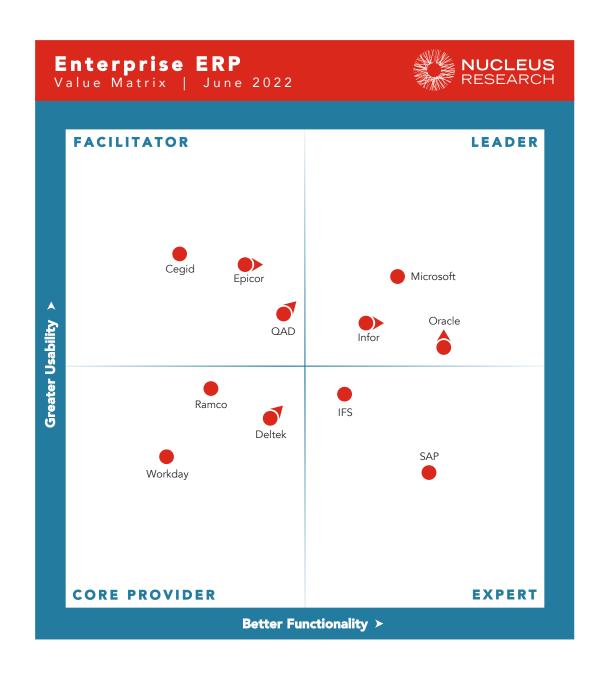**NUCLEUS RESEARCH**

ENTERPRISE ERP TECHNOLOGY VALUE MATRIX 2022

ANALYST

Isaac Gould, Samuel Hamway

THE BOTTOM LINE

In Nucleus' inaugural Enterprise ERP Value Matrix, we ranked ERP vendors with a proven track record of servicing organizations with over $500M in annual revenue on the functionality and usability of their solutions, as described by their customers. Large enterprises face different business challenges than typical midmarket companies; therefore, their technology and ERP sourcing priorities are different as well. At the upper end of the market, ERP vendors still compete on industry-specific functionality, but less significance is attributed to costs and implementation time. Instead, the head offices of global conglomerates prioritize reliability, security, and compliance of their ERP systems. Vendors, therefore, compete on the geographic availability and capacity of their cloud, localizations, support, and professional services.

Enterprise ERP
Value Matrix | June 2022

NUCLEUS RESEARCH

FACILITATOR

LEADER

Greater Usability ➤

Cegid
Epicor
QAD

Microsoft

Oracle
Infor

Ramco
Deltek

IFS

Workday

SAP

CORE PROVIDER

EXPERT

Better Functionality ➤

OVERVIEW

For the first time, Nucleus split its annual ERP Value Matrix into two editions: The Enterprise ERP Value Matrix and SMB ERP Value Matrix. This report highlights ERP vendors that target large enterprises. Nucleus defines the enterprise as organizations that generate over $500M in annual revenue. While we recognize that the complexity and scale of a business go

beyond revenue and are dependent on its business model, the number of employees and customers, region, and industry, the $500M mark is where organizations largely consider ERP systems positioned as best for global enterprises rather than the midmarket. For example, enterprise organizations contend with international tax and trade challenges, the management of multiple subsidiaries, high daily transaction volumes in the millions, or compliance measures as a publicly-traded company.

Since the challenges of a global conglomerate are different, ERP priorities are different as well. Where midmarket companies prioritize low Total Cost of Ownership (TCO) and quick implementations, large organizations have greater latitude over deployment time, costs, technical expertise, and administrative complexity. Instead, enterprises require ERP systems with a strong track record of uptime, a broad range of localizations, security certifications, global cloud presence, and the availability of support and professional services. Therefore, ERP vendors catering to the upper end of the market differentiate less on core functionality but rather on the overall capabilities of their platforms, regional availability, partner ecosystems, and support services.

Global companies considering adopting a new ERP system must consider the international presence of their prospective vendors, which entails several elements. Customers must ensure that their ERP of choice supports their regional compliance standards, such as GDPR for European markets and FedRAMP for US government contractors. In terms of cloud infrastructure, customers must assess the latency, compute performance, data storage locations, security protocols, and elasticity of their vendors. ERP vendors also compete on localization services, providing language and currency support and helping organizations stay up to date with global tax and trade compliance changes.

Support and professional service capabilities are often weighted as much as the technology itself. With system integrators and consultants around the globe stretched thin, customers must have confidence that their vendor can provide or recommend capable partners to implement the ERP, perform upgrades, and troubleshoot after go-live. Documentation and educational materials available in the local language can help relieve the support burden, allowing internal IT to resolve issues on its own.

Large enterprises over $1B in annual revenue typically prefer the largest ERP vendors, especially those that host their own cloud infrastructure, but medium-sized industry-focused ERP solutions often exceed the functionality of more generalized systems. While there is safety with the big ERP vendors, getting in on the "ground floor" with rising ERP vendors can often be rewarding. For example, organizations will have a greater say over product development roadmap and prioritized access to support services.

In this Technology Value Matrix, Nucleus assesses the 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 Infor, Microsoft, and Oracle.

INFOR

Infor is a leader in this year's Enterprise ERP Technology Value Matrix, recognized for its industry-specific ERP solutions deployed on the cloud through its CloudSuite platform. The vendor's targeted industries include healthcare, industrial machinery, heavy equipment, automotive, fashion, distribution, manufacturing, aerospace and defense, food and beverage, and public services. For these industries, Infor's modular CloudSuite platform offers SCM, CRM, human resources planning, product lifecycle management, warehouse management, and asset management capabilities in addition to financial and accounting functionality. Built on infrastructure services from AWS and the Infor OS cloud platform, Infor's ERP solutions offer flexibility in deployment options, including cloud, hybrid, and on-premise. Solutions with Infor LN and Infor M3 at the core primarily target large enterprises and Infor Systeline and Infor SXe suit small and mid-market businesses. The combination of this flexibility and industry-specific ERP functionality positions Infor as a highly competitive solution within the ERP space.

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

- In October 2021, Infor announced the acquisition of Lighthouse Systems, a provider of manufacturing execution system (MES) software for smart manufacturing capabilities. Customers of Infor CloudSuite ERP solutions will benefit from the full integration of this full ISA95 scope MES solution into the CloudSuite platform. This will shorten the time to value for customers looking to simultaneously implement both ERP and MES and will enable Infor to address the customer requirement of 24-7 manufacturing operations.

- In January 2022, Infor launched the Infor Marketplace, designed to showcase industry and micro-vertical solutions that augment and directly integrate with Infor investments. CloudSuite ERP customers will benefit from potential ERP enhancing extensions on the marketplace, including pre-integrated solutions and platform-built technologies from niche industry functionality to extensions and reusable widgets.

- Infor has implemented deeper integration into the Infor Nexus for CloudSuite. Customers will enjoy full supplier network integration for CloudSuite systems, extending notably beyond traditional order integration.

- The vendor introduced an equipment self-service portal for CloudSuite systems customers. This will enable effective access to equipment information updates, rental requests, and service history and demands.

- Infor launched a new retrospective trade agreement module for CloudSuite systems. Customers will benefit from unified management of agreements, including rebates, bonuses, trade promotions, and commissions.

- Earlier this year, variable-driven CFO dashboards were introduced to enable analytics for CloudSuite systems. This technology enables customers to organize financial and operational data centrally and glean insights from fiscal intelligence using analytical tools.

- Infor announced the support of multiple books and valuation methods for corporate accounting and reporting. Global company customers will now have support in reporting under multiple rules such as local GAAP, IFRS, and others.

- The vendor announced new grower contract support features. CloudSuite customers will be empowered with additional settlement options allowing for self-billing as well as requests for supplier invoicing based on grade-based pricing.

MICROSOFT

Microsoft Dynamics 365 Finance and Supply Chain Management is a leader in this year's Enterprise ERP Technology Value Matrix, recognized for its finance and supply chain solutions targeted toward large-scale enterprises. The vendor is a longstanding leader in comprehensive enterprise application solutions, offering integration-platform-as-a-service in addition to the Azure cloud service. The two solutions recognized include Dynamics 365 Finance and Dynamics 365 Supply Chain Management. The former offers financial management software capabilities with embedded analytics and financial intelligence; the latter provides a unified view of manufacturing, warehouse, service, inventory, and logistics with embedded predictive analytics for insight generation. The targeted user base for the products is large-scale corporations looking to optimize talent, sales, marketing, customer service, field service, retail, and project service automation. Core functionalities include business logistics, supply chain management functions, manufacturing processes performance indicators, and a regulatory compliance engine. These features are notably offered on a singular integrated platform. Microsoft's global reach extends to 65 countries, combined with these targeted features and cloud/on-premise deployment flexibility,

leading enterprise customers to choose Microsoft Dynamics 365 Finance and Supply Chain Management for their ERP needs.

Recent product updates and announcements for Dynamics 365 Finance include:

- The introduction of Finance insights, the cash flow offering that empowers users with out-of-the-box machine learning functionality for financial operations. Customers can leverage intelligent automation to optimize their financial processes.

- Increased automation functionality for daily tasks, in conjunction with various feature updates for the fixed assets, year-end close, and financial dimensions. Customers will benefit from enhanced usability and performance in these contexts, optimizing their core financial processes.

- The introduction of globalization services, offering additional localizations, electronic invoicing, and the general availability of the Tax calculation service. This will benefit users by enabling of extensibility of the Dynamics 365 Finance platform for these needs across other Dynamic 365 online services.

- Microsoft additionally released the general availability of subscription billing, bringing intelligent automation around vendor invoicing, ledger settlements, and year-end close services. This aims to enable customers to maximize their financial visibility.

- The introduction of a market preview of a tax audit and reporting service.

Recent product updates and announcements for Dynamics 365 Supply Chain Management include:

- Microsoft introduced several initiatives to improve visibility within and beyond the enterprise, including the unification of data from external MES systems, real-time inventory visibility, and integration with Supply Chain Insights empowering customers to predict disruptions better.

- The introduction of the Planning Optimization add-on, designed for priority-based supply planning and automation of the replenishment of high-demand items quickly and based on order priorities, current stock levels, and projected inventory.

- Microsoft additionally announced initiatives aimed towards improving productivity through leveraging artificial intelligence and embedded collaboration, including automated material handling by integrating with robots in warehouses and shop floors, embedded Mixed Reality capabilities by integrating Guides with Supply Chain Management, embedded Microsoft Teams collaboration across Microsoft's supply chain portfolio, and Intelligent Order Management with out of the box connectors to all major 3 PL or delivery carriers including FedEx.

ORACLE

Oracle Fusion Cloud ERP is a leader in this year's Enterprise ERP Technology Value Matrix, recognized for its unified ERP platform capable of supporting organizations with high transaction activity and complex finance and accounting structures while also offering robust database management functionality. The vendor provides a comprehensive array of cloud-native enterprise applications for every business function, including CRM, HCM, SCM, and ERP. Oracle Cloud ERP serves as the company's flagship ERP solution and comes out of the box with core financial and master data management capabilities. The product is currently used in over 125 countries, covering 23 industries, and is available in 27 languages. Best suited for customers with annual revenue exceeding $250M, Oracle Cloud ERP has solutions for education, healthcare, high tech, communications, retail, manufacturing, professional and financial services, public sector, and consumer goods industries. Core functionalities for Oracle Cloud ERP include a no-code interface, industry-specific functionality, financials, project management, procurement, performance management, risk management and compliance, subscription management, supply chain and manufacturing, and analytics. Combined with native integrations across Oracle Fusion Cloud Applications, Oracle Cloud ERP attracts customers aiming to consolidate their technology ecosystem under the Oracle banner.

Oracle announced several enhancements planned and delivered in 2022 to push forward their three-element Cloud ERP vision centered around Touchless Operations, Continuous Insights, and Proactive Collaboration & Steering:

- For Touchless Operations, Oracle has expanded automated accrual delivery for a daily pro forma view and has implemented supplier invoice to cash optimization for electronic and imaging-based invoicing with machine learning.

- For Continuous Insights, Oracle introduced Connected Planning for continuous alignment of assumptions with sales & marketing, supply chain, HR, and IT. New capabilities include Intelligent Performance Management and Predictive Cash Forecasting. The former delivers actionable insights on significant variances and patterns that require human attention. The latter generates short-to-medium term forecasts using machine learning models with actions to optimize working capital.

- For Proactive Collaboration & Steering, Oracle introduced direct in-app virtual collaboration via video conferencing platforms, generally available with its digital assistant and collaborative platform hooks with Microsoft Teams and Slack. Oracle also introduced action execution and tracking mechanisms designed for modern digital work environments.

EXPERTS

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

IFS

IFS is an expert in this year's Enterprise ERP Technology Value Matrix, recognized for its IFS Cloud Platform. The vendor focuses on various enterprise software solutions, covering areas including ERP, EAM and Service Management. IFS's unified platform connects use-case and industry-specific products into a single platform, leveraging a singular data model and embedded technologies across each solution area. The platform offers capabilities designed for the following specific industries: construction & engineering, service, manufacturing, aerospace & defense, energy, and utilities & resources. Deployment options include hosted cloud and remote. IFS often competes in enterprise deals due to the vendor's industry expertise and a broad portfolio.

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

- In April 2022, IFS announced its April 2022 updates for IFS Cloud. Feature improvements include updated analysis models for EAM, CRM, and HCM, a service request capability, the ability to set geo-positions for assets from mobile devices, calendar-based work lists, Boomi Connector with pre-built mappings connecting IFS Cloud and 3rd party CRM vendors such as Salesforce, and the introduction of Remote Assistance mixed reality for Aviation Maintenance users.

- Launched in April, 2022, Arcwide is a joint venture that brings together the professional business services expertise of BearingPoint with the cloud technology of IFS. The first phase of operations sees Arcwide serving customers in Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Switzerland, and the UK, providing IFS Cloud deployment and professional and technology services to business leaders across a broad spectrum of industry sectors. Arcwide delivers a consistent experience to customers from the point of purchase of IFS Cloud through to the identification and realization of value. Services include value assessment, scoping and deployment and managed services, along with activity associated with business transformation such as training and change management.

- In July 2021, IFS announced the acquisition of Customerville, a customer experience platform focused on feedback and listening across the entire customer journey. The design-driven approach collects customer feedback data by gathering the response of the customer at the 'Moment of Service.'

SAP

SAP S/4HANA is an expert in this year's Enterprise ERP Technology Value Matrix, recognized for its enterprise-focused, end-to-end ERP capabilities with notable artificial intelligence and advanced analytics services. The vendor has established a high-profile presence across virtually all industries. SAP S/4HANA is the vendor's flagship ERP software solution, offering configurable tooling for complex deployments across different lines of business and geographical locations. The product is focused explicitly on organizations with annual revenues exceeding $500M. Core functionalities delivered through the platform's modular structure include professional services, manufacturing, commerce, sales, asset management, finance, supply chain, HCM, and procurement. Since its launch in January 2021, the RISE with SAP offering has helped cloud adopters navigate complex migrations, increasing implementation efficiency. Furthermore, the vendor's wide-ranging and specific industry capabilities built over decades of experience lead many customers to choose the product for their ERP needs. SAP S/4HANA supports flexible on-premise, cloud, and hybrid deployment options, with customers choosing cloud or hybrid deployments at an increasing rate year after year.

SAP has made significant product enhancements over the last year, including:

- In May 2022, SAP and Google Cloud announced new integrations between Google Workspace and S/4HANA. Customers will be enabled to leverage collaboration with Google Docs and Google Sheets from within SAP software workflows, allowing the exportation and importation of data between the two.

- In April 2022, SAP announced the second release of the SAP S/4HANA and SAP ERP Teamcenter integration. Titled "PLM System Integration, Feature Pack 2", the update includes the creation of plant-specific and configurable material masters and bill of materials, transfer of variant definition for variant configuration, supplying of manufacturing relevant information data along the business process, and the transfer of SAP PP routing.

FACILITATORS

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

CEGID

Cegid is a facilitator in this year's Enterprise ERP Technology Value Matrix. The ERP specialist serves mid-sized to large companies in various sectors, such as the retail and HR industries, through its XRP Ultimate solution. The cloud ERP provider combines sales, supply

chain, inventory, and HR management capabilities. The Cegid system offers in-depth retail-specific capabilities, such as omnichannel supply and inventory planning, which enable users to optimize order management and save operating costs all on a web browser interface.

Cegid has made some significant product enhancements over the last year, specifically in their annual upgrade, Cegrid XRP Ultimate 12. Some new features implemented include:

- The introduction of factoring capabilities to secure cash quickly and the ability to manage fixed assets under concession. These updates expand the platform's base financial functionality for its customers.

- In the sale domain, the platform introduced online functionality for orders, tracking, payment, quote follow-up, and approval.

- Cegid announced several notable data visualization updates, including streamlined ERP data visualization, increased efficiency and security for the query building process, query execution via a standard web service, and the ability to utilize a third-party visualization tool through web services such as Power BI. Customers will enjoy markedly improved visualization capability for their ERP data needs.

- The vendor introduced mobile applications, enabling the ability to follow, approve, and monitor expense reports and perform inventory management. The ability to improve the time taken for sales orders through entry by barcode scanning is of note for customers.

- A new UX for the platform improves the customer experience engaging with the product.

- Cegid announced two independent software partnerships, SIS ID and Sirene. The collaboration with the former counteracts fraud through automated monitoring of third-party IBAN and bank information. The partnership with the latter secures and accelerates third-party data entry, including SIRET code and address.

- The vendor announced new pre-configuration capabilities, enabling existing customers to capitalize on best business practices and empowering new customers with accelerated implementation with additional flexibility regarding existing modules and evolving functionalities.

EPICOR

Epicor is a facilitator in this year's Enterprise ERP Technology Value Matrix. Epicor specializes primarily in the mid-market companies in the automotive, distribution, building supply, manufacturing, and retail industries. The Epicor Industry ERP Cloud 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 configurable infrastructure, offering various industry-specific ERP packages. With low-code/no-code functionality, pre-built API connectors, and extensive library add-on modules, businesses can set up their Epicor ERP system to meet their organization's unique requirements.

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

- With the acquisition of KBMax, Epicor has launched Epicor CPQ, a 2D/3D platform equipped with AR (Augmented Reality). The service integrates Epicor Industry ERP cloud, Kinetic, Prophet 21, and BisTrack, allowing customers to visualize end products being designed, thereby increasing sales and streamlining manufacturing for their custom products.

- Epicor Commerce Connect service saw several improvements, including CPQ integration and support for multi-page CMS for smaller customers. The former expands customers' 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 Connect Express customers to establish a web presence without the requirements of a full eCommerce platform; they can build home and informational pages and add social posts, blogs, and newsletters.

- Epicor now offers cloud implementation services for Epicor Quick Ship to Epicor Kinetic and Epicor Profit21 customers. Government Cloud now supports Quick Ship for Epicor Kinetic customers in the United States.

- Epicor EDI saw several functionality enhancements, notably new Epicor 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 with ETQ, integration of Epicor Advanced MES to Sage Clarity, the introduction of Application Studio, planning BOM and MRP improvements, automated fulfillment,

and dynamic documents with country-specific features and retrofits for Saudi Arabia, Mexico, UK, amongst others.

- This year's Epicor Prophet 21 updates include adoption of the Epicor Design System, enhanced functionality around regulatory requirements and tax changes, particularly in the UK and Mexico, improved reporting capabilities in Report Studio, enhanced security features utilizing Epicor's Security Suite, and integration to Smart Software. The vendor also formed strategic partnerships with AutoCrib, and Parcel Pending.

- This year's Epicor BisTrack developments include the integration of Epicor CPQ, the Epicor Enterprise Content Management AP Automation module, and two new strategic independent software vendor partnerships with Geotab and Buildxact.

QAD

QAD is a facilitator in this year's Enterprise ERP Technology Value Matrix, recognized for its cloud-based QAD Adaptive ERP, which is one of the products in the QAD Adaptive Applications solution portfolio. The portfolio includes enterprise software for supply chain planning, strategic sourcing, supplier relationship management, global trade and transportation management, asset management, manufacturing operations, shop floor visibility, capacity planning, customer and service management, scheduling, and core finance. QAD Adaptive ERP and other solutions are built using and running on the QAD Enterprise Platform, enabling adaptability, extensibility, automation, and embedded analytics to address customers' specific needs in their individual industries.

QAD Adaptive ERP combines ERP and supply chain execution functionality into a singular solution, 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 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 late 2021 acquisition of WebJaguar integrates new functionality with this update, augmenting digital commerce capabilities, including punch-out and marketplace integrations.

CORE PROVIDERS

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

DELTEK

Deltek is a core provider in this year's Enterprise ERP Technology Value Matrix. The ERP specialist that serves companies of all sizes in the accounting, architecture, engineering, construction, consulting, energy, oil, gas, IT, aerospace, defense, marketing, and government contracting sectors. Deltek provides business intelligence, contract management, human capital management, procurement, accounting, manufacturing, and project management capabilities through its Costpoint, Vantagepoint, Maconomy, Ajera, WorkBook, and ComputerEase solutions. The platform's modular architecture and low-code customization features enable organizations to meet the unique requirements of individual projects and scale operations as needed.

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

- Deltek has asserted its compliance with ITAR and CMMC, following new cybersecurity compliance requirements released by the US Federal Government. Deltek's recently launched Cloud offering will empower firms in the cloud to meet these cybersecurity requirements, which can traditionally be highly expensive and time-consuming. Additionally, Deltek will continue to pursue CMMC 2.0 certification at Maturity Level (ML) 2.

- Deltek continues to implement UI enhancements, improving Vantagepoint's user experience. Newly added navigation banners simplify daily functions and reduce click requirements, in-app learning aids have been introduced, and accessibility has been improved. For the customer, these changes will result in more time spent doing work of value, eliminating monotonous tasks.

- Deltek has implemented innovative artificial intelligence optimizations that drive value. Enhanced Smart AI features improve visibility into current performance measures while simultaneously providing insights into future performance. Furthermore, new out-of-the-box AI-powered dashboards enable the accessible gleaning and visualization of data insights by executive leadership, project managers, human resources managers, and procurement managers.

- This year, Deltek introduced an offering that meets integration needs through its API stack, as well as the out-of-the-box integrations offered in many of their products. . With integrations being challenging, costly, and complex in the past, customers will benefit from the ability to connect to a complete solution for all integration needs to build, deploy, and manage cloud-based integrations to and from Deltek solutions.

- Deltek has continued to expand its partner ecosystem over the past year. Customers benefit from more than a hundred best-in-class partners, integrations, and bots in the Deltek Partner Marketplace, which support the project lifecycle to accelerate operations and improve profitability.

RAMCO

Ramco is a core provider in this year's Enterprise ERP Technology Value Matrix. The vendor specializes in multi-tenant cloud and mobile-based ERP solutions. The Ramco ERP Digital platform hosts AI/ML capabilities, 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 in the logistics, concrete, maintenance service providers, professional services, and aviation industries. The platform's core functionalities include financials, manufacturing, supply chain management, and HCM, complemented by an in-memory-based real-time optimization engine, analytics capabilities, and machine learning tools like chatbots, facial recognition, and voice commands, amongst others. 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:

- In October 2021, Ramco announced that its platform had achieved Workday Global Payroll Certified status for integration that connects Workday Human Capital Management (HCM) with Ramco Global Payroll. This integration benefits customers by enabling them to leverage Ramco's Global Payroll platform covering over 100 countries, including more than 60 countries on its own platform.

WORKDAY

Workday is a core provider in this year's Enterprise ERP Technology Value Matrix. Workday's Enterprise Management Cloud offers a range of enterprise, cloud-based applications for finance, enterprise planning, and HR. Where most ERP vendors package variations of these capabilities in a single offering, Workday allows users to only purchase what they need. These applications used in conjunction provide viable core functionalities in the enterprise ERP space, including accounting, analytics, client-facing project automation, and sourcing and procurement management. Service-centric organizations often choose Workday as their ERP tool due to its professional services automation tools and integration across Workday tools and third-party platforms through the Workday Integration Cloud.

Recent product updates and announcements include:

- In April 2022, Workday announced extended capabilities and new solutions for corporate accountability and environmental, social, and governance (ESG) regulations. Notable is the delivery of two new solutions: social reporting for ESG and supplier risk and sustainability. Updated functionalities include the ability to capture Scope 1, 2, and 3 emissions metrics and a dashboard that consolidates information around workforce composition, organizational health, diversity, and workforce investment.

- In November 2021, Workday announced its agreement to acquire VNDLY, a cloud-based external workforce and vendor management technology provider. The acquisition will provide customers with a workforce optimization solution to manage salaried, hourly, contingent, and outsourced workers and support talent strategy with insight into costs, workforce planning needs, and compliance.

- In September 2021, Workday acquired Zimit, a CPQ solution explicitly built for services industries. Zimit simplifies the quoting process, delivering speed, flexibility, collaboration, and a streamlined opportunity-to-cash workflow.