

What you need to know about some of the most popular **ERP** systems.

The table below outlines some of the key facts users need to know about eight of the most popular ERP systems. The options listed here are by no means exhaustive. A product's inclusion should not be regarded as an endorsement by Chartered Accountants Australia and New Zealand. Information included in this guide has come from the relevant vendors or associated websites.

Product/Company	Costs	Available support	Hosting options (SaaS, on-premise, private cloud)	Available modules	Are users required to upgrade to the latest version?	Does system include modules for: Internet of Things (IoT), facial recognition, robotic process automation (RPA), machine learning, other applied AI?	Does system work with enterprise integration platforms such as Jitterbit and Boomi?	Cleansing and migrating of historical data during set-up
Wiise	Subscription packages (Lite, Business, Premium) from A\$49 per user per month for Lite. A team member licence for A\$19 per user per month lets extra users view anything in the package and perform limited functions. Integrated Single Touch Payroll costs from A\$4 per paid employee per month. You can add or subtract users monthly. (Prices quoted exclude GST.)	Wiise partners offer direct customer support. There is also an online help library with how-tos for Wiise specific features and Microsoft-based functionality across finance and operations.	SaaS (data hosted in Australia)	Accounting; multi-company and intercompany consolidation; banking integration (including bank feeds); inventory management; manufacturing; distribution (including landed costing) and warehousing; job costing; service management; financial reporting and business intelligence; forecasting and planning; payroll (Single Touch compliant); relationship management. There are also specific modules that suit certain sectors such as not-for-profit.	All users are kept up to date on the latest version of Wiise. Upgrades are a free service.	Wiise natively integrates with Microsoft Azure AI using Cortana Intelligence to apply machine learning to financial scenarios such as cash-flow management and operations such as inventory replenishment.	Wiise uses the Microsoft 365 and Dynamics 365 platform, but also has open APIs so can be easily integrated into other platforms.	Wiise Partners offer data migration as well as data purification as services. Wiise currently offers a migration service for customers on Microsoft products such as Dynamics GP, NAV and Business Central on-premise.
SYSPRO ERP	Price is based on module selection and number of users.	Mon-Fri office hours support; outside business hours support available on request. Follow-the-sun support available on request.	SaaS, on-premise, private cloud and hybrid (data hosted in Australia)	Human capital management; customer relationship management and sales; supply chain management; procurement; distribution; inventory management; forecasting and demand planning; manufacturing and production; warehouse management; manufacturing execution system; business intelligence; finance; plant maintenance; mobility; point-of-sale; e-commerce.	SYSPRO encourages all users to be on the latest version.	Yes, for all of the above.	Yes	Yes
Oracle NetSuite	Subscription price tailored to customer needs/timelines.	SuiteSupport Basic (includes 24/7 support for critical issues); SuiteAnswers online knowledge portal (includes help topics and training videos); and NetSuite user community (11,000 registered members) are available for all NetSuite users. SuiteSupport Premium has additional benefits.	SaaS (data to be hosted locally on Oracle Cloud in near future)	Financial and multi-entity management; customer relationship management; order management; contract management; forecasting and planning; inventory management; manufacturing management; supply chain management; e-commerce and retail management; services resource planning; project management and accounting; professional services automation; resource management; fixed asset management; commission management; revenue recognition management.	NetSuite is automatically updated for all users twice a year.	NetSuite offers built-in process automation and workflows. Machine learning, analytics and AI is used within the NetSuite platform. IoT, biometric authentication and others are delivered via the extensive NetSuite partner solution community and/or integration with best-of-breed solutions.	NetSuite works well with all industry-standard middleware and integration platforms.	NetSuite Professional Services will assist customers with one year of historical data import as standard, using SuiteSuccess. The initial task of data cleansing is the responsibility of the customer.
Oracle Cloud Applications	Subscription price tailored to customer needs/timelines.	24/7 online support at myoraclesupport.com, Oracle Managed Cloud Service for SaaS and consulting offerings.	SaaS (data hosted in Australia)	Human capital management; customer relationship management; supply chain management; inventory management; forecasting and planning; and manufacturing/production. Customers can choose all or some of the modules to suit their requirements.	Yes, it is required. Customers are given a window to do this within a three-month period as Oracle undergoes four updates a year. Customers determine which month within the quarter to have the update so they can avoid busy periods (year ends, peak seasons, etc).	IoT, machine learning, AI and process automation are all available within our suite. Process automation comes from applied AI and machine learning. Robotic process automation (RPA) is not provided as that is external to the application, but Oracle has customers using RPA to complete repetitive tasks within the application. There is no facial recognition embedded within the application.	Oracle has open standard APIs available within the application so customers can decide on the integration framework they use (including the use of Oracle's own – Oracle Integration Cloud)	This is usually done by the service integrator with the tools available out of the box. It is recommended all clients look at cleansing their data prior to the migration process. Oracle does not set any limits on how much data they can load.
MYOB Advanced	The per licence cost per month is A\$104 plus GST. Additional monthly charges apply for additional storage and API usage. Implementation costs depend on complexity and are agreed with the MYOB Partner. (Prices quoted exclude GST.)	All product support is provided by certified MYOB Advanced partners.	SaaS (data hosted in Australia)	Customer relationship management; field service; financial; manufacturing; project management; supply chain and distribution management; inventory management; payroll; fixed assets.	MYOB Advanced upgrades are automatically deployed multiple times per year as part of the subscription fees.	The first delivery of AI/machine learning technology for MYOB Advanced's core software is scheduled for late 2020. This will provide AI-assisted expense receipt capture. Further AI/machine learning capabilities will be delivered from 2021, including intelligent searching and error detection and warning systems.	MYOB Advanced includes basic enterprise integration capabilities as a standard feature. MYOB Advanced's ISV eco-system provides many solutions to further enhance integrations from vendors including Flow, EDIsTech and B2B Gateway.	Yes. Subject to customer needs the MYOB Advanced partner will provide the services necessary to import historical data during set-up.
Epicor Software	Priced annually upfront for either Software as a Service (SaaS) deployment or on-premise deployment. (Annual maintenance fee for on-premise deployment.)	Support is included in annual software fees and consulting is available via Epicor and partner professional services.	SaaS public cloud, on-premise, private cloud and hybrid cloud (data hosted in Australia)	Full ERP capability with a wide range of modules and functionality specific to manufacturing, distribution and aged care.	Not required but recommended. SaaS public cloud customers are upgraded automatically.	IoT, AI, robotic process automation, machine learning and various forms of automation are supported.	Epicor works with most enterprise integration platforms including Jitterbit and Boomi, as it is an Open API platform. Jitterbit is a certified integration platform with Epicor.	Data cleansing and migration of historical data (either at summary or detail levels) can be performed by Epicor during the implementation.
Sage Intacct/ Sage Australia	From A\$11 per user per month (charged annually in advance), but price depends on the number of users and functional capabilities. Sage Intacct is highly configurable, so contact Sage Australia to evaluate your organisation's requirements. (Prices quoted include GST.)	Sage Intacct is supported by a network of expert resellers who offer phone support, online support ticketing options and community support forums.	SaaS (data hosted in Australia)	Sage Intacct is a financial management platform that offers a range of applications from project management, contract management through to human resources and payroll. There is also a marketplace of solutions to allow organisations to further customise Sage Intacct.	All customers automatically receive access to and are on the most current version of Sage Intacct.	Sage Intacct has embedded AI capabilities that are being continuously developed (via machine learning) to streamline operations, decrease errors and reduce overheads.	Yes, Sage Intacct offers a set of Open APIs for a range of middleware providers including Workato and Jitterbit, which have built out standard recipes to common applications including SFDC and Stripe.	This is an optional professional service as part of the implementation process.
SAP Business One	From A\$53 per month on a subscription or from A\$1599 for a perpetual licence. Implementation services are priced depending on size and complexity. (Prices quoted exclude GST.)	Post go-live support tailored to cater for customer requirements. Online support portal at support.sap.com/en/my-support.html	SaaS, private cloud, on-premise (data can be hosted in Australia)	Management and administration; accounting and financials; purchasing and operations; sales and service; inventory and distribution; production and material requirements planning; project and resource management.	SAP encourages all customers to be on the latest version to optimise the benefits of the business applications.	Modular solutions built by SAP Business One partners can connect these technologies to the SAP Business One ERP core.	Yes. SAP Business One can connect through APIs compliant with both state-of-art standards – SOAP (Simple Object Access Protocol) and OData (Open Data Protocol).	Options available and depends on customer preference, compliance requirements, budget, etc.