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RESEARCH GROUP

EMOTIONAL FOOTPRINT REPORT

Enterprise Resource Planning

960
Reviews

18
Vendors Evaluated

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How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Enterprise Resource Planning market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.
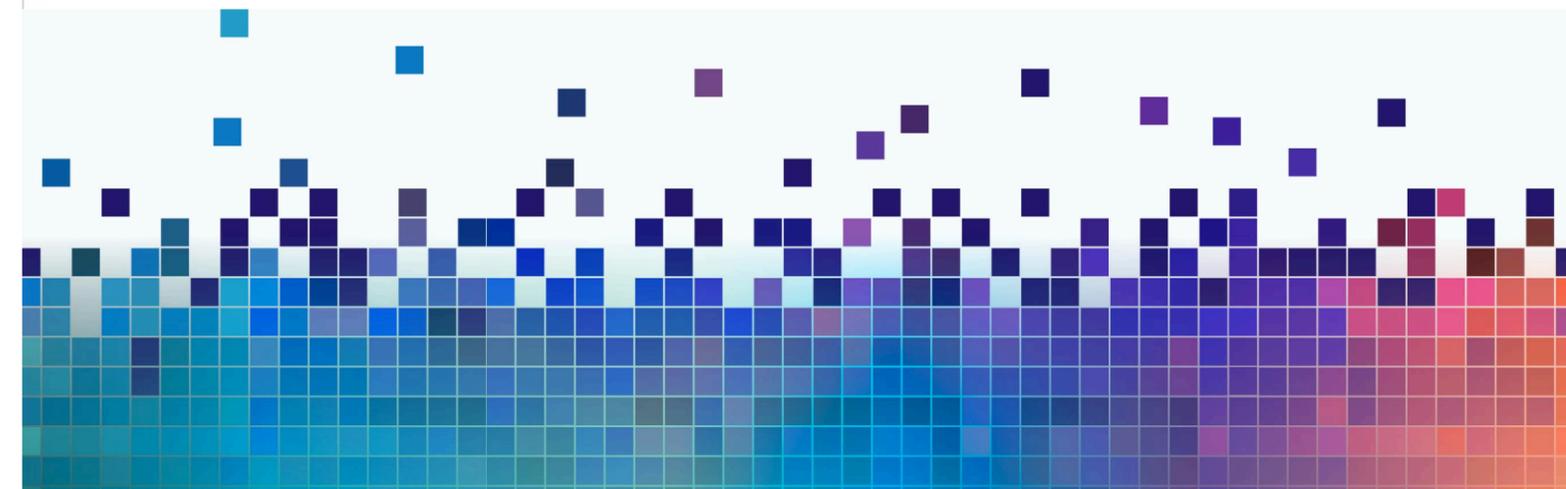
Software Directory

ENTERPRISE RESOURCE PLANNING SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

24SevenOffice ERP	3i Orion ERP	abasERP Core Package
AccessIG PRO-III	ACERO	Acumatica Cloud ERP
AddonSoftware	AFS ERP	AIM Vision ERP
Aplicor3C ERP	Apollo ERP	Apprise ERP
Aptean ERP	B&L Odyssey ERP	BizAutomation.com ERP
Bizowie ERP	Carillon ERP	CGI ERP Solutions
CGS BlueCherry ERP	Clearview InFocus	CSB ERP Application
D+H Bank Core	Datacor ERP Solutions	DataModes ERP
Datev ERP System	DeFacto ERP	Deltek Ajera
Deltek Costpoint	Deltek Maconomy	Deltek PSA
Deltek Vision	ECiM1 ERP	EFI ERP Solutions
Epicor ERP	Everest ERP	Evo ERP

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Exact ERP Solutions	Exel Computer Systems EFACS E/8	FinancialForce ERP
Focus i	GDS ProfitTool	Global Shop One-System ERP
HansaWorld Standard ERP	Harris Data ERP Applications	IBS Enterprise (ERP)
IFS Applications	InfoPower fxDBO	Infor ERP Solutions
INTEGRA E-Business	IntegrateIT ERP123	IQMS EnterpriseIQ
Jeeves ERP	JOMAR ERP & Enterprise Mobility	Kenandy Cloud ERP Platform
Kingdee ERP	Metasystems Accelerated ERP	Microsoft Dynamics 365 for Finance and Operations
Microsoft Dynamics AX	Microsoft Dynamics GP	Microsoft Dynamics NAV
Microsoft Dynamics SL	MIE Trak Pro	Millennium III (M3)
Minotaur ERP	NGC ERP	OmegaCube ERP
Open Systems Traverse	OpenPro ERP	Oracle E-Business Suite
Oracle ERP Cloud	Oracle JD Edwards EnterpriseOne ERP	Oracle NetSuite ERP

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Oracle PeopleSoft	PayTraq ERP	Pentagon 2000SQL ERP
Plex Manufacturing Cloud	PolyPM ERP	Priority ERP
ProcessPro Premier	PSI ERP	QAD Cloud ERP
Ramco ERP Suite	Rootstock Cloud ERP	Sage Enterprise Management
SAP Business All-In-One	SAP Business ByDesign	SAP Business One
SAP S/4HANA	SouthWare ERP Accounting Software	STYLEman ERP
SynergyERP	SYSPRO ERP	The ADaM System
The Decision Builder	TrueERP	Tyler Technologies Munis ERP
Unit4 Business World	VersAccount Cloud ERP	Visibility.net ERP Software
Visual ERP.net	WinMAGI	Workday Financial Management
WorkWise ERP Application Suite	Xantel AMAPS+PLUS	Xperia Comprehensiv Enterprise System
XTuple ERP	Yonyou ERP	

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SOFTWARE REVIEWS
Emotional Footprint Diamond

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.

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The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.
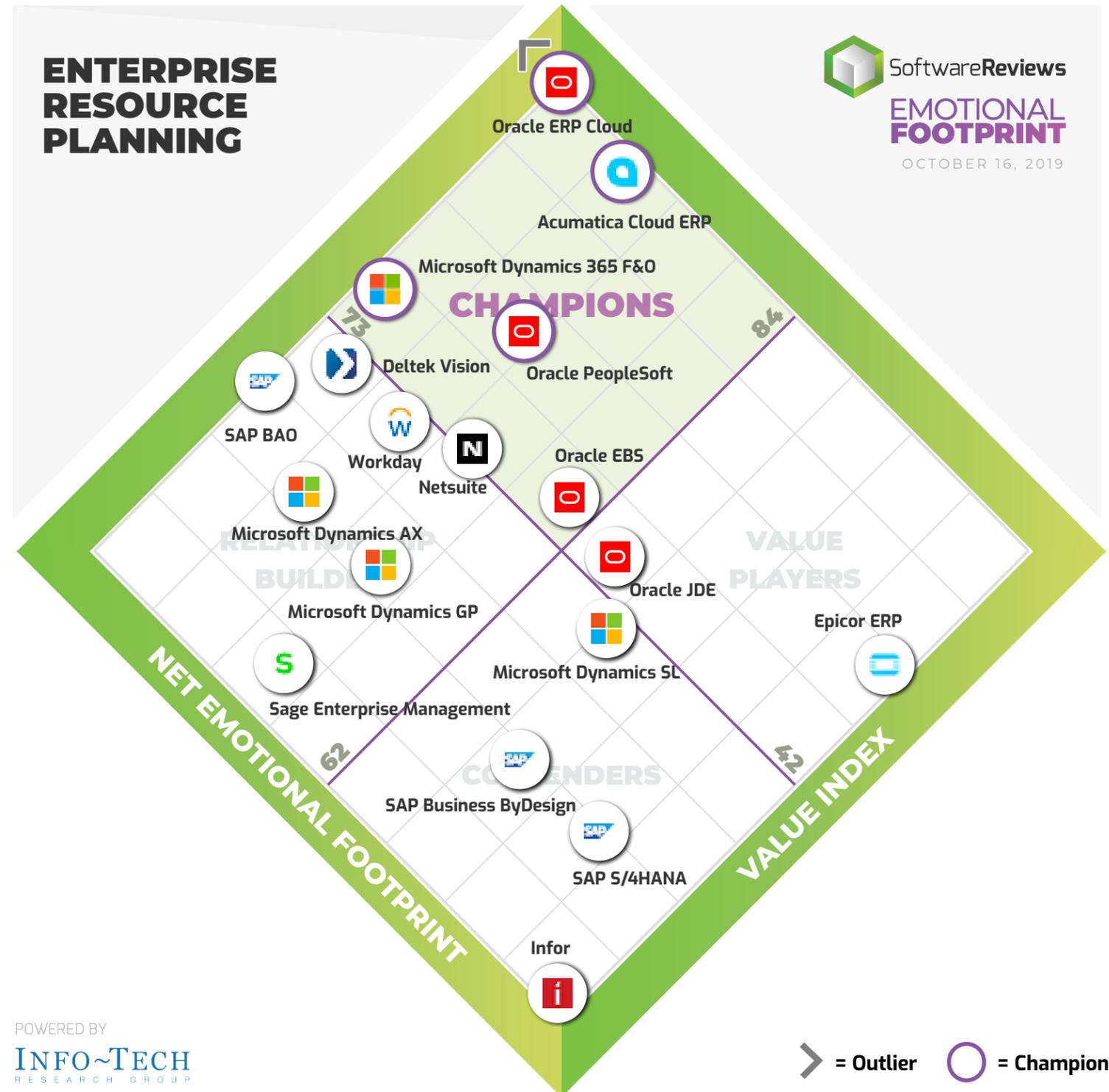
Value Index

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

Net Emotional Footprint

The Net Emotional Footprint measures high-level user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

Note: The ranges of the axes are dynamically adjusted based on minimum and maximum values in the dataset.

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SoftwareReviews
EMOTIONAL FOOTPRINT
OCTOBER 16, 2019

Oracle ERP Cloud
Acumatica Cloud ERP
Microsoft Dynamics 365 F&O
CHAMPIONS
Deltek Vision
Oracle PeopleSoft
SAP BAO
Workday
Netsuite
Oracle EBS
Microsoft Dynamics AX
RELATIONSHIP BUILDERS
VALUE PLAYERS
Oracle JDE
Microsoft Dynamics GP
Epicor ERP
Sage Enterprise Management
Microsoft Dynamics SL
NET EMOTIONAL FOOTPRINT
CONTENDERS
SAP Business ByDesign
VALUE INDEX
SAP S/4HANA
Infor

73   84   62   42

> = Outlier   ◯ = Champion

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Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

RANK	VENDOR	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS		STRONGEST NEGATIVE EMOTIONS		NUMBER OF REVIEWS
	Oracle ERP Cloud	8.6	+85	4% NEGATIVE — 88% POSITIVE	88	SECURITY PROTECTS 97%	SAVES TIME 93%	OVER PROMISED 10%	GREEDY 10%	30
	Acumatica Cloud ERP	7.6	+68	5% NEGATIVE — 73% POSITIVE	83	RESPECTFUL 89%	RELIABLE 80%	OVER PROMISED 17%	HARDBALL TACTICS 13%	28
	Microsoft Dynamics 365 for Finance	7.4	+72	10% NEGATIVE — 82% POSITIVE	75	RELIABLE 90%	HELPS INNOVATE 86%	CHARGES FOR PRODUCT ENHANCEMENTS 17%	VENDOR'S INTEREST FIRST 17%	29
	Oracle PeopleSoft	7.2	+66	10% NEGATIVE — 77% POSITIVE	77	RESPECTFUL 86%	RELIABLE 86%	VENDOR FRIENDLY POLICIES 19%	VENDOR'S INTEREST FIRST 18%	72
5	Deltek Vision	7.2	+71	7% NEGATIVE — 78% POSITIVE	72	RESPECTFUL 91%	TRUSTWORTHY 89%	CHARGES FOR PRODUCT ENHANCEMENTS 14%	LEVERAGES INCUMBENT STATUS 14%	48
6	SAP Business All-In-One	7.2	+73	9% NEGATIVE — 82% POSITIVE	70	RESPECTFUL 94%	RELIABLE 94%	OVER PROMISED 18%	VENDOR'S INTEREST FIRST 17%	31
7	Workday Financial Management	7.0	+66	7% NEGATIVE — 73% POSITIVE	73	HELPS INNOVATE 80%	EFFECTIVE 80%	OVER PROMISED 22%	SELFISH 13%	45
8	Netsuite	6.9	+65	12% NEGATIVE — 77% POSITIVE	73	EFFECTIVE 85%	RESPECTFUL 84%	OVER PROMISED 19%	HARDBALL TACTICS 16%	54
9	Microsoft Dynamics AX	6.9	+68	6% NEGATIVE — 74% POSITIVE	68	RESPECTFUL 86%	ENABLES PRODUCTIVITY 86%	OVER PROMISED 24%	LEVERAGES INCUMBENT STATUS 17%	39
10	Oracle EBS	6.7	+59	12% NEGATIVE — 71% POSITIVE	74	RESPECTFUL 84%	RELIABLE 81%	OVER PROMISED 23%	VENDOR'S INTEREST FIRST 22%	98

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| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

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RANK	VENDOR	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS		STRONGEST NEGATIVE EMOTIONS		NUMBER OF REVIEWS
11	Microsoft Dynamics GP	6.6	+63	7% NEGATIVE — 70% POSITIVE	68	CLIENT'S INTEREST FIRST 80%	SECURITY PROTECTS 77%	FRUSTRATING 13%	STAGNANT 10%	33
12	Oracle JDE	6.5	+55	13% NEGATIVE — 68% POSITIVE	74	RESPECTFUL 85%	RELIABLE 79%	OVER PROMISED 26%	VENDOR'S INTEREST FIRST 26%	37
13	Microsoft Dynamics SL	6.4	+54	11% NEGATIVE — 65% POSITIVE	73	ENABLES PRODUCTIVITY 83%	HELPS INNOVATE 79%	NEGLECTFUL 25%	VENDOR'S INTEREST FIRST 24%	29
14	Sage Enterprise Management	6.3	+63	13% NEGATIVE — 77% POSITIVE	64	RESPECTFUL 88%	ENABLES PRODUCTIVITY 88%	CHARGES FOR PRODUCT ENHANCEMENTS 22%	STAGNANT 19%	45
15	Epicor ERP	6.3	+43	18% NEGATIVE — 61% POSITIVE	78	RESPECTFUL 81%	RELIABLE 80%	OVER PROMISED 33%	WASTES TIME 32%	61
16	SAP Business ByDesign	6.1	+52	13% NEGATIVE — 65% POSITIVE	67	RESPECTFUL 93%	INTEGRITY 86%	VENDOR'S INTEREST FIRST 29%	COMMODITY FEATURES 25%	32
17	SAP S/4HANA	5.8	+47	14% NEGATIVE — 61% POSITIVE	67	RELIABLE 78%	ENABLES PRODUCTIVITY 76%	OVER PROMISED 31%	HARDBALL TACTICS 25%	89
18	Infor ERP Solutions	5.4	+43	18% NEGATIVE — 61% POSITIVE	63	RESPECTFUL 83%	RELIABLE 78%	OVER PROMISED 36%	GREEDY 27%	69
VENDORS WITH INSUFFICIENT DATA										
--	Deltek Costpoint	7.5	+63	8% NEGATIVE — 71% POSITIVE	83	SECURITY PROTECTS 88%	RESPECTFUL 83%	GREEDY 29%	DESPISED 19%	18
--	Deltek Maconomy	7.9	+76	5% NEGATIVE — 81% POSITIVE	82	RESPECTFUL 93%	CARING 93%	OVER PROMISED 31%	DESPISED 15%	16

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

😡	😥	😐	🙂	😃
-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

VENDORS WITH INSUFFICIENT DATA											
--	SAP Business One	8.1	+87 😃	3% NEGATIVE — 90% POSITIVE	75	INSPIRING 100%	HELPS INNOVATE 100%	VENDOR FRIENDLY POLICIES 11%	OVER PROMISED 11%	14
--	FinancialForce ERP	9.2	+93 😃	1% NEGATIVE — 94% POSITIVE	90	APPRECIATES INCUMBENT STATUS 100%	RESPECTFUL 100%	DECEPTIVE 9%	HARDBALL TACTICS 9%	11
--	Microsoft Dynamics NAV	5.2	+28 😥	20% NEGATIVE — 48% POSITIVE	67	SAVES TIME 63%	EFFICIENT 63%	OVER PROMISED 43%	FRUSTRATING 38%	9
--	Tyler Technologies Munis ERP	9.3	+98 😃	-- NEGATIVE — 98% POSITIVE	88	INSPIRING 100%	INCLUDES PRODUCT ENHANCEMENTS 100%			8
--	Aptean ERP	7.6	+52 😐	18% NEGATIVE — 69% POSITIVE	94	RESPECTFUL 75%	CARING 75%	OVER PROMISED 38%	VENDOR'S INTEREST FIRST 38%	8
--	Deltek Ajera	8.2	+58 😐	16% NEGATIVE — 73% POSITIVE	100	RESPECTFUL 100%	EFFICIENT 100%	VENDOR FRIENDLY POLICIES 33%	SELFISH 33%	7

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

CATEGORY
Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

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| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Disrespectful vs. Respectful

#	Vendor	Score		Distribution	Reviews
1	Deltek Vision	+91	😄	DISTRIBUTION -- 9% 91%	48 REVIEWS
2	Oracle ERP Cloud	+90	😄	DISTRIBUTION -- 10% 90%	30 REVIEWS
3	SAP Business ByDesign	+90	😄	DISTRIBUTION 3% 3% 93%	32 REVIEWS
4	Acumatica Cloud ERP	+89	😄	DISTRIBUTION -- 11% 89%	28 REVIEWS
5	SAP Business All-In-One	+88	😄	DISTRIBUTION 6% -- 94%	31 REVIEWS
6	Sage Enterprise Management	+86	😄	DISTRIBUTION 2% 10% 88%	45 REVIEWS
7	Microsoft Dynamics AX	+83	😄	DISTRIBUTION 3% 11% 86%	39 REVIEWS
8	Oracle JD Edwards EnterpriseOn...	+82	😄	DISTRIBUTION 3% 12% 85%	37 REVIEWS
9	Oracle PeopleSoft	+81	😄	DISTRIBUTION 5% 10% 86%	72 REVIEWS
10	Microsoft Dynamics 365 for Fina...	+79	😊	DISTRIBUTION 7% 7% 86%	29 REVIEWS
11	Oracle E-Business Suite	+79	😊	DISTRIBUTION 5% 11% 84%	98 REVIEWS
12	Infor ERP Solutions	+78	😊	DISTRIBUTION 5% 12% 83%	69 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Workday Financial Management	+76	😊	DISTRIBUTION 2% 20% 78%	45 REVIEWS
14	Microsoft Dynamics GP	+75	😊	DISTRIBUTION -- 25% 75%	33 REVIEWS
15	Oracle NetSuite ERP	+75	😊	DISTRIBUTION 9% 7% 84%	54 REVIEWS
16	Epicor ERP	+72	😊	DISTRIBUTION 9% 11% 81%	61 REVIEWS
17	SAP S/4HANA	+71	😊	DISTRIBUTION 4% 21% 75%	89 REVIEWS
18	Microsoft Dynamics SL	+57	😐	DISTRIBUTION 7% 29% 64%	29 REVIEWS
	CATEGORY AVERAGE	**+79**	😊	DISTRIBUTION 4% 12% 83%	

	Vendor	Score		Distribution	Reviews
-	Deltek Costpoint	+83	😄	DISTRIBUTION -- 17% 83%	18 REVIEWS
-	Deltek Maconomy	+93	😄	DISTRIBUTION -- 7% 93%	16 REVIEWS
-	SAP Business One	+84	😄	DISTRIBUTION 8% -- 92%	14 REVIEWS
-	FinancialForce ERP	+100	😄	DISTRIBUTION -- -- 100%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

-	**Microsoft Dynamics NAV**	+50		**9** REVIEWS

DISTRIBUTION -- 50% 50%

| - | **Tyler Technologies Munis ERP** | +100 | | **8** REVIEWS |

DISTRIBUTION -- — 100%

| - | **Aptean ERP** | +62 | | **8** REVIEWS |

DISTRIBUTION 13% 13% 75%

| - | **Deltek Ajera** | +100 | | **7** REVIEWS |

DISTRIBUTION -- — 100%

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NEGATIVE   NEUTRAL   POSITIVE

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Bureaucratic vs. Efficient

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+90	DISTRIBUTION 3% 3% 93%	30 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+76	DISTRIBUTION 10% 3% 86%	29 REVIEWS
3	Acumatica Cloud ERP	+74	DISTRIBUTION -- 26% 74%	28 REVIEWS
4	Oracle NetSuite ERP	+71	DISTRIBUTION 9% 11% 80%	54 REVIEWS
5	SAP Business All-In-One	+71	DISTRIBUTION 10% 10% 81%	31 REVIEWS
6	Microsoft Dynamics AX	+69	DISTRIBUTION 11% 9% 80%	39 REVIEWS
7	Sage Enterprise Management	+69	DISTRIBUTION 12% 7% 81%	45 REVIEWS
8	Deltek Vision	+64	DISTRIBUTION 9% 18% 73%	48 REVIEWS
9	Workday Financial Management	+61	DISTRIBUTION 10% 20% 71%	45 REVIEWS
10	Microsoft Dynamics GP	+60	DISTRIBUTION 9% 22% 69%	33 REVIEWS
11	Oracle JD Edwards EnterpriseOn...	+58	DISTRIBUTION 6% 30% 64%	37 REVIEWS
12	Microsoft Dynamics SL	+54	DISTRIBUTION 14% 18% 68%	29 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle PeopleSoft	+54	DISTRIBUTION 17% 11% 71%	72 REVIEWS
14	SAP Business ByDesign	+47	DISTRIBUTION 13% 27% 60%	32 REVIEWS
15	Oracle E-Business Suite	+43	DISTRIBUTION 21% 15% 64%	98 REVIEWS
16	SAP S/4HANA	+39	DISTRIBUTION 17% 27% 56%	89 REVIEWS
17	Epicor ERP	+37	DISTRIBUTION 21% 21% 58%	61 REVIEWS
18	Infor ERP Solutions	+35	DISTRIBUTION 23% 18% 58%	69 REVIEWS
	CATEGORY AVERAGE	+55	DISTRIBUTION 14% 17% 69%	
-	Deltek Costpoint	+61	DISTRIBUTION 6% 28% 67%	18 REVIEWS
-	Deltek Maconomy	+86	DISTRIBUTION 7% -- 93%	16 REVIEWS
-	SAP Business One	+67	DISTRIBUTION 8% 17% 75%	14 REVIEWS
-	FinancialForce ERP	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS

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NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

-	▦ **Microsoft Dynamics NAV**	**+38** 😓	DISTRIBUTION **25%** **13%** **63%**	**9** REVIEWS
-	✦ **Tyler Technologies Munis ERP**	**+100** 😃	DISTRIBUTION **--** **—** **100%**	**8** REVIEWS
-	▲ **Aptean ERP**	**+50** 😐	DISTRIBUTION **13%** **25%** **63%**	**8** REVIEWS
-	▶ **Deltek Ajera**	**+100** 😃	DISTRIBUTION **--** **—** **100%**	**7** REVIEWS

Enterprise Resource Planning Emotional Footprint Report

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NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Neglectful vs. Caring

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+90	DISTRIBUTION -- 10% 90%	30
2	Microsoft Dynamics AX	+80	DISTRIBUTION -- 20% 80%	39
3	SAP Business ByDesign	+74	DISTRIBUTION 3% 20% 77%	32
4	Microsoft Dynamics 365 for Fina...	+73	DISTRIBUTION 10% 7% 83%	29
5	Oracle PeopleSoft	+71	DISTRIBUTION 10% 10% 81%	72
6	Acumatica Cloud ERP	+67	DISTRIBUTION -- 33% 67%	28
7	Deltek Vision	+63	DISTRIBUTION 5% 27% 68%	48
8	Oracle NetSuite ERP	+63	DISTRIBUTION 13% 11% 76%	54
9	SAP Business All-In-One	+61	DISTRIBUTION 13% 13% 74%	31
10	Workday Financial Management	+61	DISTRIBUTION 10% 20% 71%	45
11	Microsoft Dynamics GP	+60	DISTRIBUTION 9% 22% 69%	33
12	Oracle E-Business Suite	+60	DISTRIBUTION 13% 14% 73%	98

#	Vendor	Score	Distribution	Reviews
13	Oracle JD Edwards EnterpriseOn...	+52	DISTRIBUTION 12% 24% 64%	37
14	Sage Enterprise Management	+52	DISTRIBUTION 19% 10% 71%	45
15	Infor ERP Solutions	+42	DISTRIBUTION 18% 22% 60%	69
16	SAP S/4HANA	+38	DISTRIBUTION 15% 32% 53%	89
17	Epicor ERP	+26	DISTRIBUTION 23% 28% 49%	61
18	Microsoft Dynamics SL	+25	DISTRIBUTION 25% 25% 50%	29
—	**CATEGORY AVERAGE**	+56	DISTRIBUTION 12% 20% 68%	
—	Deltek Costpoint	+72	DISTRIBUTION 6% 17% 78%	18
—	Deltek Maconomy	+93	DISTRIBUTION -- 7% 93%	16
—	SAP Business One	+91	DISTRIBUTION -- 9% 91%	14
—	FinancialForce ERP	+82	DISTRIBUTION -- 18% 82%	11

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

- **Microsoft Dynamics NAV**	**+37** ☹	DISTRIBUTION **13% 38% 50%**	**9** REVIEWS
- **Tyler Technologies Munis ERP**	**+100** 😃	DISTRIBUTION -- — **100%**	**8** REVIEWS
- **Aptean ERP**	**+62** 😊	DISTRIBUTION **13% 13% 75%**	**8** REVIEWS
- **Deltek Ajera**	**+100** 😃	DISTRIBUTION -- — **100%**	**7** REVIEWS

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Frustrating vs. Effective

#	Vendor	Score		Distribution	Reviews
1	Oracle ERP Cloud	+87	😃	DISTRIBUTION 3% 7% 90%	30 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+76	😊	DISTRIBUTION 10% 3% 86%	29 REVIEWS
3	Workday Financial Management	+75	😊	DISTRIBUTION 5% 15% 80%	45 REVIEWS
4	Microsoft Dynamics AX	+74	😊	DISTRIBUTION 6% 14% 80%	39 REVIEWS
5	Oracle NetSuite ERP	+74	😊	DISTRIBUTION 11% 4% 85%	54 REVIEWS
6	Deltek Vision	+73	😊	DISTRIBUTION 7% 14% 80%	48 REVIEWS
7	Acumatica Cloud ERP	+66	😊	DISTRIBUTION 4% 26% 70%	28 REVIEWS
8	Oracle PeopleSoft	+66	😊	DISTRIBUTION 10% 14% 76%	72 REVIEWS
9	Sage Enterprise Management	+62	😊	DISTRIBUTION 17% 5% 79%	45 REVIEWS
10	SAP Business All-In-One	+61	😊	DISTRIBUTION 16% 6% 77%	31 REVIEWS
11	Oracle E-Business Suite	+60	😊	DISTRIBUTION 14% 12% 74%	98 REVIEWS
12	Microsoft Dynamics GP	+59	😐	DISTRIBUTION 13% 16% 72%	33 REVIEWS
13	Microsoft Dynamics SL	+47	😐	DISTRIBUTION 14% 25% 61%	29 REVIEWS
14	Infor ERP Solutions	+45	😐	DISTRIBUTION 18% 18% 63%	69 REVIEWS
15	SAP Business ByDesign	+43	😐	DISTRIBUTION 17% 23% 60%	32 REVIEWS
16	SAP S/4HANA	+40	😐	DISTRIBUTION 17% 26% 57%	89 REVIEWS
17	Oracle JD Edwards EnterpriseOn...	+37	😢	DISTRIBUTION 24% 15% 61%	37 REVIEWS
18	Epicor ERP	+17	😠	DISTRIBUTION 32% 19% 49%	61 REVIEWS
	CATEGORY AVERAGE	+57	😐	DISTRIBUTION 14% 15% 71%	
-	Deltek Costpoint	+72	😊	DISTRIBUTION 11% 6% 83%	18 REVIEWS
-	Deltek Maconomy	+86	😃	DISTRIBUTION -- 14% 86%	16 REVIEWS
-	SAP Business One	+82	😃	DISTRIBUTION -- 18% 82%	14 REVIEWS
-	FinancialForce ERP	+100	😃	DISTRIBUTION -- -- 100%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

😡	😢	😐	😊	😃
-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	**Microsoft Dynamics NAV**	**+12** 😡	DISTRIBUTION **38%** **13%** **50%**	**9** REVIEWS
-	**Tyler Technologies Munis ERP**	**+100** 😃	DISTRIBUTION -- — **100%**	**8** REVIEWS
-	**Aptean ERP**	**+38** 😢	DISTRIBUTION **25%** **13%** **63%**	**8** REVIEWS
-	**Deltek Ajera**	**+86** 😃	DISTRIBUTION -- **14%** **86%**	**7** REVIEWS

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Wastes Time vs. Saves Time

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+90	DISTRIBUTION 3% 3% 93%	30 REVIEWS
2	Deltek Vision	+81	DISTRIBUTION 5% 9% 86%	48 REVIEWS
3	Microsoft Dynamics AX	+77	DISTRIBUTION 3% 17% 80%	39 REVIEWS
4	Microsoft Dynamics 365 for Fina...	+76	DISTRIBUTION 10% 3% 86%	29 REVIEWS
5	Acumatica Cloud ERP	+71	DISTRIBUTION 7% 15% 78%	28 REVIEWS
6	Oracle NetSuite ERP	+69	DISTRIBUTION 9% 13% 78%	54 REVIEWS
7	Workday Financial Management	+66	DISTRIBUTION 7% 20% 73%	45 REVIEWS
8	SAP Business All-In-One	+64	DISTRIBUTION 13% 10% 77%	31 REVIEWS
9	Microsoft Dynamics GP	+60	DISTRIBUTION 9% 22% 69%	33 REVIEWS
10	Sage Enterprise Management	+60	DISTRIBUTION 14% 12% 74%	45 REVIEWS
11	Oracle PeopleSoft	+59	DISTRIBUTION 16% 10% 75%	72 REVIEWS
12	Oracle E-Business Suite	+47	DISTRIBUTION 20% 13% 67%	98 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Microsoft Dynamics SL	+46	DISTRIBUTION 11% 32% 57%	29 REVIEWS
14	Oracle JD Edwards EnterpriseOn...	+46	DISTRIBUTION 18% 18% 64%	37 REVIEWS
15	SAP Business ByDesign	+40	DISTRIBUTION 23% 13% 63%	32 REVIEWS
16	Infor ERP Solutions	+35	DISTRIBUTION 23% 18% 58%	69 REVIEWS
17	SAP S/4HANA	+33	DISTRIBUTION 21% 25% 54%	89 REVIEWS
18	Epicor ERP	+19	DISTRIBUTION 32% 18% 51%	61 REVIEWS
-	**CATEGORY AVERAGE**	**+54**	DISTRIBUTION 15% 15% 69%	

#	Vendor	Score	Distribution	Reviews
-	Deltek Costpoint	+67	DISTRIBUTION 11% 11% 78%	18 REVIEWS
-	Deltek Maconomy	+72	DISTRIBUTION 7% 14% 79%	16 REVIEWS
-	SAP Business One	+75	DISTRIBUTION -- 25% 75%	14 REVIEWS
-	FinancialForce ERP	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

		Score		Reviews
-	Microsoft Dynamics NAV	+38	DISTRIBUTION 25% 13% 63%	9 REVIEWS
-	Tyler Technologies Munis ERP	+100	DISTRIBUTION -- -- 100%	8 REVIEWS
-	Aptean ERP	+38	DISTRIBUTION 25% 13% 63%	8 REVIEWS
-	Deltek Ajera	+86	DISTRIBUTION -- 14% 86%	7 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Lack Of Integrity vs. Integrity

#	Vendor	Score		Reviews
1	Oracle ERP Cloud	+93	DISTRIBUTION -- 7% 93%	30 REVIEWS
2	SAP Business All-In-One	+83	DISTRIBUTION -- 17% 83%	31 REVIEWS
3	Microsoft Dynamics AX	+82	DISTRIBUTION -- 18% 82%	39 REVIEWS
4	SAP Business ByDesign	+82	DISTRIBUTION 4% 11% 86%	32 REVIEWS
5	Deltek Vision	+79	DISTRIBUTION 3% 15% 82%	48 REVIEWS
6	Microsoft Dynamics GP	+74	DISTRIBUTION 3% 19% 77%	33 REVIEWS
7	Oracle NetSuite ERP	+74	DISTRIBUTION 7% 12% 81%	54 REVIEWS
8	Workday Financial Management	+74	DISTRIBUTION 5% 15% 79%	45 REVIEWS
9	Oracle JD Edwards EnterpriseOn…	+73	DISTRIBUTION 6% 15% 79%	37 REVIEWS
10	Oracle E-Business Suite	+72	DISTRIBUTION 7% 14% 79%	98 REVIEWS
11	Oracle PeopleSoft	+69	DISTRIBUTION 7% 17% 76%	72 REVIEWS
12	Acumatica Cloud ERP	+68	DISTRIBUTION 4% 24% 72%	28 REVIEWS

#	Vendor	Score		Reviews
13	Microsoft Dynamics 365 for Fina…	+65	DISTRIBUTION 14% 7% 79%	29 REVIEWS
14	Infor ERP Solutions	+64	DISTRIBUTION 4% 28% 68%	69 REVIEWS
15	SAP S/4HANA	+64	DISTRIBUTION 5% 25% 69%	89 REVIEWS
16	Sage Enterprise Management	+63	DISTRIBUTION 15% 7% 78%	45 REVIEWS
17	Epicor ERP	+59	DISTRIBUTION 10% 21% 69%	61 REVIEWS
18	Microsoft Dynamics SL	+57	DISTRIBUTION 12% 19% 69%	29 REVIEWS
	CATEGORY AVERAGE	**+71**	DISTRIBUTION 6% 17% 77%	

#	Vendor	Score		Reviews
-	Deltek Costpoint	+75	DISTRIBUTION -- 25% 75%	18 REVIEWS
-	Deltek Maconomy	+92	DISTRIBUTION -- 8% 92%	16 REVIEWS
-	SAP Business One	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

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-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

		Score		Distribution	Reviews
-	Microsoft Dynamics NAV	+38	😓	DISTRIBUTION 25% 13% 63%	**9** REVIEWS
-	Tyler Technologies Munis ERP	+100	😃	DISTRIBUTION -- — 100%	**8** REVIEWS
-	Aptean ERP	+71	😊	DISTRIBUTION -- 29% 71%	**8** REVIEWS
-	Deltek Ajera	+67	😊	DISTRIBUTION -- 33% 67%	**7** REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Vendor Friendly Policies vs. Client Friendly Policies

#	Vendor	Score		Reviews
1	Oracle ERP Cloud	+90	DISTRIBUTION -- 10% 90%	30 REVIEWS
2	Deltek Vision	+77	DISTRIBUTION 5% 13% 82%	48 REVIEWS
3	Microsoft Dynamics AX	+70	DISTRIBUTION -- 30% 70%	39 REVIEWS
4	SAP Business All-In-One	+70	DISTRIBUTION 10% 10% 80%	31 REVIEWS
5	Microsoft Dynamics 365 for Fina...	+69	DISTRIBUTION 10% 10% 79%	29 REVIEWS
6	Oracle NetSuite ERP	+67	DISTRIBUTION 14% 5% 81%	54 REVIEWS
7	Oracle E-Business Suite	+64	DISTRIBUTION 10% 16% 74%	98 REVIEWS
8	Workday Financial Management	+64	DISTRIBUTION 8% 21% 72%	45 REVIEWS
9	Acumatica Cloud ERP	+60	DISTRIBUTION 12% 16% 72%	28 REVIEWS
10	Microsoft Dynamics GP	+59	DISTRIBUTION 6% 29% 65%	33 REVIEWS
11	Sage Enterprise Management	+59	DISTRIBUTION 17% 7% 76%	45 REVIEWS
12	Oracle PeopleSoft	+54	DISTRIBUTION 19% 8% 73%	72 REVIEWS

#	Vendor	Score		Reviews
13	Microsoft Dynamics SL	+50	DISTRIBUTION 15% 19% 65%	29 REVIEWS
14	Epicor ERP	+45	DISTRIBUTION 17% 21% 62%	61 REVIEWS
15	Infor ERP Solutions	+45	DISTRIBUTION 15% 25% 60%	69 REVIEWS
16	Oracle JD Edwards EnterpriseOn...	+43	DISTRIBUTION 24% 9% 67%	37 REVIEWS
17	SAP Business ByDesign	+43	DISTRIBUTION 18% 21% 61%	32 REVIEWS
18	SAP S/4HANA	+41	DISTRIBUTION 20% 19% 61%	89 REVIEWS
	CATEGORY AVERAGE	+58	DISTRIBUTION 13% 16% 71%	

#	Vendor	Score		Reviews
-	Deltek Costpoint	+63	DISTRIBUTION -- 38% 63%	18 REVIEWS
-	Deltek Maconomy	+92	DISTRIBUTION -- 8% 92%	16 REVIEWS
-	SAP Business One	+78	DISTRIBUTION 11% -- 89%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	**Microsoft Dynamics NAV**	**+38**	DISTRIBUTION -- 63% 38%	**9** REVIEWS
-	**Tyler Technologies Munis ERP**	**+88**	DISTRIBUTION -- 13% 88%	**8** REVIEWS
-	**Aptean ERP**	**+42**	DISTRIBUTION 29% — 71%	**8** REVIEWS
-	**Deltek Ajera**	**+17**	DISTRIBUTION 33% 17% 50%	**7** REVIEWS

SWK TECHNOLOGIES

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Selfish vs. Altruistic

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+77	DISTRIBUTION 3% 17% 80%	30 REVIEWS
2	Acumatica Cloud ERP	+72	DISTRIBUTION 4% 20% 76%	28 REVIEWS
3	Deltek Vision	+69	DISTRIBUTION 8% 15% 77%	48 REVIEWS
4	Oracle PeopleSoft	+64	DISTRIBUTION 12% 12% 76%	72 REVIEWS
5	Oracle NetSuite ERP	+63	DISTRIBUTION 14% 9% 77%	54 REVIEWS
6	Microsoft Dynamics 365 for Fina...	+62	DISTRIBUTION 14% 10% 76%	29 REVIEWS
7	Microsoft Dynamics AX	+61	DISTRIBUTION 6% 27% 67%	39 REVIEWS
8	Sage Enterprise Management	+61	DISTRIBUTION 12% 15% 73%	45 REVIEWS
9	Microsoft Dynamics SL	+54	DISTRIBUTION 8% 31% 62%	29 REVIEWS
10	SAP Business All-In-One	+52	DISTRIBUTION 10% 28% 62%	31 REVIEWS
11	Microsoft Dynamics GP	+51	DISTRIBUTION 10% 29% 61%	33 REVIEWS
12	Oracle E-Business Suite	+51	DISTRIBUTION 13% 23% 64%	98 REVIEWS
13	SAP Business ByDesign	+50	DISTRIBUTION 14% 21% 64%	32 REVIEWS
14	Workday Financial Management	+46	DISTRIBUTION 13% 28% 59%	45 REVIEWS
15	Infor ERP Solutions	+42	DISTRIBUTION 19% 20% 61%	69 REVIEWS
16	SAP S/4HANA	+39	DISTRIBUTION 18% 26% 57%	89 REVIEWS
17	Oracle JD Edwards EnterpriseOn...	+34	DISTRIBUTION 18% 30% 52%	37 REVIEWS
18	Epicor ERP	+33	DISTRIBUTION 17% 33% 50%	61 REVIEWS
	CATEGORY AVERAGE	+53	DISTRIBUTION 13% 22% 66%	
-	Deltek Costpoint	+57	DISTRIBUTION 6% 31% 63%	18 REVIEWS
-	Deltek Maconomy	+92	DISTRIBUTION -- 8% 92%	16 REVIEWS
-	SAP Business One	+80	DISTRIBUTION -- 20% 80%	14 REVIEWS
-	FinancialForce ERP	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

	Vendor	Score		Distribution	Reviews
-	Microsoft Dynamics NAV	+13	😠	DISTRIBUTION 25% 38% 38%	9 REVIEWS
-	Tyler Technologies Munis ERP	+88	😁	DISTRIBUTION -- 13% 88%	8 REVIEWS
-	Aptean ERP	+71	😊	DISTRIBUTION -- 29% 71%	8 REVIEWS
-	Deltek Ajera	+34	😰	DISTRIBUTION 33% -- 67%	7 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE **− %** NEGATIVE **= EMOTIONAL FOOTPRINT**

-100 to +19 · +20 to +39 · +40 to +59 · +60 to +79 · +80 to +100

Big Fat Liars vs. Trustworthy

Rank	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+87	DISTRIBUTION 3% 7% 90%	30 REVIEWS
2	SAP Business All-In-One	+87	DISTRIBUTION 3% 7% 90%	31 REVIEWS
3	Deltek Vision	+84	DISTRIBUTION 5% 5% 89%	48 REVIEWS
4	Microsoft Dynamics AX	+82	DISTRIBUTION 3% 12% 85%	39 REVIEWS
5	Microsoft Dynamics 365 for Fina...	+80	DISTRIBUTION 3% 14% 83%	29 REVIEWS
6	Microsoft Dynamics GP	+74	DISTRIBUTION 3% 19% 77%	33 REVIEWS
7	Oracle PeopleSoft	+73	DISTRIBUTION 7% 14% 80%	72 REVIEWS
8	Acumatica Cloud ERP	+72	DISTRIBUTION 4% 20% 76%	28 REVIEWS
9	Workday Financial Management	+72	DISTRIBUTION 5% 18% 77%	45 REVIEWS
10	SAP Business ByDesign	+71	DISTRIBUTION -- 29% 71%	32 REVIEWS
11	Oracle E-Business Suite	+69	DISTRIBUTION 8% 15% 77%	98 REVIEWS
12	Oracle NetSuite ERP	+65	DISTRIBUTION 9% 16% 74%	54 REVIEWS
13	Infor ERP Solutions	+63	DISTRIBUTION 11% 15% 74%	69 REVIEWS
14	Sage Enterprise Management	+63	DISTRIBUTION 15% 8% 78%	45 REVIEWS
15	Microsoft Dynamics SL	+61	DISTRIBUTION 8% 23% 69%	29 REVIEWS
16	Oracle JD Edwards EnterpriseOn...	+58	DISTRIBUTION 9% 24% 67%	37 REVIEWS
17	SAP S/4HANA	+56	DISTRIBUTION 9% 25% 65%	89 REVIEWS
18	Epicor ERP	+50	DISTRIBUTION 12% 27% 62%	61 REVIEWS
	CATEGORY AVERAGE	**+69**	DISTRIBUTION 7% 17% 76%	
-	Deltek Costpoint	+81	DISTRIBUTION -- 19% 81%	18 REVIEWS
-	Deltek Maconomy	+85	DISTRIBUTION -- 15% 85%	16 REVIEWS
-	SAP Business One	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

Microsoft Dynamics NAV	+25	DISTRIBUTION 13% 50% 38%	9 REVIEWS
Tyler Technologies Munis ERP	+100	DISTRIBUTION -- — 100%	8 REVIEWS
Aptean ERP	+71	DISTRIBUTION -- 29% 71%	8 REVIEWS
Deltek Ajera	+66	DISTRIBUTION 17% — 83%	7 REVIEWS

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE NEUTRAL POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unfair vs. Fair

#	Vendor	Score		Reviews	Distribution
1	Oracle ERP Cloud	+87	😃	30 REVIEWS	DISTRIBUTION -- 13% 87%
2	Microsoft Dynamics AX	+79	😊	39 REVIEWS	DISTRIBUTION 3% 15% 82%
3	Deltek Vision	+77	😊	48 REVIEWS	DISTRIBUTION 5% 13% 82%
4	Oracle NetSuite ERP	+75	😊	54 REVIEWS	DISTRIBUTION 9% 7% 84%
5	SAP Business All-In-One	+73	😊	31 REVIEWS	DISTRIBUTION 7% 13% 80%
6	Acumatica Cloud ERP	+72	😊	28 REVIEWS	DISTRIBUTION 4% 20% 76%
7	Microsoft Dynamics GP	+71	😊	33 REVIEWS	DISTRIBUTION 3% 23% 74%
8	Microsoft Dynamics 365 for Fina...	+69	😊	29 REVIEWS	DISTRIBUTION 10% 10% 79%
9	Workday Financial Management	+66	😊	45 REVIEWS	DISTRIBUTION 8% 18% 74%
10	Microsoft Dynamics SL	+65	😊	29 REVIEWS	DISTRIBUTION 4% 27% 69%
11	Oracle PeopleSoft	+65	😊	72 REVIEWS	DISTRIBUTION 13% 8% 78%
12	SAP Business ByDesign	+64	😊	32 REVIEWS	DISTRIBUTION 7% 21% 71%

#	Vendor	Score		Reviews	Distribution
13	Sage Enterprise Management	+63	😊	45 REVIEWS	DISTRIBUTION 10% 18% 73%
14	Oracle E-Business Suite	+61	😊	98 REVIEWS	DISTRIBUTION 13% 14% 74%
15	Infor ERP Solutions	+54	😐	69 REVIEWS	DISTRIBUTION 6% 34% 60%
16	Oracle JD Edwards EnterpriseOn...	+52	😐	37 REVIEWS	DISTRIBUTION 9% 30% 61%
17	SAP S/4HANA	+49	😐	89 REVIEWS	DISTRIBUTION 12% 27% 61%
18	Epicor ERP	+48	😐	61 REVIEWS	DISTRIBUTION 15% 21% 63%
	CATEGORY AVERAGE	+64	😊		DISTRIBUTION 9% 18% 73%

#	Vendor	Score		Reviews	Distribution
-	Deltek Costpoint	+75	😊	18 REVIEWS	DISTRIBUTION -- 25% 75%
-	Deltek Maconomy	+77	😊	16 REVIEWS	DISTRIBUTION 8% 8% 85%
-	SAP Business One	+100	😃	14 REVIEWS	DISTRIBUTION -- -- 100%
-	FinancialForce ERP	+100	😃	11 REVIEWS	DISTRIBUTION -- -- 100%

SWK TECHNOLOGIES

INFO~TECH RESEARCH GROUP

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	**Microsoft Dynamics NAV**	**+37** 😢	DISTRIBUTION **13%** **38%** **50%**	**9** REVIEWS
-	**Tyler Technologies Munis ERP**	**+100** 😀	DISTRIBUTION -- — **100%**	**8** REVIEWS
-	**Aptean ERP**	**+57** 😐	DISTRIBUTION **14%** **14%** **71%**	**8** REVIEWS
-	**Deltek Ajera**	**+50** 😐	DISTRIBUTION **17%** **17%** **67%**	**7** REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 +20 to +39 +40 to +59 +60 to +79 +80 to +100

CATEGORY

Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Greedy vs. Generous

#	Vendor	Score	Distribution	Reviews
1	Microsoft Dynamics 365 for Fina...	+72	DISTRIBUTION 7% 14% 79%	29 REVIEWS
2	Deltek Vision	+71	DISTRIBUTION 3% 23% 74%	48 REVIEWS
3	Oracle ERP Cloud	+67	DISTRIBUTION 10% 13% 77%	30 REVIEWS
4	Acumatica Cloud ERP	+66	DISTRIBUTION 4% 26% 70%	28 REVIEWS
5	Microsoft Dynamics GP	+63	DISTRIBUTION 7% 23% 70%	33 REVIEWS
6	Oracle PeopleSoft	+63	DISTRIBUTION 15% 7% 78%	72 REVIEWS
7	Oracle NetSuite ERP	+61	DISTRIBUTION 14% 11% 75%	54 REVIEWS
8	Workday Financial Management	+59	DISTRIBUTION 8% 25% 67%	45 REVIEWS
9	SAP Business All-In-One	+58	DISTRIBUTION 14% 14% 72%	31 REVIEWS
10	Sage Enterprise Management	+56	DISTRIBUTION 18% 8% 74%	45 REVIEWS
11	Oracle JD Edwards EnterpriseOn...	+52	DISTRIBUTION 15% 19% 67%	37 REVIEWS
12	Microsoft Dynamics AX	+49	DISTRIBUTION 6% 39% 55%	39 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle E-Business Suite	+45	DISTRIBUTION 17% 21% 62%	98 REVIEWS
14	Microsoft Dynamics SL	+40	DISTRIBUTION 16% 28% 56%	29 REVIEWS
15	SAP S/4HANA	+25	DISTRIBUTION 24% 27% 49%	89 REVIEWS
16	SAP Business ByDesign	+22	DISTRIBUTION 23% 32% 45%	32 REVIEWS
17	Infor ERP Solutions	+20	DISTRIBUTION 27% 27% 47%	69 REVIEWS
18	Epicor ERP	+18	DISTRIBUTION 27% 27% 45%	61 REVIEWS
-	CATEGORY AVERAGE	+48	DISTRIBUTION 15% 21% 63%	

#	Vendor	Score	Distribution	Reviews
-	Deltek Costpoint	+14	DISTRIBUTION 29% 29% 43%	18 REVIEWS
-	Deltek Maconomy	+77	DISTRIBUTION -- 23% 77%	16 REVIEWS
-	SAP Business One	+89	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	FinancialForce ERP	+82	DISTRIBUTION -- 18% 82%	11 REVIEWS

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

			Reviews
▦ **Microsoft Dynamics NAV**	**+29**	☹	**9** REVIEWS
		DISTRIBUTION -- 71% 29%	
▨ **Tyler Technologies Munis ERP**	**+100**	😃	**8** REVIEWS
		DISTRIBUTION -- — 100%	
▲ **Aptean ERP**	**+38**	☹	**8** REVIEWS
		DISTRIBUTION 25% 13% 63%	
▶ **Deltek Ajera**	**+50**	😐	**7** REVIEWS
		DISTRIBUTION 17% 17% 67%	

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Deceptive vs. Transparent

#	Vendor	Score		Distribution	Reviews
1	SAP Business All-In-One	+76	😊	DISTRIBUTION 7% 10% 83%	31 REVIEWS
2	Deltek Vision	+74	😊	DISTRIBUTION 5% 15% 79%	48 REVIEWS
3	Oracle ERP Cloud	+73	😊	DISTRIBUTION 7% 13% 80%	30 REVIEWS
4	Microsoft Dynamics GP	+70	😊	DISTRIBUTION 7% 17% 77%	33 REVIEWS
5	Microsoft Dynamics 365 for Fina...	+69	😊	DISTRIBUTION 10% 10% 79%	29 REVIEWS
6	Sage Enterprise Management	+65	😊	DISTRIBUTION 11% 13% 76%	45 REVIEWS
7	Microsoft Dynamics AX	+64	😊	DISTRIBUTION 3% 30% 67%	39 REVIEWS
8	Workday Financial Management	+64	😊	DISTRIBUTION 3% 31% 67%	45 REVIEWS
9	Oracle NetSuite ERP	+63	😊	DISTRIBUTION 14% 9% 77%	54 REVIEWS
10	Oracle PeopleSoft	+61	😊	DISTRIBUTION 9% 21% 70%	72 REVIEWS
11	Microsoft Dynamics SL	+59	😐	DISTRIBUTION 8% 25% 67%	29 REVIEWS
12	Acumatica Cloud ERP	+56	😐	DISTRIBUTION 9% 26% 65%	28 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Oracle JD Edwards EnterpriseOn...	+52	😐	DISTRIBUTION 15% 19% 67%	37 REVIEWS
14	Oracle E-Business Suite	+48	😐	DISTRIBUTION 17% 17% 65%	98 REVIEWS
15	SAP Business ByDesign	+42	😐	DISTRIBUTION 16% 26% 58%	32 REVIEWS
16	Epicor ERP	+39	😟	DISTRIBUTION 22% 18% 61%	61 REVIEWS
17	SAP S/4HANA	+39	😟	DISTRIBUTION 16% 28% 55%	89 REVIEWS
18	Infor ERP Solutions	+24	😟	DISTRIBUTION 20% 36% 44%	69 REVIEWS
	CATEGORY AVERAGE	+55	😐	DISTRIBUTION 12% 21% 67%	

#	Vendor	Score		Distribution	Reviews
-	Deltek Costpoint	+57	😐	DISTRIBUTION -- 43% 57%	18 REVIEWS
-	Deltek Maconomy	+77	😊	DISTRIBUTION 8% 8% 85%	16 REVIEWS
-	SAP Business One	+100	😀	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+73	😊	DISTRIBUTION 9% 9% 82%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	**Microsoft Dynamics NAV**	+14		**9** REVIEWS
	DISTRIBUTION **29%** **29%** **43%**			
-	**Tyler Technologies Munis ERP**	+100		**8** REVIEWS
	DISTRIBUTION **--** **—** **100%**			
-	**Aptean ERP**	+50		**8** REVIEWS
	DISTRIBUTION **25%** **—** **75%**			
-	**Deltek Ajera**	+50		**7** REVIEWS
	DISTRIBUTION **17%** **17%** **67%**			

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Over Promised vs. Over Delivered

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+67	DISTRIBUTION 10% 13% 77%	30 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+65	DISTRIBUTION 14% 7% 79%	29 REVIEWS
3	Deltek Vision	+54	DISTRIBUTION 8% 31% 62%	48 REVIEWS
4	SAP Business All-In-One	+53	DISTRIBUTION 18% 11% 71%	31 REVIEWS
5	Sage Enterprise Management	+49	DISTRIBUTION 18% 15% 67%	45 REVIEWS
6	Acumatica Cloud ERP	+44	DISTRIBUTION 17% 22% 61%	28 REVIEWS
7	Microsoft Dynamics GP	+43	DISTRIBUTION 10% 37% 53%	33 REVIEWS
8	Oracle PeopleSoft	+43	DISTRIBUTION 15% 27% 58%	72 REVIEWS
9	Oracle NetSuite ERP	+41	DISTRIBUTION 19% 21% 60%	54 REVIEWS
10	Workday Financial Management	+39	DISTRIBUTION 22% 17% 61%	45 REVIEWS
11	Oracle E-Business Suite	+34	DISTRIBUTION 23% 20% 57%	98 REVIEWS
12	Oracle JD Edwards EnterpriseOn...	+33	DISTRIBUTION 26% 15% 59%	37 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Microsoft Dynamics SL	+24	DISTRIBUTION 12% 52% 36%	29 REVIEWS
14	Microsoft Dynamics AX	+21	DISTRIBUTION 24% 30% 45%	39 REVIEWS
15	SAP Business ByDesign	+16	DISTRIBUTION 23% 39% 39%	32 REVIEWS
16	SAP S/4HANA	+15	DISTRIBUTION 31% 22% 46%	89 REVIEWS
17	Epicor ERP	+4	DISTRIBUTION 33% 29% 37%	61 REVIEWS
18	Infor ERP Solutions	+2	DISTRIBUTION 36% 26% 38%	69 REVIEWS
	CATEGORY AVERAGE	+33	DISTRIBUTION 21% 24% 55%	
-	Deltek Costpoint	+29	DISTRIBUTION 14% 43% 43%	18 REVIEWS
-	Deltek Maconomy	+23	DISTRIBUTION 31% 15% 54%	16 REVIEWS
-	SAP Business One	+56	DISTRIBUTION 11% 22% 67%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

	Vendor	Score		Distribution	Reviews
–	🪟 **Microsoft Dynamics NAV**	**+0**	😠	DISTRIBUTION **43%** **14%** **43%**	**9** REVIEWS
–	**Tyler Technologies Munis ERP**	**+83**	😀	DISTRIBUTION –– **17%** **83%**	**8** REVIEWS
–	🔺 **Aptean ERP**	**+25**	😢	DISTRIBUTION **38%** — **63%**	**8** REVIEWS
–	▶ **Deltek Ajera**	**+16**	😠	DISTRIBUTION **17%** **50%** **33%**	**7** REVIEWS

SWK TECHNOLOGIES

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Vendor's Interest First vs. Client's Interest First

#	Vendor	Score		Distribution	Reviews
1	Microsoft Dynamics GP	+73	☺	DISTRIBUTION 7% 13% 80%	33 REVIEWS
2	Oracle ERP Cloud	+73	☺	DISTRIBUTION 7% 13% 80%	30 REVIEWS
3	Deltek Vision	+64	☺	DISTRIBUTION 10% 15% 74%	48 REVIEWS
4	Acumatica Cloud ERP	+61	☺	DISTRIBUTION 13% 13% 74%	28 REVIEWS
5	Workday Financial Management	+61	☺	DISTRIBUTION 6% 28% 67%	45 REVIEWS
6	Microsoft Dynamics 365 for Fina...	+59	😐	DISTRIBUTION 17% 7% 76%	29 REVIEWS
7	Sage Enterprise Management	+59	😐	DISTRIBUTION 15% 10% 74%	45 REVIEWS
8	Oracle NetSuite ERP	+56	😐	DISTRIBUTION 16% 12% 72%	54 REVIEWS
9	Microsoft Dynamics AX	+55	😐	DISTRIBUTION 12% 21% 67%	39 REVIEWS
10	SAP Business All-In-One	+55	😐	DISTRIBUTION 17% 10% 72%	31 REVIEWS
11	Oracle PeopleSoft	+52	😐	DISTRIBUTION 18% 13% 70%	72 REVIEWS
12	Oracle E-Business Suite	+50	😐	DISTRIBUTION 22% 6% 72%	98 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Infor ERP Solutions	+33	🙁	DISTRIBUTION 18% 31% 51%	69 REVIEWS
14	Oracle JD Edwards EnterpriseOn...	+33	🙁	DISTRIBUTION 26% 15% 59%	37 REVIEWS
15	Microsoft Dynamics SL	+28	🙁	DISTRIBUTION 24% 24% 52%	29 REVIEWS
16	SAP S/4HANA	+28	🙁	DISTRIBUTION 24% 24% 52%	89 REVIEWS
17	Epicor ERP	+24	🙁	DISTRIBUTION 27% 22% 51%	61 REVIEWS
18	SAP Business ByDesign	+10	😠	DISTRIBUTION 29% 32% 39%	32 REVIEWS
	CATEGORY AVERAGE	**+47**	😐	DISTRIBUTION 18% 17% 65%	

#	Vendor	Score		Distribution	Reviews
-	Deltek Costpoint	+40	😐	DISTRIBUTION 13% 33% 53%	18 REVIEWS
-	Deltek Maconomy	+77	☺	DISTRIBUTION -- 23% 77%	16 REVIEWS
-	SAP Business One	+89	😀	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	FinancialForce ERP	+91	😀	DISTRIBUTION -- 9% 91%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

			Score		Distribution	Reviews
-	Microsoft Dynamics NAV	**-15**			DISTRIBUTION **29%** **57%** **14%**	**9** REVIEWS
-	Tyler Technologies Munis ERP	**+100**			DISTRIBUTION -- — **100%**	**8** REVIEWS
-	Aptean ERP	**+25**			DISTRIBUTION **38%** — **63%**	**8** REVIEWS
-	Deltek Ajera	**+17**			DISTRIBUTION **33%** **17%** **50%**	**7** REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Hardball Tactics vs. Friendly Negotiation

#	Vendor	Score		Distribution	Reviews
1	Oracle ERP Cloud	+90	😁	DISTRIBUTION 3% 3% 93%	30 REVIEWS
2	SAP Business All-In-One	+82	😁	DISTRIBUTION 4% 11% 86%	31 REVIEWS
3	Deltek Vision	+70	😊	DISTRIBUTION 8% 15% 78%	48 REVIEWS
4	Microsoft Dynamics GP	+70	😊	DISTRIBUTION 7% 17% 77%	33 REVIEWS
5	Microsoft Dynamics 365 for Fina...	+66	😊	DISTRIBUTION 10% 14% 76%	29 REVIEWS
6	Sage Enterprise Management	+64	😊	DISTRIBUTION 10% 15% 74%	45 REVIEWS
7	Acumatica Cloud ERP	+61	😊	DISTRIBUTION 13% 13% 74%	28 REVIEWS
8	Microsoft Dynamics AX	+61	😊	DISTRIBUTION 6% 27% 67%	39 REVIEWS
9	Oracle PeopleSoft	+61	😊	DISTRIBUTION 15% 9% 76%	72 REVIEWS
10	Workday Financial Management	+58	😐	DISTRIBUTION 11% 19% 69%	45 REVIEWS
11	Oracle E-Business Suite	+54	😐	DISTRIBUTION 17% 12% 71%	98 REVIEWS
12	Microsoft Dynamics SL	+52	😐	DISTRIBUTION 12% 24% 64%	29 REVIEWS
13	Oracle NetSuite ERP	+51	😐	DISTRIBUTION 16% 16% 67%	54 REVIEWS
14	SAP Business ByDesign	+49	😐	DISTRIBUTION 19% 13% 68%	32 REVIEWS
15	Oracle JD Edwards EnterpriseOn...	+45	😐	DISTRIBUTION 11% 33% 56%	37 REVIEWS
16	Epicor ERP	+41	😐	DISTRIBUTION 18% 24% 59%	61 REVIEWS
17	Infor ERP Solutions	+40	😐	DISTRIBUTION 18% 24% 58%	69 REVIEWS
18	SAP S/4HANA	+23	😢	DISTRIBUTION 25% 27% 48%	89 REVIEWS
	CATEGORY AVERAGE	+55	😐	DISTRIBUTION 14% 18% 69%	
-	Deltek Costpoint	+67	😊	DISTRIBUTION -- 33% 67%	18 REVIEWS
-	Deltek Maconomy	+69	😊	DISTRIBUTION 8% 15% 77%	16 REVIEWS
-	SAP Business One	+89	😁	DISTRIBUTION -- 11% 89%	14 REVIEWS
-	FinancialForce ERP	+82	😁	DISTRIBUTION 9% -- 91%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

	Vendor	Score		Distribution	Reviews
-	Microsoft Dynamics NAV	+43	😐	DISTRIBUTION 14% 29% 57%	**9** REVIEWS
-	Tyler Technologies Munis ERP	+100	😄	DISTRIBUTION -- -- 100%	**8** REVIEWS
-	Aptean ERP	+63	😊	DISTRIBUTION -- 38% 63%	**8** REVIEWS
-	Deltek Ajera	+34	😢	DISTRIBUTION 33% -- 67%	**7** REVIEWS

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

CATEGORY

Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

SWK TECHNOLOGIES

INFO~TECH RESEARCH GROUP

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Roadblock To Innovation vs. Helps Innovate

#	Vendor	Score		Distribution	Reviews
1	Oracle ERP Cloud	+80	😃	DISTRIBUTION 7% 7% 87%	30 REVIEWS
2	Acumatica Cloud ERP	+79	😊	DISTRIBUTION -- 21% 79%	28 REVIEWS
3	Microsoft Dynamics 365 for Fina...	+79	😊	DISTRIBUTION 7% 7% 86%	29 REVIEWS
4	SAP Business All-In-One	+75	😊	DISTRIBUTION 6% 13% 81%	31 REVIEWS
5	Workday Financial Management	+75	😊	DISTRIBUTION 5% 15% 80%	45 REVIEWS
6	Oracle PeopleSoft	+73	😊	DISTRIBUTION 6% 14% 79%	72 REVIEWS
7	Microsoft Dynamics SL	+72	😊	DISTRIBUTION 7% 14% 79%	29 REVIEWS
8	Microsoft Dynamics AX	+72	😊	DISTRIBUTION 6% 17% 78%	39 REVIEWS
9	Oracle NetSuite ERP	+72	😊	DISTRIBUTION 11% 7% 83%	54 REVIEWS
10	Deltek Vision	+71	😊	DISTRIBUTION 10% 10% 81%	48 REVIEWS
11	Oracle E-Business Suite	+69	😊	DISTRIBUTION 10% 10% 79%	98 REVIEWS
12	Microsoft Dynamics GP	+64	😊	DISTRIBUTION 3% 30% 67%	33 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Oracle JD Edwards EnterpriseOn...	+64	😊	DISTRIBUTION 9% 18% 73%	37 REVIEWS
14	Sage Enterprise Management	+64	😊	DISTRIBUTION 12% 12% 76%	45 REVIEWS
15	SAP Business ByDesign	+55	😐	DISTRIBUTION 10% 26% 65%	32 REVIEWS
16	SAP S/4HANA	+54	😐	DISTRIBUTION 8% 31% 62%	89 REVIEWS
17	Epicor ERP	+52	😐	DISTRIBUTION 14% 20% 66%	61 REVIEWS
18	Infor ERP Solutions	+42	😐	DISTRIBUTION 18% 22% 60%	69 REVIEWS
	CATEGORY AVERAGE	**+65**	😊	DISTRIBUTION 9% 17% 74%	
-	Deltek Costpoint	+75	😊	DISTRIBUTION 6% 13% 81%	18 REVIEWS
-	Deltek Maconomy	+77	😊	DISTRIBUTION 8% 8% 85%	16 REVIEWS
-	SAP Business One	+100	😃	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+91	😃	DISTRIBUTION -- 9% 91%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

NEGATIVE				NEUTRAL	POSITIVE		
-4	-3	-2	-1	+1	+2	+3	+4

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

			Distribution	Reviews
-	Microsoft Dynamics NAV	+29	DISTRIBUTION 14% 43% 43%	9 REVIEWS
-	Tyler Technologies Munis ERP	+100	DISTRIBUTION -- — 100%	8 REVIEWS
-	Aptean ERP	+42	DISTRIBUTION 29% — 71%	8 REVIEWS
-	Deltek Ajera	+42	DISTRIBUTION 29% — 71%	7 REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Stagnant vs. Continually Improving

#	Vendor	Score	Distribution	Reviews
1	SAP Business All-In-One	+80	DISTRIBUTION 10% — 90%	31 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+79	DISTRIBUTION 7% 7% 86%	29 REVIEWS
3	Oracle ERP Cloud	+76	DISTRIBUTION 7% 10% 83%	30 REVIEWS
4	Workday Financial Management	+73	DISTRIBUTION 5% 17% 78%	45 REVIEWS
5	Microsoft Dynamics AX	+70	DISTRIBUTION 8% 14% 78%	39 REVIEWS
6	Acumatica Cloud ERP	+67	DISTRIBUTION 8% 17% 75%	28 REVIEWS
7	Oracle PeopleSoft	+67	DISTRIBUTION 8% 17% 75%	72 REVIEWS
8	Deltek Vision	+64	DISTRIBUTION 12% 12% 76%	48 REVIEWS
9	Oracle NetSuite ERP	+63	DISTRIBUTION 11% 15% 74%	54 REVIEWS
10	Microsoft Dynamics SL	+62	DISTRIBUTION 7% 24% 69%	29 REVIEWS
11	Oracle E-Business Suite	+62	DISTRIBUTION 7% 24% 69%	98 REVIEWS
12	Epicor ERP	+61	DISTRIBUTION 14% 11% 75%	61 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle JD Edwards EnterpriseOn...	+61	DISTRIBUTION 9% 21% 70%	37 REVIEWS
14	Microsoft Dynamics GP	+60	DISTRIBUTION 10% 20% 70%	33 REVIEWS
15	SAP Business ByDesign	+58	DISTRIBUTION 13% 16% 71%	32 REVIEWS
16	Sage Enterprise Management	+55	DISTRIBUTION 19% 7% 74%	45 REVIEWS
17	SAP S/4HANA	+51	DISTRIBUTION 13% 23% 64%	89 REVIEWS
18	Infor ERP Solutions	+47	DISTRIBUTION 15% 23% 62%	69 REVIEWS
	CATEGORY AVERAGE	**+63**	DISTRIBUTION 10% 17% 73%	

#	Vendor	Score	Distribution	Reviews
–	Deltek Costpoint	+62	DISTRIBUTION 13% 13% 75%	18 REVIEWS
–	Deltek Maconomy	+61	DISTRIBUTION 8% 23% 69%	16 REVIEWS
–	SAP Business One	+100	DISTRIBUTION — — 100%	14 REVIEWS
–	FinancialForce ERP	+91	DISTRIBUTION — 9% 91%	11 REVIEWS

Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

	Vendor	Score		Distribution	Reviews
-	Microsoft Dynamics NAV	+28	😢	DISTRIBUTION 29% 14% 57%	**9** REVIEWS
-	Tyler Technologies Munis ERP	+100	😃	DISTRIBUTION -- — 100%	**8** REVIEWS
-	Aptean ERP	+57	😐	DISTRIBUTION 14% 14% 71%	**8** REVIEWS
-	Deltek Ajera	+42	😐	DISTRIBUTION 29% — 71%	**7** REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE NEUTRAL POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Charges For Product Enhancements vs. Includes Product Enhancements

1	Oracle ERP Cloud	+84	DISTRIBUTION 3% 10% 87%	30 REVIEWS
2	Acumatica Cloud ERP	+71	DISTRIBUTION 4% 21% 75%	28 REVIEWS
3	Oracle PeopleSoft	+70	DISTRIBUTION 6% 17% 76%	72 REVIEWS
4	Oracle NetSuite ERP	+67	DISTRIBUTION 13% 7% 80%	54 REVIEWS
5	SAP Business All-In-One	+67	DISTRIBUTION 13% 7% 80%	31 REVIEWS
6	Workday Financial Management	+66	DISTRIBUTION 7% 20% 73%	45 REVIEWS
7	Microsoft Dynamics 365 for Fina...	+62	DISTRIBUTION 17% 3% 79%	29 REVIEWS
8	Microsoft Dynamics AX	+61	DISTRIBUTION 11% 17% 72%	39 REVIEWS
9	Deltek Vision	+57	DISTRIBUTION 14% 14% 71%	48 REVIEWS
10	Oracle E-Business Suite	+56	DISTRIBUTION 14% 16% 70%	98 REVIEWS
11	Microsoft Dynamics GP	+53	DISTRIBUTION 7% 33% 60%	33 REVIEWS
12	Oracle JD Edwards EnterpriseOn...	+52	DISTRIBUTION 15% 18% 67%	37 REVIEWS

13	Sage Enterprise Management	+49	DISTRIBUTION 22% 7% 71%	45 REVIEWS
14	SAP Business ByDesign	+49	DISTRIBUTION 16% 19% 65%	32 REVIEWS
15	Microsoft Dynamics SL	+45	DISTRIBUTION 10% 34% 55%	29 REVIEWS
16	SAP S/4HANA	+36	DISTRIBUTION 19% 26% 55%	89 REVIEWS
17	Infor ERP Solutions	+35	DISTRIBUTION 24% 17% 59%	69 REVIEWS
18	Epicor ERP	+34	DISTRIBUTION 27% 13% 61%	61 REVIEWS
	CATEGORY AVERAGE	+54	DISTRIBUTION 15% 17% 69%	

-	Deltek Costpoint	+56	DISTRIBUTION 13% 19% 69%	18 REVIEWS
-	Deltek Maconomy	+61	DISTRIBUTION 8% 23% 69%	16 REVIEWS
-	SAP Business One	+73	DISTRIBUTION 9% 9% 82%	14 REVIEWS
-	FinancialForce ERP	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	Microsoft Dynamics NAV	+14	DISTRIBUTION 29% 29% 43%	9 REVIEWS
-	Tyler Technologies Munis ERP	+100	DISTRIBUTION -- — 100%	8 REVIEWS
-	Aptean ERP	+42	DISTRIBUTION 29% — 71%	8 REVIEWS
-	Deltek Ajera	+72	DISTRIBUTION 14% — 86%	7 REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE NEUTRAL POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Leverages Incumbent Status vs. Appreciates Incumbent Status

#	Vendor	Score		Reviews	Distribution
1	Oracle ERP Cloud	+90	😀	30 REVIEWS	DISTRIBUTION 3% 3% 93%
2	Acumatica Cloud ERP	+78	😊	28 REVIEWS	DISTRIBUTION -- 22% 78%
3	Sage Enterprise Management	+75	😊	45 REVIEWS	DISTRIBUTION 5% 15% 80%
4	Workday Financial Management	+66	😊	45 REVIEWS	DISTRIBUTION 10% 15% 76%
5	Microsoft Dynamics GP	+64	😊	33 REVIEWS	DISTRIBUTION 3% 30% 67%
6	Microsoft Dynamics 365 for Fina...	+62	😊	29 REVIEWS	DISTRIBUTION 10% 17% 72%
7	SAP Business All-In-One	+62	😊	31 REVIEWS	DISTRIBUTION 14% 10% 76%
8	Oracle JD Edwards EnterpriseOn...	+61	😊	37 REVIEWS	DISTRIBUTION 9% 21% 70%
9	Oracle PeopleSoft	+61	😊	72 REVIEWS	DISTRIBUTION 13% 13% 74%
10	Oracle NetSuite ERP	+56	😐	54 REVIEWS	DISTRIBUTION 14% 16% 70%
11	Microsoft Dynamics SL	+55	😐	29 REVIEWS	DISTRIBUTION 7% 31% 62%
12	Deltek Vision	+53	😐	48 REVIEWS	DISTRIBUTION 14% 19% 67%

#	Vendor	Score		Reviews	Distribution
13	SAP Business ByDesign	+51	😐	32 REVIEWS	DISTRIBUTION 10% 29% 61%
14	Oracle E-Business Suite	+50	😐	98 REVIEWS	DISTRIBUTION 14% 22% 64%
15	Microsoft Dynamics AX	+47	😐	39 REVIEWS	DISTRIBUTION 17% 19% 64%
16	Infor ERP Solutions	+40	😐	69 REVIEWS	DISTRIBUTION 19% 22% 59%
17	SAP S/4HANA	+40	😐	89 REVIEWS	DISTRIBUTION 12% 36% 52%
18	Epicor ERP	+39	😟	61 REVIEWS	DISTRIBUTION 18% 25% 57%
	CATEGORY AVERAGE	+55	😐		DISTRIBUTION 12% 21% 67%

#	Vendor	Score		Reviews	Distribution
-	Deltek Costpoint	+53	😐	18 REVIEWS	DISTRIBUTION 7% 33% 60%
-	Deltek Maconomy	+77	😊	16 REVIEWS	DISTRIBUTION -- 23% 77%
-	SAP Business One	+70	😊	14 REVIEWS	DISTRIBUTION -- 30% 70%
-	FinancialForce ERP	+100	😀	11 REVIEWS	DISTRIBUTION -- -- 100%

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

-	**Microsoft Dynamics NAV**	+14		**9** REVIEWS
	DISTRIBUTION **29%** **29%** **43%**			
-	**Tyler Technologies Munis ERP**	+100		**8** REVIEWS
	DISTRIBUTION -- — **100%**			
-	**Aptean ERP**	+57		**8** REVIEWS
	DISTRIBUTION **14%** **14%** **71%**			
-	**Deltek Ajera**	+57		**7** REVIEWS
	DISTRIBUTION **14%** **14%** **71%**			

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Despised vs. Inspiring

#	Vendor	Score		Distribution	Reviews
1	Oracle ERP Cloud	+87	😀	DISTRIBUTION 3% 7% 90%	30 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+76	😊	DISTRIBUTION 7% 10% 83%	29 REVIEWS
3	SAP Business All-In-One	+68	😊	DISTRIBUTION 13% 6% 81%	31 REVIEWS
4	Oracle NetSuite ERP	+67	😊	DISTRIBUTION 11% 11% 78%	54 REVIEWS
5	Oracle JD Edwards EnterpriseOn...	+64	😊	DISTRIBUTION 12% 12% 76%	37 REVIEWS
6	Microsoft Dynamics AX	+63	😊	DISTRIBUTION 6% 25% 69%	39 REVIEWS
7	Oracle PeopleSoft	+63	😊	DISTRIBUTION 10% 17% 73%	72 REVIEWS
8	Deltek Vision	+62	😊	DISTRIBUTION 7% 24% 69%	48 REVIEWS
9	Microsoft Dynamics SL	+62	😊	DISTRIBUTION 10% 17% 72%	29 REVIEWS
10	Sage Enterprise Management	+59	😐	DISTRIBUTION 17% 7% 76%	45 REVIEWS
11	SAP Business ByDesign	+58	😐	DISTRIBUTION 13% 16% 71%	32 REVIEWS
12	Workday Financial Management	+57	😐	DISTRIBUTION 13% 18% 70%	45 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	Acumatica Cloud ERP	+56	😐	DISTRIBUTION 9% 26% 65%	28 REVIEWS
14	Microsoft Dynamics GP	+56	😐	DISTRIBUTION 7% 30% 63%	33 REVIEWS
15	Oracle E-Business Suite	+56	😐	DISTRIBUTION 14% 16% 70%	98 REVIEWS
16	Epicor ERP	+46	😐	DISTRIBUTION 11% 32% 57%	61 REVIEWS
17	SAP S/4HANA	+45	😐	DISTRIBUTION 10% 35% 55%	89 REVIEWS
18	Infor ERP Solutions	+35	😟	DISTRIBUTION 18% 28% 53%	69 REVIEWS
	CATEGORY AVERAGE	+58	😐	DISTRIBUTION 11% 20% 69%	

#	Vendor	Score		Distribution	Reviews
-	Deltek Costpoint	+44	😐	DISTRIBUTION 19% 19% 63%	18 REVIEWS
-	Deltek Maconomy	+54	😐	DISTRIBUTION 15% 15% 69%	16 REVIEWS
-	SAP Business One	+100	😀	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+82	😀	DISTRIBUTION -- 18% 82%	11 REVIEWS

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

—	■ Microsoft Dynamics NAV	**+14**	😠	**DISTRIBUTION 29% 29% 43%**	**9** REVIEWS
—	✦ Tyler Technologies Munis ERP	**+100**	😃	**DISTRIBUTION -- — 100%**	**8** REVIEWS
—	▲ Aptean ERP	**+42**	😐	**DISTRIBUTION 29% — 71%**	**8** REVIEWS
—	▶ Deltek Ajera	**+42**	😐	**DISTRIBUTION 29% — 71%**	**7** REVIEWS

SWK TECHNOLOGIES

$INFO\sim TECH$
RESEARCH GROUP

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **- %** NEGATIVE **= EMOTIONAL FOOTPRINT**

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

CATEGORY
Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

SWK TECHNOLOGIES

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Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Unreliable vs. Reliable

1	SAP Business All-In-One	+91	DISTRIBUTION 3% 3% 94%	31 REVIEWS
2	Microsoft Dynamics 365 for Fina...	+87	DISTRIBUTION 3% 7% 90%	29 REVIEWS
3	Oracle ERP Cloud	+87	DISTRIBUTION 3% 7% 90%	30 REVIEWS
4	Deltek Vision	+81	DISTRIBUTION 5% 9% 86%	48 REVIEWS
5	Oracle PeopleSoft	+81	DISTRIBUTION 5% 10% 86%	72 REVIEWS
6	Acumatica Cloud ERP	+80	DISTRIBUTION -- 20% 80%	28 REVIEWS
7	Microsoft Dynamics AX	+80	DISTRIBUTION 3% 14% 83%	39 REVIEWS
8	Oracle E-Business Suite	+78	DISTRIBUTION 3% 16% 81%	98 REVIEWS
9	Oracle NetSuite ERP	+77	DISTRIBUTION 7% 9% 84%	54 REVIEWS
10	Workday Financial Management	+75	DISTRIBUTION 5% 15% 80%	45 REVIEWS
11	Microsoft Dynamics SL	+73	DISTRIBUTION 3% 21% 76%	29 REVIEWS
12	Oracle JD Edwards EnterpriseOn...	+73	DISTRIBUTION 6% 15% 79%	37 REVIEWS

13	SAP S/4HANA	+73	DISTRIBUTION 5% 17% 78%	89 REVIEWS
14	Epicor ERP	+71	DISTRIBUTION 9% 11% 80%	61 REVIEWS
15	Microsoft Dynamics GP	+71	DISTRIBUTION 6% 16% 77%	33 REVIEWS
16	Sage Enterprise Management	+70	DISTRIBUTION 15% -- 85%	45 REVIEWS
17	Infor ERP Solutions	+66	DISTRIBUTION 12% 10% 78%	69 REVIEWS
18	SAP Business ByDesign	+66	DISTRIBUTION 6% 22% 72%	32 REVIEWS
	CATEGORY AVERAGE	+76	DISTRIBUTION 6% 12% 82%	

-	Deltek Costpoint	+75	DISTRIBUTION 6% 13% 81%	18 REVIEWS
-	Deltek Maconomy	+64	DISTRIBUTION 7% 21% 71%	16 REVIEWS
-	SAP Business One	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − **%** NEGATIVE = **EMOTIONAL FOOTPRINT**

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

- 🪟 **Microsoft Dynamics NAV**	**+43** 😐	DISTRIBUTION **14%** **29%** **57%**	**9** REVIEWS
- **Tyler Technologies Munis ERP**	**+100** 😄	DISTRIBUTION -- — **100%**	**8** REVIEWS
- ▲ **Aptean ERP**	**+62** 😊	DISTRIBUTION **13%** **13%** **75%**	**8** REVIEWS
- ▶ **Deltek Ajera**	**+72** 😊	DISTRIBUTION **14%** — **86%**	**7** REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Restricts Productivity vs. Enables Productivity

#	Vendor	Score		Distribution	Reviews
1	Oracle ERP Cloud	+90	😄	DISTRIBUTION -- 10% 90%	30 REVIEWS
2	SAP Business All-In-One	+84	😄	DISTRIBUTION 6% 3% 90%	31 REVIEWS
3	Sage Enterprise Management	+81	😄	DISTRIBUTION 7% 5% 88%	45 REVIEWS
4	Acumatica Cloud ERP	+80	😄	DISTRIBUTION -- 20% 80%	28 REVIEWS
5	Microsoft Dynamics AX	+80	😄	DISTRIBUTION 6% 9% 86%	39 REVIEWS
6	Oracle PeopleSoft	+80	😄	DISTRIBUTION 6% 8% 86%	72 REVIEWS
7	Microsoft Dynamics 365 for Fina...	+79	😊	DISTRIBUTION 7% 7% 86%	29 REVIEWS
8	Microsoft Dynamics SL	+76	😊	DISTRIBUTION 7% 10% 83%	29 REVIEWS
9	Workday Financial Management	+74	😊	DISTRIBUTION 2% 22% 76%	45 REVIEWS
10	Oracle E-Business Suite	+72	😊	DISTRIBUTION 7% 14% 79%	98 REVIEWS
11	Deltek Vision	+69	😊	DISTRIBUTION 11% 9% 80%	48 REVIEWS
12	SAP Business ByDesign	+69	😊	DISTRIBUTION 6% 19% 75%	32 REVIEWS

#	Vendor	Score		Distribution	Reviews
13	SAP S/4HANA	+68	😊	DISTRIBUTION 8% 17% 76%	89 REVIEWS
14	Oracle JD Edwards EnterpriseOn...	+67	😊	DISTRIBUTION 9% 15% 76%	37 REVIEWS
15	Oracle NetSuite ERP	+66	😊	DISTRIBUTION 11% 11% 77%	54 REVIEWS
16	Epicor ERP	+62	😊	DISTRIBUTION 11% 16% 73%	61 REVIEWS
17	Microsoft Dynamics GP	+62	😊	DISTRIBUTION 3% 32% 65%	33 REVIEWS
18	Infor ERP Solutions	+50	😐	DISTRIBUTION 17% 17% 67%	69 REVIEWS
	CATEGORY AVERAGE	**+71**	😊	DISTRIBUTION 8% 14% 79%	

#	Vendor	Score		Distribution	Reviews
-	Deltek Costpoint	+62	😊	DISTRIBUTION 13% 13% 75%	18 REVIEWS
-	Deltek Maconomy	+93	😄	DISTRIBUTION -- 7% 93%	16 REVIEWS
-	SAP Business One	+84	😄	DISTRIBUTION 8% -- 92%	14 REVIEWS
-	FinancialForce ERP	+100	😄	DISTRIBUTION -- -- 100%	11 REVIEWS

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Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19	+20 to +39	+40 to +59	+60 to +79	+80 to +100

🔲 Microsoft Dynamics NAV	+57 😐	DISTRIBUTION -- 43% 57%	**9** REVIEWS
Tyler Technologies Munis ERP	+100 😄	DISTRIBUTION -- — 100%	**8** REVIEWS
🔺 Aptean ERP	+50 😐	DISTRIBUTION 25% — 75%	**8** REVIEWS
▶ Deltek Ajera	+57 😐	DISTRIBUTION 14% 14% 71%	**7** REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Performance Restricting vs. Performance Enhancing

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+90	DISTRIBUTION 3% 3% 93%	30 REVIEWS
2	Microsoft Dynamics 365 for Fina…	+79	DISTRIBUTION 7% 7% 86%	29 REVIEWS
3	Microsoft Dynamics AX	+77	DISTRIBUTION 6% 11% 83%	39 REVIEWS
4	Oracle JD Edwards EnterpriseOn…	+76	DISTRIBUTION 3% 18% 79%	37 REVIEWS
5	Workday Financial Management	+75	DISTRIBUTION 5% 15% 80%	45 REVIEWS
6	Oracle PeopleSoft	+74	DISTRIBUTION 5% 16% 79%	72 REVIEWS
7	Deltek Vision	+73	DISTRIBUTION 9% 9% 82%	48 REVIEWS
8	SAP Business All-In-One	+71	DISTRIBUTION 6% 16% 77%	31 REVIEWS
9	Microsoft Dynamics GP	+65	DISTRIBUTION 6% 23% 71%	33 REVIEWS
10	Acumatica Cloud ERP	+64	DISTRIBUTION 4% 28% 68%	28 REVIEWS
11	Oracle NetSuite ERP	+64	DISTRIBUTION 11% 14% 75%	54 REVIEWS
12	Sage Enterprise Management	+63	DISTRIBUTION 10% 17% 73%	45 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Microsoft Dynamics SL	+62	DISTRIBUTION 10% 17% 72%	29 REVIEWS
14	Oracle E-Business Suite	+62	DISTRIBUTION 10% 18% 72%	98 REVIEWS
15	SAP S/4HANA	+62	DISTRIBUTION 10% 18% 72%	89 REVIEWS
16	SAP Business ByDesign	+54	DISTRIBUTION 9% 28% 63%	32 REVIEWS
17	Infor ERP Solutions	+50	DISTRIBUTION 15% 20% 65%	69 REVIEWS
18	Epicor ERP	+48	DISTRIBUTION 18% 16% 66%	61 REVIEWS
	CATEGORY AVERAGE	+66	DISTRIBUTION 9% 16% 75%	
-	Deltek Costpoint	+56	DISTRIBUTION 13% 19% 69%	18 REVIEWS
-	Deltek Maconomy	+72	DISTRIBUTION 7% 14% 79%	16 REVIEWS
-	SAP Business One	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE **−** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

	Vendor	Score		Distribution	Reviews
-	**Microsoft Dynamics NAV**	+28	😢	DISTRIBUTION 29% 14% 57%	**9** REVIEWS
-	**Tyler Technologies Munis ERP**	+100	😃	DISTRIBUTION -- — 100%	**8** REVIEWS
-	**Aptean ERP**	+50	😐	DISTRIBUTION 13% 25% 63%	**8** REVIEWS
-	**Deltek Ajera**	+57	😐	DISTRIBUTION 14% 14% 71%	**7** REVIEWS

Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE — NEUTRAL — POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

Commodity Features vs. Unique Features

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+86	DISTRIBUTION 7% -- 93%	30 REVIEWS
2	SAP Business All-In-One	+84	DISTRIBUTION 6% 3% 90%	31 REVIEWS
3	Deltek Vision	+74	DISTRIBUTION 2% 22% 76%	48 REVIEWS
4	Microsoft Dynamics 365 for Fina...	+73	DISTRIBUTION 10% 7% 83%	29 REVIEWS
5	Acumatica Cloud ERP	+72	DISTRIBUTION -- 28% 72%	28 REVIEWS
6	Microsoft Dynamics AX	+68	DISTRIBUTION 6% 20% 74%	39 REVIEWS
7	Oracle PeopleSoft	+68	DISTRIBUTION 11% 10% 79%	72 REVIEWS
8	Sage Enterprise Management	+65	DISTRIBUTION 15% 5% 80%	45 REVIEWS
9	Microsoft Dynamics SL	+62	DISTRIBUTION 7% 24% 69%	29 REVIEWS
10	Oracle E-Business Suite	+61	DISTRIBUTION 9% 21% 70%	98 REVIEWS
11	SAP S/4HANA	+61	DISTRIBUTION 10% 19% 71%	89 REVIEWS
12	Epicor ERP	+59	DISTRIBUTION 11% 20% 70%	61 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle NetSuite ERP	+59	DISTRIBUTION 14% 14% 73%	54 REVIEWS
14	Workday Financial Management	+59	DISTRIBUTION 12% 17% 71%	45 REVIEWS
15	Oracle JD Edwards EnterpriseOn...	+58	DISTRIBUTION 12% 18% 70%	37 REVIEWS
16	Microsoft Dynamics GP	+55	DISTRIBUTION 10% 26% 65%	33 REVIEWS
17	Infor ERP Solutions	+39	DISTRIBUTION 21% 19% 60%	69 REVIEWS
18	SAP Business ByDesign	+25	DISTRIBUTION 25% 25% 50%	32 REVIEWS
	CATEGORY AVERAGE	+62	DISTRIBUTION 11% 17% 72%	

#	Vendor	Score	Distribution	Reviews
-	Deltek Costpoint	+69	DISTRIBUTION 6% 19% 75%	18 REVIEWS
-	Deltek Maconomy	+79	DISTRIBUTION -- 21% 79%	16 REVIEWS
-	SAP Business One	+77	DISTRIBUTION 8% 8% 85%	14 REVIEWS
-	FinancialForce ERP	+91	DISTRIBUTION -- 9% 91%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |

				Reviews
-	Microsoft Dynamics NAV	+43		**9**
			DISTRIBUTION 14% 29% 57%	REVIEWS
-	Tyler Technologies Munis ERP	+88		**8**
			DISTRIBUTION -- 13% 88%	REVIEWS
-	Aptean ERP	+50		**8**
			DISTRIBUTION 13% 25% 63%	REVIEWS
-	Deltek Ajera	+28		**7**
			DISTRIBUTION 29% 14% 57%	REVIEWS

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EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

% POSITIVE − % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19   +20 to +39   +40 to +59   +60 to +79   +80 to +100

Security Frustrates vs. Security Protects

#	Vendor	Score	Distribution	Reviews
1	Oracle ERP Cloud	+97	DISTRIBUTION -- 3% 97%	30 REVIEWS
2	SAP Business All-In-One	+90	DISTRIBUTION 3% 3% 93%	31 REVIEWS
3	Oracle PeopleSoft	+77	DISTRIBUTION 6% 11% 83%	72 REVIEWS
4	Microsoft Dynamics 365 for Fina...	+76	DISTRIBUTION 10% 3% 86%	29 REVIEWS
5	Microsoft Dynamics GP	+71	DISTRIBUTION 6% 16% 77%	33 REVIEWS
6	Oracle E-Business Suite	+71	DISTRIBUTION 6% 18% 77%	98 REVIEWS
7	Sage Enterprise Management	+70	DISTRIBUTION 10% 10% 80%	45 REVIEWS
8	Workday Financial Management	+70	DISTRIBUTION 5% 20% 75%	45 REVIEWS
9	Deltek Vision	+67	DISTRIBUTION 11% 11% 78%	48 REVIEWS
10	Microsoft Dynamics AX	+66	DISTRIBUTION 11% 11% 77%	39 REVIEWS
11	SAP Business ByDesign	+66	DISTRIBUTION 3% 28% 69%	32 REVIEWS
12	Oracle JD Edwards EnterpriseOn...	+64	DISTRIBUTION 9% 18% 73%	37 REVIEWS

#	Vendor	Score	Distribution	Reviews
13	Oracle NetSuite ERP	+61	DISTRIBUTION 14% 11% 75%	54 REVIEWS
14	Acumatica Cloud ERP	+60	DISTRIBUTION 4% 32% 64%	28 REVIEWS
15	Microsoft Dynamics SL	+52	DISTRIBUTION 10% 28% 62%	29 REVIEWS
16	SAP S/4HANA	+50	DISTRIBUTION 13% 24% 63%	89 REVIEWS
17	Epicor ERP	+45	DISTRIBUTION 16% 23% 61%	61 REVIEWS
18	Infor ERP Solutions	+41	DISTRIBUTION 22% 15% 63%	69 REVIEWS
	CATEGORY AVERAGE	+64	DISTRIBUTION 10% 16% 74%	

#	Vendor	Score	Distribution	Reviews
-	Deltek Costpoint	+88	DISTRIBUTION -- 13% 88%	18 REVIEWS
-	Deltek Maconomy	+86	DISTRIBUTION -- 14% 86%	16 REVIEWS
-	SAP Business One	+100	DISTRIBUTION -- -- 100%	14 REVIEWS
-	FinancialForce ERP	+100	DISTRIBUTION -- -- 100%	11 REVIEWS

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EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE · NEUTRAL · POSITIVE

% POSITIVE **-** **%** NEGATIVE **=** **EMOTIONAL FOOTPRINT**

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

-	🟦 **Microsoft Dynamics NAV**	**+29** 😥	DISTRIBUTION **14%** **43%** **43%**	**9** REVIEWS
-	**Tyler Technologies Munis ERP**	**+100** 😃	DISTRIBUTION -- — **100%**	**8** REVIEWS
-	🔺 **Aptean ERP**	**+75** 😊	DISTRIBUTION -- **25%** **75%**	**8** REVIEWS
-	▶ **Deltek Ajera**	**+86** 😃	DISTRIBUTION -- **14%** **86%**	**7** REVIEWS