Questionnaire

5 Questions to Ask Your Acumatica Vendor BEFORE You Buy

Before committing to **Acumatica** or **Business Central**, your leadership team should ask tough questions to both providers. These questions can help uncover hidden costs or limitations that may not appear in product demonstrations.

ARCHERPOINT
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Question #1

How predictable will our costs be as transaction volume grows?

Why ask: Acumatica and Business Central have different cost structures. Business Central charges by the number of users, while Acumatica uses a "consumption" model, meaning you can have unlimited users, but you are charged based on the network resources consumed by your transactions.

Why this is important: Depending on your growth plans, the consumption model can exceed your original expectations.

Understand your transaction volumes, such as types and numbers of transactions, requirements for data transmission speed and storage, and peak performance needs. Get hard numbers from both vendors, so you understand the true cost of each solution.

Question #2

What limitations exist in terms of global compliance and regulatory coverage?

Why ask: Acumatica offers strong support for North American businesses (U.S. and Canada) and is growing in APAC countries. However, most localizations are partner driven. Business Central boasts over 170 localizations provided by both Microsoft and Microsoft's regional partners.

Why this is important: Acumatica's international regulatory compliance can vary by country. Business Central's international compliance is more consistent and updated in countries where Microsoft maintains the localizations (Microsoft Learn).

Acumatica is a strong contender if your business operates in North America or regions with supported localizations. Business Central is preferable if you need consistent, standardized multi-country coverage.

Question #3

Does the company's ecosystem of third-party applications meet our industry-specific needs?

Why ask: Most ERPs rely on third-party add-on applications developed by Independent Software Vendors (ISVs) that extend the product's capabilities to meet specific industry requirements.

Why this is important: The more ISV apps available, the more options there are for proven solutions for your needs. In addition, they help you avoid costly customizations.

Business Central has over 6,500 ISV products on Microsoft's AppSource Acumatica has a limited but growing number of ISV apps, but still far fewer than Microsoft. If you need to extend Acumatica's capabilities, ensure that ISV apps are available that meet your exact requirements.

Question #4

How will we ensure our business users can access analytics without heavy IT involvement?

Why ask: A variety of tools are available for business intelligence, reporting, and analytics. Not all of them work with every platform.

Why this is important: Reporting and analytics are essential for your leadership team to make timely decisions about the direction of the company's products and services.

Business Central integrates seamlessly with Power BI, Excel, and other Microsoft tools. Acumatica offers reporting and analytics capabilities, but they are not as deeply embedded into a broader productivity suite; additional setup or third-party tools are often required for advanced analytics. Ensure the ERP you select integrates seamlessly with your preferred analytics and reporting tools.

Question #5

How does Acumatica's long-term R&D investment compare to Microsoft's?

Why ask: Microsoft spent nearly $30 billion in R&D in FY 2024, distributed over multiple priorities, including business applications, cloud infrastructure, AI and Machine Learning, and productivity applications. Acumatica has a much smaller workforce and budget, but utilizes 74% of its resources on R&D.

Why this is important: Microsoft is a global company that supports multiple products and services across diverse industries. It has the resources to develop not only Business Central but also its AI capabilities, cloud infrastructure, and seamless integrations between products. While Acumatica has a more limited budget than Microsoft, it focuses those resources on a single product, meaning it can still innovate.

Ensure you understand your short-term and long-term needs and choose the ERP that will meet those requirements in the future. If global scale, cross-region regulatory coverage, and advanced AI matter, Microsoft's Business Central offers more future stability than Acumatica.

Is Business Central the right fit for you?

Both Business Central and Sage Intacct are great financial software applications. But they differ in many ways. A lot will depend on your specific business needs in choosing the best one. **Take the quiz** and find out if Business Central makes sense for your business.

Take Quiz