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More ERP Customers Unhappy with Existing Software

Austin, Texas – November 7, 2008 – A leading provider of global IT research and advice recently conducted a survey of small and mid-sized companies to determine the extent to which they are satisfied with their current accounting ERP software.

The survey presents evidence of mounting dissatisfaction with currently installed enterprise resource planning (ERP) applications. The survey indicates dissatisfaction with current ERP systems based on inadequate business process requirements and cost controls needed in today's economic environment. Around 25% of those surveyed indicated overall dissatisfaction compared to just 17% last year, an 8 point increase year over year.

Reasons many SMB respondents gave for considering an upgrade to ERP software are ranked below:

- Business process improvement (26%);
- Business intelligence (BI) analytics/reporting (15%);
- Lean manufacturing and manufacturing resource planning (MRP) functionality (12%);
- Customer relationship Management (CRM) integration (11%);
- Better inventory control and warehouse management system (WMS) integration (10%);
- Enhanced distribution functionality and e-commerce web stores (9%);
- Additional accounting software and financial functionality (7%);
- System scalability (6%);
- Compliance/regulatory requirements (6%);
- Integration with other software (3%)

In contrast to many of the problems cited above, Lloyd Smith, President of Mind Over Machines, a Sage Software business partner with offices in Austin, Dallas and San Antonio, Texas, has witnessed frequent incidents where companies experienced double-digit productivity increases and error reductions after switching to Sage Accpac ERP or Sage MAS 500 from ERP systems based on older technology.

"It's not unusual," Smith says, "to see a new customer experience increased levels of throughput and customer satisfaction within the 6-12 months after a Sage Software implementation. One of our customers, a manufacturer and distributor of auto care products, doubled in size two times in just about five years without having to hire as many new staff-- all because of how efficiently Sage Accpac managed key functions such as mobile sales order entry over the Internet, integrated credit card processing and live shipping rate feeds from major overnight freight carriers."

About Mind Over Machines

Mind Over Machines delivers accounting and business management solutions to companies specializing in wholesale-distribution, e-commerce, manufacturing, and professional and mechanical services. As a Sage Software Select Partner, we specialize in the Sage Accpac ERP, Sage MAS 500, SageCRM and Abra HRMS product families. From offices in Austin, Dallas and San Antonio, Texas, the Mind Over Machines staff of dedicated professionals carries out the company's commitment to high-quality results and customer satisfaction. Learn more at www.mindovercorp.com or by calling (866) 990-3994.