

Questionnaire

6 Questions to Ask Your Sage Intacct Vendor **BEFORE** You Buy

Before committing to **Sage Intacct** 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.

Question #1

How predictable will our costs be as transaction volume grows?

Why ask: Sage Intacct uses a standard subscription model based on the number of users, number of business entities, and modules used, making pricing fairly transparent. However, there are also transaction volume limits that incur higher costs.

Why this is important: As you grow, transaction volume will likely increase. Understand your potential costs for future growth.

Understand your current and future requirements for your business, including additional modules, transaction processing, and international growth goals to fully understand your true costs.



Question #2

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

Why ask: Sage Intacct natively supports English-speaking countries (U.S., U.K., Canada, South Africa, and Australia) as well as France. Other countries require localization. Business Central has over 170 localizations developed and supported by Microsoft and its partners.

Why this is important: If you are looking to expand internationally, the localization portion of Sage Intacct (such as language, regulatory forms, statutory reporting, and taxes) is not yet standard or may vary widely in maturity for many non-English speaking countries.

If you rely on custom/local modules for Sage Intacct to be compliant in foreign countries, upgrades and regulatory changes might require extra cost/time, resulting in greater cost or risk to your company.



Question #3

What limitations does your product have for multinational companies, including data residency requirements, such as the U.S., Canada, Europe, etc.?

Why ask: Microsoft Azure supports geographic data residency. Sage Intacct using AWS requires contract-level clarity on which AWS region your tenant uses and which services can leave the geographic area.

Why this is important: Data restrictions vary by country. Business Central on Azure supports more geographic localizations, regulations, and data restrictions than Sage Intacct.

Ensure the ERP you choose complies with the regulations in the geographic areas your company operates in.



Question #4

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

Why ask: Most ERPs rely on third-party applications developed by Independent Software Vendors (ISVs) to extend the product and meet specific industry requirements not included in the base product.

Why this is important: The number of extensions available means you have greater flexibility in choosing a solution that works with your ERP. Otherwise, you might have to pay for customizations to meet your company's unique needs.

Sage's Intacct Marketplace lists "more than 350" extensions for Intacct, and **Microsoft's AppSource** lists over 6,500 third-party extensions for Business Central. Understand your company's "must haves" and ensure the ERP supports those requirements out-of-the-box or with ISV solutions at a price you can afford.



Question #5

Can business users access reports and analytics with minimal IT involvement?

Why ask: Your ERP connects to every department in the organization and provides the most comprehensive, up-to-date information on the status of everything. Each ERP has different reporting capabilities.

Why this is important: Extracting meaningful information relevant to each job function through reports, dashboards, and analytics enables managers and executive leaders to identify the business's strengths and weaknesses, which is critical for making informed, real-time decisions. If IT must develop these reports, it slows down the work, increases expenses, and ultimately leads to missed opportunities.

Both Business Central and Sage Intacct offer strong reporting tools. Business Central provides 300+ built-in reports and integrates with Power BI and Excel for easy reporting and dashboards across departments. Sage Intacct includes an embedded report writer and an Interactive Visual Explorer (IVE) that help financial users create dashboards, track KPIs, and explore trends. Ensure you understand how each solution delivers the insights your management team needs.



Question #6

How does Sage's long-term R&D investment in the product compare to Microsoft's?

Why ask: Microsoft invested over \$30 billion in R&D in 2025, while Sage invested £344 million (~\$460 million) in 2024. Microsoft's investment is spread across several products and services, including cloud infrastructure, business applications (such as Business Central), AI and Machine Learning, and business productivity. Sage's investment is focused mainly on its cloud financials roadmap.

Why this is important: The sustained research and development a company invests in its products drives continued innovation, new features, AI capabilities, security enhancements, and more.

Business Central is a comprehensive ERP and benefits from Microsoft's investments across its product lines. Sage Intacct is primarily a financial accounting application; budget for partner solutions where you need depth beyond finance.



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.

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