system.

Tickets: Gold and platinum support package holders can create and keep track of cases through the support portal at any time.



Microsoft
Dynamics® 365

Email: Email support is available through all of the available support tools.

Phone: Phone support and incident submission are also available through all of the support options.

Training: All support options provide access to the community forums, self-help forums, Lifecycle Services and unlimited online training.

Tickets: Tickets can be submitted through the web, phone and email.

Brightpearl

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ORACLE
NetSuite

Email: Customers can receive online support through the My Oracle Support website.

Phone: Support phone numbers vary based on a customer's geographic location.

Training: Oracle offers learning subscriptions, training on-demand, live virtual classes, self-study classes and Oracle Guided Learning. Classroom training and private events courses are also available as an in-person training option.

Tickets: Oracle ERP customers can open tickets online through My Oracle Support.

SAP Business
One

Email: Email options for support are not given on the website.

Phone: SAP offers 24/7, toll-free support.

Training: SAP offers training and certifications on their Learning Hub. It delivers training in multiple languages and formats.

Tickets: Tickets can be created by filling the contact form on SAP's website.

Comparison **Pricing Model**



- Monthly payment
- Quote-based

Contact for pricing



Microsoft
Dynamics® 365

- Dynamics 365 Plan 1-
\$139.8/month.
Team Members
Enterprise edition-\$12.20
CAD/month
- Monthly payment
 - Quote-based

Brightpearl

- High growth - \$2m/year
Entry - \$500/year
Established - 5m/year.
- Quote-based
 - Annual Subscription

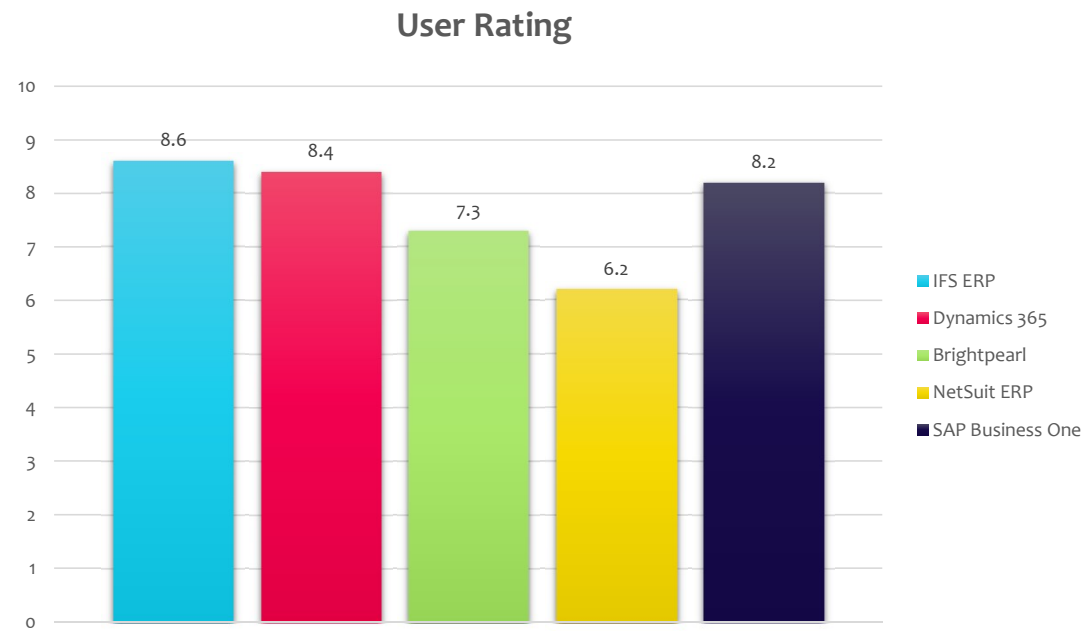
ORACLE
NetSuite

- Its base license costs
\$999 per month with
access costs of \$99 per
user, per month.
The NetSuite license
operates as a
subscription model and
may be renewed annually
or over longer intervals.
- Monthly payment
 - Quote-based
 - Annual Subscription

SAP Business
One

- SAP Business One is sold
through authorized
partners. Companies
license and pay for the
number of users they
have at any given time.
- Quote-based Plan
 - Annual Subscription

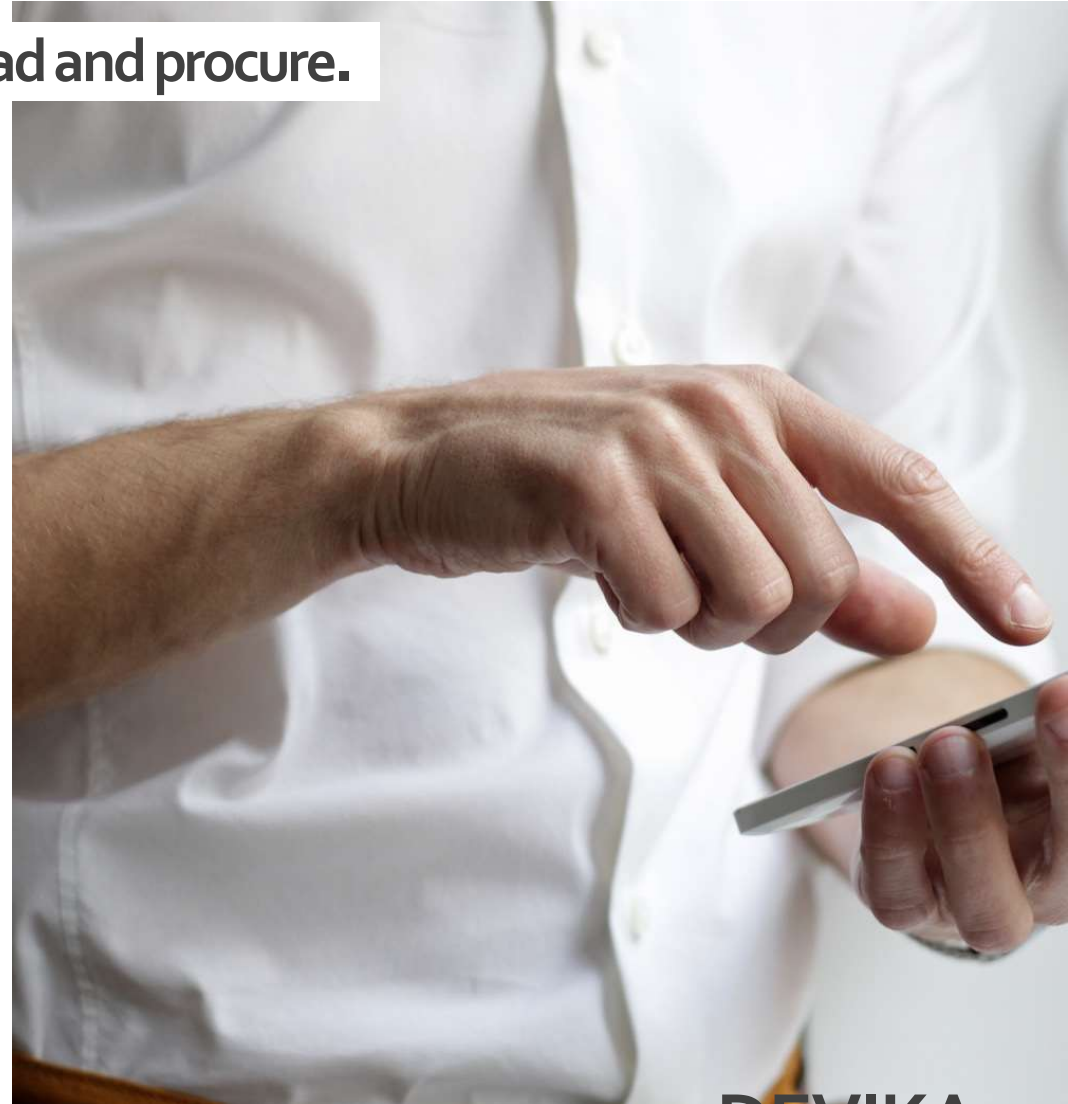
User Rating



ERP system, the company should go ahead and procure.

Unfortunately there are no one size fits all ERP Software for Small Medium Business, as each of the products has its own core strengths in functionality, industry focus, integration capability and core features. I recommend determining how the software fits to your business in terms of features, functionality, and business process with a free trial.

As of the limited knowledge of Company Information I suggest SAP Business One, which is specifically designed to scale as small businesses grow. Business One's primary functions include helping users streamline key processes, gain greater insight into their businesses and make decisions based on real-time information to drive profitable growth.





Thank You

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