Hey Carlie,

Here is a document with the answers to all your questions. Please let me know if you require any additional information!

Sincerely,

Dalton Jeske

**ERP**

I was comparing a few ERP systems (Oracle Net Suite, Acumatica, and Infor M3) and I believe that the best fit for us would be Acumatica. Oracle Net Suite is the best overall, but it is also the most expensive. Infor M3 appears to be the most affordable of the 3 but also is the most limiting in function. I feel like Acumatica is a fantastic middle ground that includes everything we could possibly need in terms of functionality. They also allow us to pay monthly or buy the system for a larger upfront cost. They also have yearly updates available if you end up buying it outright. They also scale their monthly subscription fee with how your business scales and the packages are customizable. They also do not charge for individual users which would be perfect for how we want to use this system. I think that we should definitely go with the monthly subscription in the beginning to test the waters and then potentially commit to purchasing the software completely once it is more cost efficient.

**Scalability**

I believe our new system will definitely need to be scalable because we are already starting TWO new stores! This is just the beginning and we need to be prepared for even more growth and expansion. This is why I mentioned Acumatica above. We are able to scale our system with our growth and add users without additional charges. I think the most important thing to address for scalability is the database usage/workload. We need to ensure that we can grow without bogging down our system. This is something that is also capable through Acumatica.

**Network**

For topology, I think we should consider star topology. It is generally for larger businesses, but I foresee us pushing growth in the coming years. This form of topology allows us to easily add new node/connection to our established system which will be important for growth and scalability. Next, I think we should go with online processing. Batch processing is the more traditional and overall cheaper option, but that gap is closing. As we advance and move through this digital age, batch processing will become obsolete in my opinion. Online processing offers timely processing and immediate feedback if errors occur which I think is too valuable to ignore.

**Access and Security**

With Acumatica users are categorized as “heavy” or “light” users. The appointment setters, technicians, Part Department, and management (most employees) would fall under the “heavy” category which gives them more access and security overall. Less involved employees and customers would fall into the “light” category. As for security, I think the biggest thing will be to ensure that we have strong encryption and firewall protection. We should also make sure that we have regular reboots/updates of all AW devices. We should also ensure that all employees use COMPANY and NOT PERSONAL devices while on the clock. This will add an easy layer of protection as it limits the freedom they may have with personal devices.