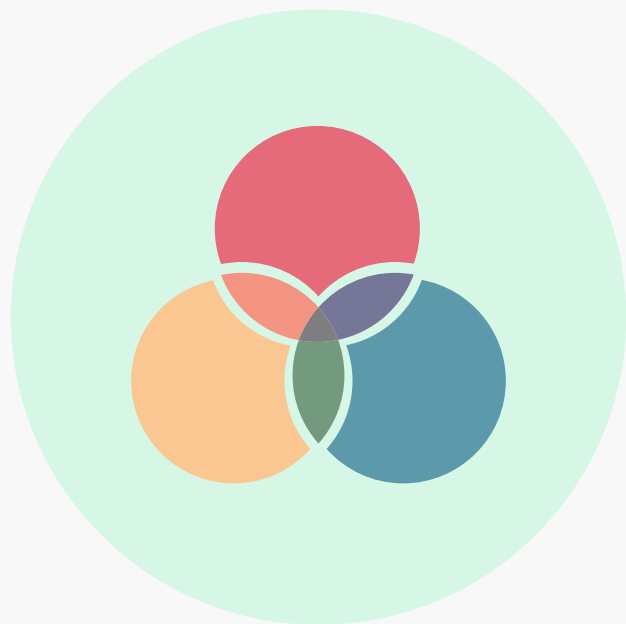


ERP CRM Sales Integration Solutions Comparison Guide



Businesses tend to be faced with deciding whether to implement a customer relationship management (CRM) or an enterprise resource planning (ERP) solution when it comes to what is best for managing the back-end processes. What most companies rarely realize is that both are needed to be as economical as possible because without the data ERP provides a CRM, a CRM contains various and (often) large amounts of data with limited efficiency.

So when it comes to the salesforce, integrating ERP and CRM helps improve forecasting and automation, vendor relationships, and identifying and growing profitable relationships. This side-by-side comparison guide highlights the top vendors in the industry who provide these key features and more.

ERP CRM Sales Integration Solutions

Vendor: Product Solution	SMB - Enterprise	Price Range	Financing Options	User Range	Multi Site
Epicore ERP	Enterprise	\$ - \$\$\$\$	Lease, Owner Financing, Lease to Own	1 - 2000+	Must contact vendor for this information
Epicore Prophet 21	SMB - Enterprise	\$\$\$	Lease, Financing	1 - 1000+	✓
Infor Syteline	SMB - Enterprise	\$\$\$ - \$\$\$\$	Lease, Owner Financing, Lease to Own	5 - 1000	✓
Microsoft Dynamics AX	Enterprise	\$\$ - \$\$\$\$	Lease, Owner Financing, Microsoft Financing	5 - 2250	✓
NetSuite ERP	SMB	\$	Subscription	11 - Unlimited	✓
Oracle JD Edwards EnterpriseOne	SMB - Enterprise	\$\$ - \$\$\$\$	Annual License	15 - 1000	✓
Plex Systems	Enterprise	\$	Subscription	20 - 1000+	✓
SAP Business ByDesign	SMB	\$\$\$	Lease, Owner Financing, Financing	10 - Unlimited	✓
IFS Applications 8.0	Enterprise	\$\$\$\$	Subscription	5000+	✓
Intacct	SMB - Enterprise	\$\$\$\$	Modular Pricing (Pay for what you need)	Unlimited	✓

ERP CRM Sales Integration Solutions (continued)

Vendor: Product Solution	Multi National	Architecture	Database Platform	Server OS	Difficulty of Customization
Epicore ERP	✓	SOA	MS SQL Server, Cloud Based (SaaS)	Unix, Linux, Windows	Easy
Epicore Prophet 21	✓	SOA	MS SQL Server	Windows	Easy
Infor Syteline	✓	SOA	MS SQL Server, Cloud Based (SaaS)	Windows	Moderate
Microsoft Dynamics AX	✓	SOA, .NET	MS SQL Server, Cloud Based (SaaS), MS Azure	Windows	Moderate
NetSuite ERP	✓	SaaS, Multitenant	Netsuite Business OS	Windows 7, 2000, Vista, XP, Mac OS, Linux, HP-UX, AIX, Solaris, Unix, IBM OS/400, Web browser (OS Agnostic)	Not Customizable
Oracle JD Edwards EnterpriseOne	✓	SOA	Oracle, IBM DB2, MS SQL Server	LInu, HP-U, Windows	Moderate
Plex Systems	✓	Cloud Based (SaaS)	MS SQL Server	Compatible with all OS	Not Customizable
SAP Business ByDesign	✓	Cloud	SAP HANA	SUSE Linux Enterprise Server	Difficult
IFS Applications 8.0	✓	Cloud, Mobile, On-Premise	Oracle, MS SQL	Android, iOS, Linux, Windows, Solaris, HP-UX	Moderate
Intacct	✓	SaaS	Unix	Windows 7, 8, 8.1, Server 2003, 2008, 2012	Easy

ERP CRM Sales Integration Solutions (continued)					
Vendor: Product Solution	Automated Order Processing & Payment	Demand Management	eCommerce	Lead/Opportunity Management	Marketing Automation
Epicore ERP	✓	✓	✓	✓	✓
Epicore Prophet 21	✓		✓		
Infor Syteline			✓	✓	
Microsoft Dynamics AX	✓	✓	✓	✓	✓
NetSuite ERP	✓	✓	1	1	✓
Oracle JD Edwards EnterpriseOne	✓	1	✓	✓	
Plex Systems	✓	✓	✓		
SAP Business ByDesign			✓	✓	✓
IFS Applications 8.0		✓	✓	✓	
Intacct	✓		✓		✓

ERP CRM Sales Integration Solutions (continued)					
Vendor: Product Solution	Pipeline Management	Sales Configuration	Salesforce Automation	Sales Forecasting	Service Management
Epicore ERP			1	✓	1
Epicore Prophet 21				✓	
Infor Syteline	✓	✓	✓	✓	✓
Microsoft Dynamics AX	✓		✓	1	✓
NetSuite ERP	1		1	✓	✓
Oracle JD Edwards EnterpriseOne		✓	1	✓	1
Plex Systems			✓	✓	
SAP Business ByDesign	✓		✓		✓
IFS Applications 8.0		✓		✓	✓
Intacct	✓	✓		✓	

Features	Definitions
Difficulty of Customization	This is the level of difficulty a customer will experience when customizing applications and features. Generally speaking, the more difficult, the more specialized knowledge and expense is required for customization.
Automated Order Processing and Payment	These are features that automate the process of receiving and fulfilling customer orders and processing order payments as well as payment to vendors and partners.
Demand Management	This feature enables organizations to plan for the peaks and valleys in customer demand in a way that allows the organization to be prepared to fulfill customer orders while reducing the amount of excess or waste from unsold products.
eCommerce	These features enable ecommerce sales through websites. Features include both online order management, fulfillment, and the back end processes that make ecommerce successful.
Lead/Opportunity Management	These features allow organizations to generate, track, and nurture leads and opportunities for creating customer relationships and sales.
Marketing Automation	These features enable marketing departments to market across multiple channels and to automate repeatable parts of the process that turn prospects into qualified, sales-ready leads.
Pipeline Management	These features allow organizations to track and manage the lead-to-sales process from beginning to end.
Sales Configuration	These features allow organizations to identify the needs and demands of a prospect and to generate a proposal at the point of sale.
Salesforce Automation	These features allow organizations to automate some sales and Salesforce functions.
Sales Forecasting	This features allows organizations to track sales over time and combine that data with additional factors to create forecasts for what future sales may be.

¹ Available through a separate module

\$ < \$10K

\$\$ between \$5k and \$20K

\$\$\$ between \$20K and \$50K

\$\$\$\$ > \$50k