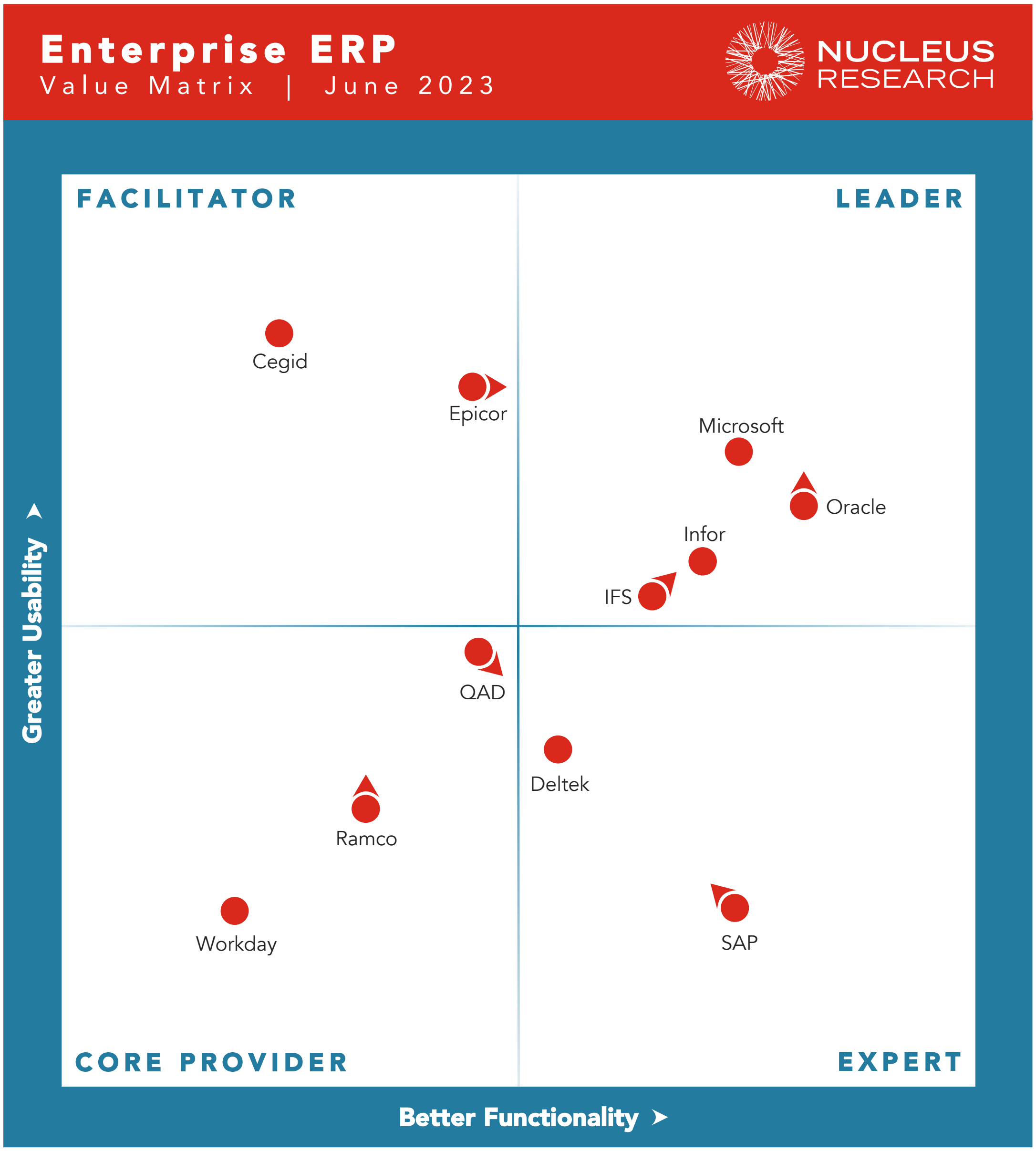
NUCLEUS
RESEARCH

ENTERPRISE ERP TECHNOLOGY VALUE MATRIX 2023

ANALYST
Isaac Gould

THE BOTTOM LINE

Nucleus has observed that large companies increasingly adopt ERP software to future-proof their operations and improve flexibility and agility. Customers demand ERP systems that support multiple business lines, geographies, mergers and acquisitions, and process standardization. ERP vendors geared development towards generative AI, analytics, and planning solutions. The combination of these three technologies is powerful decision-automation tools. Within two years, we expect users will leverage the automated suggestions, complete with system-generated explanations, of their ERP systems for areas such as sales pitches, hiring and onboarding, cashflow management, scheduling, and supplier and carrier selection, to name a few. With these ERP platform enhancements, prospects must consider the entire platform offering besides core ERP.



OVERVIEW

The impact of external market forces steadily increases. With a rash of bank closures and tech layoffs earlier in the year, it is apparent that even large enterprises must take corrective actions to weather a looming recession. Software modernization initiatives, specifically ERP projects, are often cited as methods to future-proof the organization for an uncertain economy, where they will need the flexibility and agility to mitigate disruptions and pivot to new opportunities.

Modern enterprise-grade ERP systems are designed to tackle the complexity of large organizations that cover multiple geographies, business lines, and entities. The adoption of cloud ERPs is increasing among organizations with revenue in the billions as public cloud offerings mature in their security, compliance, and global footprint. Combining the data accessibility that stems from the ease of integrating cloud systems, organizations can leverage their ERP to access large data volumes for analytics to drive decision-making across sales, HR, supply chain, marketing, finance, and accounting. M&A activity also drives ERP adoption as parent companies consolidate financials and operational data from their subsidiaries. ERP modernization also serves to standardize processes across all entities.

ERP vendors, alongside the public, have become enamored with the potential of generative AI. When combined with generative AI, advanced analytics can be a powerful tool to increase employee productivity and facilitate data-driven decisions. Nucleus estimates users could leverage generative AI within two years to streamline queries across their data and automate decisions with prescriptive analytics that explains impacts and rationale. Generative AI embedded within the ERP will benefit the back and front office operations, customers, and employees as users use it to improve budgeting, inventory management, supplier and carrier selection, anomaly detection, price optimization, and sales pitches.

Planning has also been a key development focus for many ERP vendors, specifically for the house of finance, HR, and supply chain. Previously, analytics within ERP platforms have been focused on descriptive analytics and performance tracking. With financial and supply chain uncertainty, vendors are developing Financial Planning & Analysis (FP&A), Integrated Business Planning (IBP), workforce planning, and supply chain planning tools. With a more accurate representation of the future, enabled by machine learning modeling, organizations can allocate resources and manage cash flow proactively.

The most prominent ERP vendors compete through their platforms, developing functionality adjacent to core ERP, such as last-mile functionality for specific industries or productivity tools, such as no-code extensibility toolkits, API toolkits, and workflow builders. Users must carefully consider current and future needs and whether or not their platform of choice is moving in the same direction, not just core ERP offerings but the complete vision of the platform and services.

In this Technology Value Matrix, Nucleus assesses the Enterprise ERP market based on the value customers realize from the product usability and functionality that vendors are delivering with their solutions (Nucleus Research V67 – Understanding the Value Matrix, April 2021). The Matrix is a snapshot of the market designed to help customers and prospects understand where vendors are differentiating in how they deliver value and where vendors are making significant product investments.

LEADERS

Leaders in the ERP Technology Value Matrix include IFS, Infor, Microsoft, and Oracle.

IFS

IFS is a leader in the 2023 Enterprise ERP Technology Value Matrix. IFS supports midsized to large global organizations within the Aerospace and Defense, Energy, Utilities, Telecommunications, Construction and Engineering, Manufacturing, and Service industries. IFS Cloud is the vendor's flagship ERP platform, known for its Enterprise Asset Management (EAM), Field Service Management (FSM), and Enterprise Service Management (ESM) solutions. IFS Cloud unifies these solutions into a single platform with shared microservices and data architecture. IFS Cloud's capabilities support supply chain, manufacturing, project management, human capital management, quality management, and finance use cases. Customers can leverage no/low-code capabilities to create specific task apps or pull data for machine-learning models on IFS Cloud. The platform is built around REST APIs, so the software can be accessed through open APIs and easily extended or connected to external systems. IFS offers a range of deployment options, including public cloud, hosted cloud, and remote deployment. With its extensive industry expertise and a wide portfolio of solutions, IFS is competitive in large-scale enterprise deals.

Recent product updates in the last 12 months:

- In April 2023, IFS introduced the new release of its cloud ERP solution, IFS Cloud 23R1. The Smart Manufacturing Planning Board will provide product planners with new scheduling scenarios to optimize resources and reduce work-in-progress and inventory levels. Intelligent Automation in Production introduces new APIs that reduce production costs, improve automated production reporting, and increase cost and quality control. Multi-Leg Inbound Logistics has been enhanced to increase insight into goods transported to a site, improving freight cost oversight and control. The Contract Change Management Process has been improved to connect unapproved contract order changes to sales and subcontracts, providing customers with better project budgeting, cost control, and revenue forecasting.
- Other April 2023 IFS Cloud 23R1 updates include Support for the Circular Operations, which has been enhanced with an eco-footprint feature that supports manufacturing disassembly for component reuse and compliance reporting. The eco footprint module provides customers with insight into the environmental impact of parts and processes and with its latest version, increased support for governmental reporting, including REACH and RoHS. The Carbon Emissions tracker allows customers to calculate their Scope 1 and 2 emissions monitor KPIs and prepare for reporting readiness. Asset Insights captures asset condition recordings based on

installed date and conditions, providing rapid visualization and identification of decreasing asset health, reducing repair vs. replace analysis time. Lastly, Mobile Quotes for Service Requests enable technicians to quote and price new service requests or tasks on-site, generating additional revenue.

- In Q4 of 2022, IFS enhanced its Contract Change Management Process to improve project budgeting, cost, and revenue forecasting. They have also added support for circular economy initiatives and emissions tracking. Finally, they have added several new capabilities to their HR and planning offerings, such as Global absence limitations and cash planning analysis models.

INFOR

In this year's Enterprise ERP Technology Value Matrix, Infor is recognized as an leader for its industry-specific ERP solutions delivered via its CloudSuite platform. The platform targets a diverse range of industries, such as healthcare, industrial machinery, heavy equipment, automotive, fashion, distribution, manufacturing, aerospace and defense, food and beverage, and public services. Infor's modular CloudSuite platform provides supply chain management, customer relationship management, human resources planning, product lifecycle management, warehouse management, and asset management capabilities, alongside financial and accounting functionality. Infor's ERP solutions, which are built on AWS infrastructure services and the Infor OS cloud platform, provide cloud, hybrid, and on-premises deployment options. Infor serves both large enterprises and small and mid-sized businesses. Infor is a strong competitor in the ERP market due to its combination of flexibility and industry-specific ERP functionality.

Recent product updates and enhancements include:

- Infor has recently achieved the AWS Manufacturing and Industrial Competency designation for its Infor CloudSuite Industrial and other SaaS solutions, highlighting the company's expertise in providing end-to-end industrial manufacturing software toolchains to customers. The AWS Manufacturing and Industrial Competency program showcases manufacturing consulting and software partners with domain knowledge and expertise in providing secure, and efficient cloud infrastructure. Infor CloudSuite Industrial, powered by Infor SyteLine, offers a comprehensive ERP solution for various manufacturing sectors, with predictive analytics, collaboration, and lean production tools.
- Infor has announced the opening of a new 350,000-square-foot development center in Hitech City, Hyderabad, expanding its India operations. With a capacity for 3,500 employees, the company's India development center is one of its two largest locations globally, employing over 3,700 people. This expansion aims to harness

India's diverse talent pool to pioneer digital technologies such as cloud, mobility, data analytics, AI, and IoT, driving innovation through engineering, operations, and R&D teams focused on industry-specific features and functions.

- Infor introduced the Augmented Intelligence Service which makes AI/ML accessible to organizations of any size with pre-packaged industry specific AI/ML use cases that deliver prescriptive business outcomes in 90 days. The vendor combines the Infor OS platform that covers integration, automation, extensibility, data management and insights with proven AI/ML models for anomaly detection, asset intelligence, product/pricing recommendations, demand forecasting and people intelligence with dedicated data science support services. Infor has customers across multiple industries productionlizing AI/ML with this new service, including Combilift, Zeelandia, Camatic Seating, Confluence Health and more.

MICROSOFT

Microsoft Dynamics 365 is recognized as a leader in the 2023 Enterprise ERP Technology Value Matrix. This evaluation recognizes multiple solutions, including Dynamics 365 Finance, Dynamics 365 Supply Chain, Dynamics 365 Project Operations, and the Microsoft Cloud Platform. Dynamics 365 Finance offers capabilities for financial management with integrated financial intelligence and analytics embedded in the platform enabling customers to monitor global operations in real time and predict future outcomes such as customer payments and cash flow. Dynamics 365 Supply Chain enables customers to build a resilient supply chain featuring integrated capabilities for planning, forecasting, and inventory management, procurement and sourcing, manufacturing and shop floor management, order management and pricing, warehouse management and fulfillment, and asset management and maintenance. Dynamics 365 Project Operations offers capabilities that enable project-centric businesses to improve deal management, optimize resource utilization, simplify time tracking and expense management, and improve visibility to extend business impact. Organizations targeted are large-scale corporations looking to optimize talent, sales, marketing, customer service, field service, retail, and project service automation. Solutions are notably offered on a singular integrated platform giving users a single interface to manage multiple facets of business operations.

Updates throughout the past year include:

- Additions to Dynamics 365 Finance include business performance analytics, invoice capture with optical character recognition, enhanced subscription billing, new financial tags to support analytical reporting and business rule automation, improvements for advanced bank reconciliation, enhancements to electronic reporting, and several new features for the Globalization studio such as tax compliance automation and regulatory updates.

- Additions to Dynamics 365 Supply Chain include Warehouse management enhancements, improved support for supply forecasts and multiple external vendors in Planning Optimization, attribute-based omnichannel sales pricing improvements, a reimagined user experience for Inventory Visibility, a new mobile experience for Asset management, supply risk analytics to help businesses mitigate the risks associated with their sourcing strategies, and support for new asset management (EAM) scenarios in Sensor Data Intelligence.
- New features included in Dynamics 365 Project Operations include a streamlined process for canceling PO receipts with connected item requirements, additional cost and revenue deferrals for stock or production project scenarios, improvements to the Expense mobile application, progress-based billing on fixed price contracts, advanced subcontract capabilities for resource-based scenarios, and support for timesheets in Project Operations for stocked or production-based scenarios.
- Microsoft announced the Microsoft Supply Chain Center providing a command center for practitioners to harmonize data from across existing infrastructure. Data Managed in Supply Chain Center enables data ingestion and orchestration to provide visibility across the supply chain and drive action back into systems of execution. The Supply Chain Center also includes prebuilt modules to address supply chain disruptions across supply and order fulfillment.
- Microsoft has released several Generative Pre-trained Transformer (GPT) embeddings across its enterprise applications portfolio, including Dynamics 365 and Power Platform, with the introduction of Dynamics 365 Copilot for both CRM and ERP. This new offering streamlines various tasks, such as creating product listings for online commerce and proactively flagging external issues that may impact key supply chain processes. Microsoft has also introduced Microsoft 365 Copilot, which is integrated into Microsoft 365 apps, allowing users to benefit from GPT assistance in various work scenarios, including preparing for a meeting, analyzing profitable products, and creating budget proposals (Nucleus Research X63 – Demystifying the value of Microsoft's GPT-powered Copilot – March 2023).
- Microsoft also announced Dynamics 365 Copilot in Microsoft Supply Chain Center, which Microsoft Dynamics 365 Supply Chain Management customers can access, that will proactively flag external issues such as weather, financials and geography that may impact key supply chain processes. Predictive insights then surface impacted orders across materials, inventory, carrier, distribution network and more. Supply chain planners can then automatically draft an email generated by Dynamics 365 Copilot to alert impacted partners and mitigate potential disruptions before they happen.

ORACLE

Oracle Fusion Cloud ERP is placed as a leader in the 2023 Enterprise ERP Technology Value Matrix, supporting high transaction volume and complex finance and accounting structures while offering strong backend database management functionality. The vendor's flagship ERP offering, Oracle Cloud ERP, is a unified and integrated solution suite combining core functionalities for financial management, procurement, project management, risk management and compliance, enterprise performance management. subscription management, supply chain and manufacturing under a no-code interface. The suite pairs core functionality with advanced capabilities such as AI to automate manual processes, analytics to react to market shifts in real time, and on-going quarterly updates incorporating customer-driven innovations allowing customers to take advantage of new features as they are developed. Oracle Cloud ERP supports customers across 23 industries in over 125 countries and is natively available in 28 languages. Specialized for enterprise customers earning annual revenues more than $250M, Oracle Cloud ERP has industry-configured solutions for education, healthcare, high tech, communications, retail, manufacturing, professional and financial services, public sector, and consumer goods.

Updates throughout the past year include:

- Oracle opened its Oracle Applications Platform for customer developers and partners, released new B2B services, and announced multiple updates to its ERP, EPM and SCM solutions.
- New and planned Oracle Cloud ERP innovations delivered include sophisticated multi-tier intercompany transactions, AI driven cash application for high-volume AR invoice processing, advanced financial user access controls and predictive cash forecasting.
- Oracle released new planning, usage-based pricing, and rebate management capabilities within Oracle Fusion Cloud SCM. The vendor also improved quote-to-cash processes across the entire Oracle Fusion Applications suite.
- Oracle announced Oracle B2B features that would allow customers to engage with banking services and distributors directly within their ERP environment. First use cases are integrations with JPMorgan for streamlined financing options and company credit card management and FedEx for native and intelligent logistics operations and services.
- Oracle announced healthcare-focused capabilities for Oracle Cloud EPM, SCM, and HCM suites. These updates include improved scenario modeling, predictive demand planning, resource optimization, and decision support for finance, workforce management, and patient care.

EXPERTS

Experts in the ERP Technology Value Matrix include Deltek and SAP.

DELTEK

In the 2023 Enterprise ERP Technology Value Matrix, Deltek is recognized as an expert. Deltek caters to businesses of all sizes in industries such as accounting, architecture, engineering, construction, consulting, energy, oil, gas, IT, aerospace, defense, marketing, and government contracting. Through a portfolio of project-based ERP solutions - Costpoint, Vantagepoint, Maconomy, Ajera, WorkBook, and ComputerEase - the company provides a wide range of capabilities such as information solutions, business intelligence, contract management, human capital management, procurement, GL accounting, project accounting, project manufacturing, and project management. With a host of security and compliance certifications, Costpoint is designed for government contractors in IT contracting, engineering, and manufacturing sectors. It supports organizations from the selection and evaluation of opportunities to the execution and billing of projects all the way through project close out. Vantagepoint is designed for architect and engineering (A&E) and consulting firms. Maconomy caters to large professional service companies. Ajera is designed for smaller A&E companies. Workbook is an agency management solution focusing on marketing agencies. ComputerEase supports the construction vertical. Deltek's platform features a modular architecture and low-code customization features, allowing businesses to tailor their operations to specific project needs and scale as needed. Deltek Unionpoint is the vendor's iPaaS integration platform offering, synchronizing Deltek solutions as well as third-party applications for greater automation across the entire operation.

Deltek supports the modern workforce with tools to enhance collaboration and knowledge sharing. Role-based products employ conversational UIs like adaptive score cards, such as time entry forms in MS exchange so users do not have to leave email to enter time. RPA tools allow users to deploy bots that automate manual and repetitive tasks. Deltek further supports Industry Automation with digital signatures, private blockchains, and automated bank feeds to alleviate auditing concerns and build trust between partners and government agencies. Partnerships with fintech providers enable automated payment solutions across all Deltek products. Deltek's AI/ML strategy is underpinned by descriptive, predictive, and prescriptive use cases that drive the project lifecycle and surface insights like opportunity win probability and prescribe additional needed labor capacity to service new business.

Recent product updates and enhancements include:

- Deltek has launched Unionpoint in partnership with Workato, a middleware vendor. This new iPaaS solution is designed to simplify connectivity and automate processes, which are expected to drive efficiency and productivity in project-based businesses.
- Deltek has acquired TIP Technologies to bolster its presence in the aerospace, defense, and govcon industry. This acquisition is expected to expand Deltek's offerings and provide more comprehensive and specialized solutions for quality and shop floor execution to customers in these sectors.
- Deltek has introduced the Ideas Portal as a platform for customers to share ideas and feedback. This interactive forum allows customers to influence product development, potentially leading to more customer-centric solutions and services
- Deltek has released Costpoint 8.1 and is preparing to release Costpoint 8.2. These versions aim to streamline core business processes and enhance capabilities in project accounting, capture and contract management, and resource planning, potentially reducing manual efforts and improving efficiency for all users.
- GovWin IQ’s latest release leverages AI and machine learning to qualify leads faster, define competitive landscape, and help organizations to make better bid/no-bid decisions. Smart Fit Score “scores” federal, state, local, and education contracting opportunities and contract awards based on a company’s historical contract award data. Vantagepoint 6.0 has been released by Deltek, offering better usability, accessibility, and collaboration features. These enhancements are expected to provide customers with a more user-friendly and efficient project management solution.
- Deltek Payments has launched a new AP automation for Vantagepoint. This fully integrated solution aims to automate and streamline accounts payable, which will likely reduce manual workload and minimize potential errors.
- Deltek is celebrating the 1-year anniversary of ArchiSnapper, which has seen expansion into North America, an increase in free trials, and a boost in recurring revenue. These positive trends suggest that ArchiSnapper is well-received and demand is growing, particularly among architecture and engineering firms.
- Deltek ComputerEase 22.2 has been released, featuring modernized processes and improved visibility into profits. These enhancements, including electronic reimbursement and automatic tax reporting, are likely to simplify payment processes for employees and increase employer's peace of mind.
- Deltek ComputerEase has improved field-to-office communication by including standard item lists in service ticket details. This change is expected to save field time and reduce waste, enhancing efficiency by specifying parts needed to perform work and complete tickets.

- Deltek Maconomy has received several updates, including a more modern user interface. These improvements are designed to enhance user experience and are likely to increase customer satisfaction and productivity.
- Deltek WorkBook released versions 13.2 and 13.3, featuring enhanced scheduling, collaboration, and review processes, as well as a mobile app. These updates are expected to improve team efficiency, enabling users to stay productive from any location.
- Deltek Talent Management 17.0 has been released, offering valuable enhancements throughout each module. This updated version continues the product's modernization trend, potentially improving user experience and providing consistency between modules.

SAP

SAP is placed as an expert in the 2023 Enterprise ERP Technology Value Matrix. SAP S/4HANA is the vendor’s flagship ERP software solution, offering configurable tooling to support complex enterprise deployments, focusing specifically on organizations with annual revenues exceeding $500 million. The vendor offers flexible deployments for S/4HANA, with availability on-premises and in the cloud. The platform also offers preconfigured processes and best practices tailored to specific verticals for both service-centric and product-centric organizations. Additionally, SAP S/4HANA features integrated machine learning, RPA, and workflow automation tools, enabling users to automate repetitive tasks and ensure scalability.

Updates throughout the past year include:

- SAP launched SAP Build, a low-code offering built on SAP Business Technology Platform (SAP BTP) with unified capabilities to create applications and automate business processes with a drag-and-drop UI.
- SAP National Security Services announced FedRAMP authorization for SAP S/4HANA Cloud.
- SAP announced SAP Datasphere, the next generation of SAP Data Warehouse Cloud built on the SAP Business Technology Platform (SAP BTP). This service enables organizations to build a business data fabric, giving customers improved access to business data held within SAP and third-party applications. This service also enables data practitioners to easily distribute data across the data landscape with preserved logic and business context (Nucleus Research X64 – SAP Datasphere powers 1.3x faster data access – March 2023).

FACILITATORS

Facilitators in the ERP Technology Value Matrix include Cegid and Epicor.

CEGID

Cegid is a facilitator in the 2023 Enterprise ERP Technology Value Matrix. Cegid XRP Ultimate solution platform supports mid-sized to large enterprises within the HR and Retail verticals. Cegid's cloud-based ERP solution provides comprehensive features for managing sales, supply chain, inventory, and HR functions. The platform is well-suited for retail businesses, offering advanced capabilities like omnichannel supply and inventory planning. Cegid helps retailers improve their bottom line and increase operational efficiency by streamlining order management. The system is accessed through a web browser interface, making it easy for users to stay connected from anywhere. Organizations also utilize Cegid's Financial Consolidation and Reporting Software (FCRS) to process and analyze large volumes of financial data in shorter time frames. Cegid FCRS streamlines financial processes and makes producing reliable and consistent consolidated accounts and financial reporting and analysis easier within short deadlines and with a controlled budget.

Cegid Retail is a cloud-based POS and Unified Commerce platform that helps retailers unify sales channels in real time, optimize inventory, and empower store associates to deliver personalized brand experiences. With Cegid Retail, retailers can deploy omnichannel services and processes like Click & Collect and Ship from Store and optimize inventory management by managing stock across all channels.

Cegid's HR platform, Cegid Talentsoft, is an HCM platform that helps HR and IT leaders drive organizational transformation. The platform leverages HR data to create a personalized employee experience, integrates seamlessly with existing tools and applications, and offers embedded analytics to help enhance operational visibility and help managers make better decisions.

Recent product updates in the last 12 months:

- On September 5th, 2022, Cegid acquired cloud business management solution provider Grupo Primavera. The acquisition will allow Grupo Primavera to grow internationally, especially in Latin America, where Cegid already has a strong presence.
- In June 2022, Cegid acquired cloud business management solution provider, StorIQ to provide an in-store activity management platform. The StorIQ platform streamlines store activity planning and boosts productivity, offering task management, compliance, team engagement, and activity planning modules. This

acquisition strengthens Cegid's position in retail POS solutions in France and worldwide, adding value to its retail portfolio.

- On May 25th, 2022, Cegid announced the acquisition of French Software company, Notilus, which provides Travel & Expense (T&E) software to manage travel expenses and expense reports. The acquisition will help Cegid expand its addressable market by adding one of the leading T&E solutions to its product portfolio, boost the development of Notilus and its SaaS sales.

EPICOR

Epicor is a facilitator in this year's Enterprise-focused ERP Technology Value Matrix. The ERP specialist primarily serves mid-market companies in the automotive, distribution, building supply, manufacturing, and retail industries. The standard ERP platform combines financial, supply chain management, planning, CRM, product management, project management, business intelligence, and analytics capabilities into one integrated system. One of Epicor's core value propositions lies in its customizable infrastructure, offered in their various industry-specific ERP packages. With low-code/no-code functionality, pre-built API connectors, and an extensive library of add-on modules, businesses can use with their chosen Epicor ERP system to meet their organization's unique requirements.

In the past year, Epicor has announced notable product enhancements, including:

- With the acquisition of KBMax, Epicor has launched Epicor CPQ, a 3D platform equipped with AR (Augmented Reality). The service integrates Epicor industry ERP cloud, Kinetic, Prophet 21, and BisTrack, allowing customers to increase sales and streamline manufacturing for their customizable products.
- Epicor Commerce saw several improvements, including CPQ integration and support for multi-page CMS for smaller customers. The former expands customer's self-service capabilities, enabling them to choose designs and other attributes, build products on the fly, and add them to quotes and orders. The latter enables Epicor Commerce Express customers to establish a web presence without the responsibilities of a full eCommerce platform. For example, users can leverage the tool to build home and informational pages and add social posts, blogs, and newsletters.
- Epicor now offers cloud implementation services for Epicor Quick Ship. This benefits customers by enabling daily backups, disaster recovery, and automatic security updates to protect against vulnerabilities. Furthermore, Government Cloud now supports Quick Ship for Epicor Kinetic customers in the United States.
- Epicor EDI saw several functionality enhancements, notably new eCommerce connectors that let manufacturers and distributors connect their Epicor ERP systems

to Amazon and eBay marketplaces and the Epicor Supplier Portal helping manufacturers and distributors link with their suppliers. Customers will benefit from the ability to automate order processing, accelerate order entry and fulfillment, provide real-time stock availability, and improve supplier preparation and prediction ability.

- In March 2022, Epicor announced the acquisition of Grow Inc., a full-stack, low-code business intelligence (BI) software that combines data integrations, data warehousing, and visualization into a single platform. The move will grant Epicor customers greater access to analytic tools and resources.
- This year's Epicor Kinetic updates include: the Epicor Cloud Enterprise Services package for large manufacturers, integration of Epicor CPQ (formerly KBMax), UX upgrades, connection to the SecturaFAB estimating and quoting tool, integration of the MES Ecosystem app suite from Sage Clarity, the introduction of Application Studio, planned BOMs, automated fulfillment, and dynamic documents.
- This year's Epicor Prophet 21 updates include an introduced Epicor Cloud Enterprise Services package for large distributors, enhanced functionality around regulatory requirements and tax changes, and increased modular design enabling independently installed and scaled-out components.
- This year's Epicor BisTrack developments include integration with the Epicor Enterprise Content Management module and two new strategic independent software vendor partnerships with Geotab and Buildxact.

CORE PROVIDERS

Core Providers in the ERP Technology Value Matrix include QAD, Ramco, and Workday.

QAD

QAD is a core provider in this year's Enterprise-focused ERP Technology Value Matrix, recognized for its cloud-based QAD Adaptive ERP platform. Through its QAD Adaptive Applications, the vendor provides enterprise software focused on optimizing various business processes: SCM, asset management, manufacturing operations, capacity planning, customer and service management, scheduling, quality management, global trade and transportation execution, SRM, Digital Commerce, Connected Workforce, core finance and Process Intelligence. The suite of QAD Adaptive Applications offered is built on the QAD Enterprise Platform, enabling adaptability, extensibility, automation, and customization to address customers' specific needs in their individual industries.

QAD Adaptive ERP combines ERP and supply chain functionality into a singular platform, focusing on manufacturing businesses. Specifically, the automotive, consumer products, high tech, industrial, food and beverage, and life sciences industries are targeted. Most of the product's deployments are through the QAD Cloud, an IaaS multi-cloud and multi-provider service managed by QAD for its customers. Core functionalities of QAD Adaptive ERP include a consistent yet device-independent UX with personalization and extensibility features, no/low code ability, preservation of previous extensions during version upgrades, and real-time business insights with self-service embedded analytics, a data lake, and KPI tools. Customers choose QAD Adaptive ERP for its functionality and flexibility explicitly offered via Industry 4.0 capabilities, multi-instance management, modularization, and low-code application development.

QAD has announced several significant product updates over the past year including:

- QAD announced the 2022 edition of QAD EQMS, the vendor's enterprise quality management system. Updates include additional training management features, an updated UX, and an FMEA hierarchical tree view editor. Customers will benefit from being able to navigate process and product risks graphically and new training tracking capabilities for standard requirements including ISO 9001, IATF 16949, ISO 13485, HACCP, and 21 CFR (QSR) Part 820.
- In April 2022, the vendor released its latest updates to QAD Adaptive ERP along with other QAD Adaptive applications. Serialization will extend QAD's existing track and trace capabilities, end-to-end across the shipping lifecycle. Additionally, QAD's acquisition of WebJaguar integrates new functionality with this update, augmenting Digital Commerce capabilities including punch-out and marketplace integrations.
- In December 2022, QAD announced the acquisition of Livejourney, an innovative provider of a real time and predictive flow (process mining and process monitoring) solution that is designed to discover,monitor and improve business processes. With Livejourney's product we add an innovative element to our solutions suite that will allow our customers to obtain critical insights on how their processes in Manufacturing, Supply Chain and general company operations are operating.
- In February 2023, QAD acquired Redzone Software. With Redzone's Connected Workforce solutions, this acquisition bolsters our customers' efforts to seamlessly optimize efficiency, agility and resilience by connecting and unifying production, quality and maintenance and empowering the frontline workforce.

RAMCO

Ramco is a core provider in this year's Enterprise-focused ERP Technology Value Matrix. The vendor specializes in multi-tenant cloud and mobile-based ERP solutions. The Ramco ERP platform offers flexible deployment options and supports scalability and integration capabilities with its business applications. The vendor's solution primarily serves medium to large-sized enterprises for the facilities management, cement, manufacturing, real estate, staffing, professional services, logistics and aviation industries. The platform's core functionalities include financials, manufacturing, supply chain management, payroll and core HR, complemented by an in-memory-based real-time optimization engine, analytics capabilities, and machine learning tools. Ramco ERP is primarily differentiated due to its affordability and machine learning capabilities within its specialized verticals.

Notable product updates announced in the last 12 months include:

- An intuitive and user-friendly mobile application.
- Modern vendor, customer, and sub-contractor portals.
- API-friendly ecosystem that can connect to any third-party application.
- Alerts, notifications, and actions for enabling approvals on-the-go.
- Enhanced financial reporting empowering users to generate flexible financial statements.
- Deep integration with Power BI and Qlik to generate reports via denormalized data.

WORKDAY

Workday has been recognized as an core provider in the 2023 Enterprise ERP Technology Value Matrix. Catering to a broad range of industries, including Professional Services, Education, Financial Services, Healthcare, Government, Insurance, Retail, Utilities, and Telecommunications, Workday's cloud-based Enterprise Management Cloud offers specialized applications for financial management, enterprise planning, and human resources management. Workday's unique approach allows customers to purchase only the required applications, providing essential core functionalities for enterprise ERP, such as accounting, analytics, project automation, and procurement management. Service-based companies value Workday's professional services automation capabilities and integration with third-party applications and tools via the Workday Integration Cloud.

Updates from the past year include:

- A new Global Navigation Menu provides a list of Workday applications that users can click on to quickly navigate between applications without returning to the Homepage. Applications can be added, removed, and reordered on the menu.
- Workday rebranded VNDLY as Workday VNDLY after acquiring the Vendor Management System vendor in 2021. The rebranding brings VNDLY under the Workday product suite.

- Workday appointed Sayan Chakraborty to Co-President and Robynne Sisco stepped down as Co-President and assumed the Vice Chair Position.
- Workday appointed Rani Johnson as Chief Information Officer. Rani oversees the company's IT organization, internal deployment of Workday's products, go-to-market applications, and all other enterprise-wide IT systems.