System Evaluation Checklist - eCommerce

The software system you choose today will affect how your eCommerce business runs for up to the next 10 years. It is important to make the correct decision now. When looking at an ERP system, you'll want to select one that works seamlessly with your eCommerce website. This checklist will help you compare the ERP features you need for your company.

You can use this checklist to compare features and benefits across these important categories:

PRODUCTIVITY   What can the software do to make you and your staff more productive?

FUNCTIONALITY   Does the software help you perform your daily accounting and business management functions?

TECHNOLOGY   Does the software make use of the most current technology allowing for usability, customizability, and maintainability?

VALUE   Will the software maximize functionality versus cost over the software lifetime?

RISK   Does the software minimize risk and offer increased security?

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Category	Feature	Benefit	Priority	Acumatica	Vendor #2	Vendor #3
CATEGORY // PRODUCTIVITY						
PRODUCTIVITY	Ability to integrate with popular eCommerce platforms	Allow access to inventory, customer, sales, and shipping data on your eCommerce site. Reduce redundant data entry and errors. View an accurate picture of inventory across multiple channels. Automatic notification to customers.		✔		
PRODUCTIVITY	Intuitive	Easy to setup, learn, and use.		✔		
PRODUCTIVITY	True universal availability	Allow employees to work in the field, from home, or any shift. Access the system from any device, anytime, anywhere.		✔		
PRODUCTIVITY	Multilingual	Print customer-facing documents in the language of your customer. Work in the language of your choice.		✔		
PRODUCTIVITY	Multicurrency	Operate in any currency as needed.		✔		
PRODUCTIVITY	Workflow	Automate business processes, approvals, and notifications.		✔		
PRODUCTIVITY	Wikis	Share information and company documents across teams, departments, and external users.		✔		
PRODUCTIVITY	Single database	Eliminate the need to maintain integrations between differing applications.		✔		
PRODUCTIVITY	Comprehensive reporting	Access to the data you need to run the business. Make better decisions with fewer mistakes.		✔		
CATEGORY // FUNCTIONALITY						
FUNCTIONALITY	Financial Management	Perform standard accounting functions, such as general ledger, accounts receivable, accounts payable, cash and tax management.		✔		
FUNCTIONALITY	Multi-entity	Support multi-company & multi-warehouse. Perform financial consolidations & intercompany reconciliations.		✔		

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FUNCTIONALITY	Procure-to-pay	Create purchase requisitions, approvals, convert to purchase orders, receive inventory, receive invoices, and match and pay.		✔		
FUNCTIONALITY	Quote-to-cash	Create quotes, convert to sales orders, check inventory availability, perform credit checks, pick, ship, invoice, and collect payments.		✔		
FUNCTIONALITY	Exceptional third-party software support to extend functionality	Access enhancements that extend the functionality of the software to meet your unique business and industry needs.		✔		
FUNCTIONALITY	CRM included in ERP	Utilize a single database between ERP and CRM – no synchronization of two databases with the same information.		✔		
FUNCTIONALITY	Integrated business intelligence	Use integrated BI, to take you beyond spreadsheets, to understand what the data is really telling you. Make informed decisions and take action quickly.		✔		
FUNCTIONALITY	Integrated eCommerce	Link online orders to your ERP. Track sales, manage inventory in real-time, and if you have multi-state sales, collect the correct sales tax.		✔		
CATEGORY // TECHNOLOGY						
TECHNOLOGY	Synchronization with your eCommerce website	Automatically exchange products, customers, orders, inventory, pricing, order status, product images, categories, metadata, and shipping information between systems. Reduce order processing costs and increase your bottom line.		✔		
TECHNOLOGY	True cloud	Access all functionality using a standard internet browser. No additional software installation required.		✔		
TECHNOLOGY	Responsive design	View and interact with every page of the application on any device.		✔		
TECHNOLOGY	Customizable and flexible	Modify and customize business logic to meet the unique requirements of your company.		✔		

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TECHNOLOGY	Customization using industry-standard tools	Perform customizations using industry-standard tools and programming languages. Avoid the need to use proprietary languages or compilers.		✔		
TECHNOLOGY	User interface	Give users a modern look and feel. Customize screens and dashboards and gain easy access to business tasks with an easy to-to-understand workflow.		✔		
TECHNOLOGY	Full relational database	All system data stored in a relational SQL database. Easily query this data for reporting, BI, financial statements, and audits.		✔		
TECHNOLOGY	Database export	Access and export all data for reporting, backup, and transfer while maintaining the relational aspect.		✔		
TECHNOLOGY	Upgrade on your schedule	You control upgrade dates and times that are convenient for your company – not the software vendor.		✔		
TECHNOLOGY	Capable of moving to the cloud when you are ready	Deploy in the cloud or on premises – whichever best fits the requirements of your business, and switch at any time it makes sense for your business.		✔		
CATEGORY // VALUE						
VALUE	Low total cost of ownership (TCO)	Lower the total cost of ownership over the lifetime of the product. Include licensing, support, hardware, upgrade, and hosting costs. Additionally, do not forget the costs of additional products required to run the system (ex. web server, database server, collaboration tools, and CRM), and include hardware, licensing, and support costs.		✔		
VALUE	Scale as you grow	Accommodate increases in volumes, resources, and additional users as your business grows. Pay for only what you use and add more resources when you need them.		✔		
VALUE	Fixed, low cost deployment option	All inclusive cost structure lowers the uncertainty of the project and moves significant risk onto your software provider.		✔		
VALUE	Flexible licensing options	Choose between subscription or perpetual licensing (ongoing operating expense versus a depreciable capital expense).		✔		

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VALUE	Preserve capital for other business initiatives	Deploy in the cloud to reduce the initial cash outlay for purchase of hardware / software, as well as internal IT staff required to support and maintain that hardware / software.		✔		
VALUE	Charged by resources used, not by user	Pay for the resources you use, not for the number of users. The benefits of ERP are available to all employees. Per user charges penalize growing businesses.		✔		
CATEGORY // RISK						
RISK	Predictable monthly costs	Platform allows for predictable monthly cost for the system. Significantly lower costly annual contracts for IT services.		✔		
RISK	Deploy quickly Reduce time-to-value	Short deployment with a cloud solution leads to reduced time-to-value and lower costs.		✔		
RISK	Leverage global technology leaders	Use the resources of cloud hosting leaders (such as AWS and Azure) to get fast response, uptime, and security		✔		
RISK	Customer references	Select a vendor with a successful track record of helping eCommerce customers achieve success with their software.		✔		
RISK	Best-in-class security at no additional cost	Get increased security leveraging expertise at hosting providers such as AWS and Azure.		✔		
RISK	Data in the cloud	Secure your data in the cloud as opposed to leaving it exposed on your own servers where it is more vulnerable to attack.		✔		
RISK	Backup and disaster recovery	Lowers costs for backup, failover, and disaster recovery in the event that a worst case scenario presents itself.		✔		
RISK	Simpler integration with other web apps	Easily integrate with other web-based business applications.		✔		
RISK	Vendor handles updates and upgrades	Eliminate the risk of missing an upgrade by choosing a cloud solution that's continually updated.		✔		