QuickBooks Is Fine For Smaller Businesses. Until It Isn't.

EVEN SMALL COMPANIES CAN OUTGROW QUICKBOOKS AND MUST STEP UP TO A MODERN, CONNECTED ERP PLATFORM.

Successful small businesses have been able to grow because they are good at attracting customers, operating with a level of efficiency, and promptly providing products and services. As their customer base grows, customer demands increase as well. This forces the business to become agile enough to meet the new demands while standardizing processes to keep costs low and profitably serve their market.

For companies starting out, deploying QuickBooks is a good first step towards operational improvement. But there comes a point in each expanding company's journey where QuickBooks doesn't support the changing needs of the organization. Perhaps it's an increase in manual processes and offline spreadsheets to track information outside of QuickBooks. It could be the need to add third-party software to handle repetitive tasks that QuickBooks is lacking. Maybe the data needed to make decisions isn't available from QuickBooks. Or, reports aren't actionable, with a snapshot of the past rather than a real-time view into your operation.

"QuickBooks is good for small businesses, but once you get to the level where we are, you can't use it. We saw the growth coming, and we knew setting ourselves up for success before that growth occurred would be key."

MARTIN GALSTYAN, CHIEF FINANCIAL OFFICER, TOUGHBUILT

Do you find yourself in this predicament? Manual processes are needed to perform internal procedures and service customers, which wastes time and introduces human error. Functional limitations require you to bolt on additional applications to manage even routine business processes, leading to higher software costs and forcing you to maintain expensive integrations. Decision-making becomes clouded in ambiguity as siloed data sources along with disjointed processes create barriers to real-time visibility into operations and financial performance. Further, QuickBooks' platform is expensive to maintain and cannot leverage digital capabilities to share data across an organization and with trading partners.

We understand that many QuickBooks users face these challenges. You have a real risk of losing the market position you worked so diligently to create. More agile competitors have a nimble technology backbone that allows them to thrive in today's dynamic economy. It's also why so many QuickBooks customers have moved to Acumatica to future-proof their businesses by leveraging cloud-native technology for efficiency, extensibility, and accessibility.

Acumatica Cloud ERP is designed to be a competitive advantage—not an obstacle—for growing businesses. Its modern technology platform supports today's digital business environment. The modular architecture is easily configurable to tailor processes and reports to the way you conduct business. The horizontal and vertical breadth of functionality out-of-the-box provides the ability to thrive within your industry. Plus, the system is available to you anytime, on any device, anywhere you have internet access using just a standard web browser. As a result, Acumatica facilitates today's digital economy. And tomorrow's.
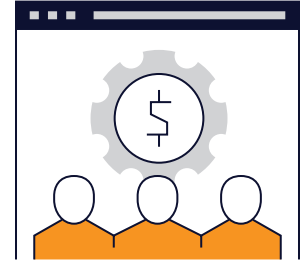
INSIDE THIS GUIDE

You will see the obvious and hidden costs of continuing to rely on QuickBooks as your technology infrastructure, including the high opportunity costs of lost revenue streams. Moreover, you will learn how Acumatica helps you overcome QuickBooks' shortcomings to provide a future-proof platform that enables your company to serve existing customers better and effectively compete for new customers.

QuickBooks' Architecture Does Not Fit Today's Digital Economy

QuickBooks was initially released in the 1980s. Since then, there have been some technology upgrades, including the release of QuickBooks Online (QBO), their cloud-based version. While QBO is a SaaS-based architecture, significant functional gaps exist compared to QB Desktop, compounding the need for integrations, customizations, and system upkeep. As the desktop platform has never been re-architected to accommodate evolving digital capabilities, QuickBooks struggles to support customers' needs and opportunities for growth. As a result, QuickBooks incurs high maintenance costs that hamper financial performance.

Non-cloud-native deployments waste valuable IT resources. QuickBooks customers remain stuck with cumbersome tasks to provision, manage, upgrade, and scale the application and the underlying hardware, operating system, and database infrastructure. Product updates are applied manually, requiring time, effort, and cost, causing lost productivity and profit. In fact, many QuickBooks customers forego updates because of the enormous effort. Unfortunately, this puts them further behind the technology curve while also introducing additional security and compliance risks.

QuickBooks integrations with other software are fragile and expensive. The QuickBooks architecture lacks open APIs and web services. Integrations are done via legacy protocols, leading to weak connections at a high cost to develop and maintain. The complexity of interconnected systems accelerates with more points of integration. Likewise, security risks increase as the infrastructure becomes more unwieldy.

The cloud version doesn't solve these issues. You can deploy QuickBooks Online in the cloud. However, migrating from on-premises versions is costly and a tremendous disruption to the business. And what do you get after such a disruption? LESS functionality than before to support a growing organization in need of even more capabilities. QBO users also report setbacks due to the mandated, automatic product upgrades of QBO. Lost customizations and severed integrations result from the inability to test planned upgrades before they download.

Learn how Acumatica can work for your business by visiting us online at **pcbennett.com** or by calling us at **425-831-7924.**

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Acumatica's Cloud Platform Allows You to Future-Proof Your Business

Acumatica ERP is built on a modern, cloud-native technology platform. Acumatica's modular and adaptable architecture enables users to tailor the application to meet rapidly changing business needs. Thanks to open APIs and web services, integrations with third-party software leverage no-code and low-code integration strategies, eliminating the need for expensive consulting resources to achieve.

Workflows, alerts, and dashboards are embedded into the ERP framework so you can adapt processes and operations on the fly to course-correct or stay on top of market growth opportunities.

> "While payables and receivables are not the most glamorous, we have seen a huge improvement in time savings, and we are much more accurate with suppliers."
>
> **ANDY GALE, CFO & COO, LIVEVIEW TECHNOLOGIES, INC.**

TRUE CLOUD DESIGN

Access your system anywhere at any time with only a standard web browser, including on mobile devices. Eliminate IT infrastructure costs and effort. Enjoy award-winning usability as voted by actual users. Maximize your Total Economic Impact.™

CONTINUOUS INNOVATION

Acumatica releases significant updates twice annually. Artificial Intelligence and Machine Learning provide new efficiencies for expense management and accounts payable automation, with a platform for future AI and ML improvements to take your business to the next level.

FLEXIBLE DEPLOYMENTS

Free yourself from technology "chains" imposed by your software vendor. Determine the deployment that best works for your business. Choose to install upgrades when it's convenient—on your schedule, not your vendor's.

QuickBooks Functional Limitations Create Barriers to Growth

QuickBooks' functional gaps create cost burdens and reduce business visibility. The cost of licensing, supporting, and maintaining third-party add-on software is just the beginning. Integrating and supporting multiple applications on separate databases burdens IT budgets. Further, siloed systems necessitate manual data entry and paper-based processes, resulting in inaccurate and delayed information. Delayed and incomplete information makes it impossible for decision-makers to see what is happening to manage the business effectively.

Reporting in QuickBooks is limited and inflexible. How much money have you spent on custom reports and inquiries? Older software like QuickBooks is a consultant's dream, requiring technical skills to get the information out in a usable format in a real-world business environment. Exporting data to Excel is cumbersome and requires continuous reformatting. In addition, the lack of a consolidated dashboard prevents executives from seeing accurate, real-time key performance metrics to drive the business.
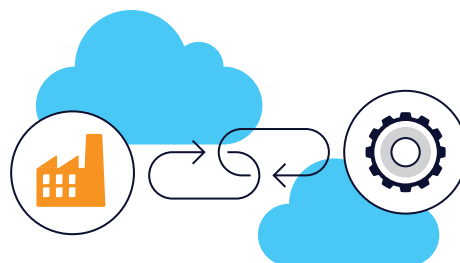
Missing features hamper your growth and market opportunities. QuickBooks customers face obstacles in penetrating new geographies without adequate support for multi-language, multi-currency, localizations, and inter-company requirements. Without core functionality such as field service management and native eCommerce integration with back-end modules, horizontal expansion into new service offerings and sales channels is challenging. CRM is a 3rd party bolt-on with limited integration to the core QuickBooks application. As a result, sales executives lack insight into customer buying behaviors and have zero visibility to warehouse inventory, service orders, or manufacturing operations that provide an exceptional customer experience.

"QuickBooks wasn't conducive to handling the consolidated financial statements for all our various legal entities. Very few of our accounting functions were integrated and our accounting functions were manual and very labor intensive."

GLENN PEARSON, CHIEF FINANCIAL OFFICER, R.A.S. LOGISTICS

Acumatica Unifies Business Processes with a Comprehensive System Designed for Your Industry

Acumatica Cloud ERP provides unique depth and breadth to seamlessly connect front-office and back-office operations—from financials to sales, purchasing to inventory, and engineering to planning and scheduling. Grow sales with embedded CRM and eCommerce, capture data with native document management, and extend your business with complementary project accounting and field services.

Gain insights into every aspect of your operations to boost operational efficiency, raise profits, reduce costs, improve customer satisfaction, and make informed business decisions.

Learn how Acumatica can work for your business by visiting us online at **pcbennett.com** or by calling us at **425-831-7924.**

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INSIGHTFUL REPORTING AND DASHBOARDS

Spend time analyzing your business instead of cobbling data together. Role-based dashboards illuminate insights with configurable and real-time key performance indicators. Become a proactive decision-maker who plans for the future.

BEST-IN-CLASS FINANCIALS AND EMBEDDED CRM

Reduce period close from days to hours with automated delivery of financial reports. Expand into international markets with multi-currency, multi-lingual translations, and localized accounting. Gain a 360° view of your customer base to drive practical insights, build better relationships, and cultivate organic growth.

DEEP INDUSTRY-SPECIFIC FUNCTIONALITY

Acumatica is designed for retailers, distributors, manufacturers, service providers, and construction firms. Vertical processes let you stay competitive in your market and branch out into adjacent markets. The industry comparison charts in this document contain more details.

Industry Functionality is a Core Benefit for Acumatica Users

GENERAL BUSINESS

Every business strives to optimize business practices, minimize costs, maximize profit, and exceed customer expectations. Achievement is based on being an agile organization, supported by a modern technology backbone with robust functionality.

QuickBooks lacks essential features to support the growth of most companies. Deploying additional software to fill in these gaps exacerbates the problem, as costly integrations

and customizations eat into resources and cash reserves.

Acumatica simplifies your operations so you can increase efficiencies, raise profit levels, and pursue new revenue streams and international markets. Make more informed decisions faster to leapfrog competitors by leveraging role-based dashboards and tailored reports. Company data is available to you anytime, anywhere you are.

FEATURES	QuickBooks	Acumatica
FINANCIALS AND GENERAL BUSINESS		
Accounts Payable, Accounts Receivable	✔	✔
Accounts Receivable	✔	✔
General Ledger	✔	✔
Cash Management	✔	✔
Payroll	✔	✔
Job Costing	✔	✔
Fixed Assets	✖	✔
Inter-Company Accounting	✖	✔
Multi-Currency and Multi-Language Support	✖	✔
PCI-Compliant Payments	✖	✔
Customer Relationship Management (CRM)	✖	✔
User-Defined Workflows	✖	✔
Customizable, Role-Based Dashboards	✖	✔
Document Management	✖	✔
Open APIs and Web Services Integrations	✖	✔
Mobile Device Access (anywhere, anytime)	✔ [1]	✔
Unlimited Users	✖ [2]	✔

1 only available with QuickBooks' Online versions.
2 QuickBooks' Online is limited to 25 users max.; QuickBooks Enterprise is limited to 40 users max.

MANUFACTURING AND FIELD SERVICES

Manufacturers must be ready to adapt to rapidly evolving customer requirements. Yet, QuickBooks users struggle to support any manufacturing operation aside from basic inventory control and assembly. Planning, scheduling, and production control cannot happen inside QuickBooks. Cost overruns, delayed shipments, and customer complaints are the result. Supplementing QuickBooks with other manufacturing applications causes integration headaches, upgrade difficulties, and inaccurate views into real-time operations. Servicing your customers without a service management module is nearly impossible.

Acumatica's embedded manufacturing capabilities support make-to-stock, make-to-order, repetitive, and batch process manufacturing. Project Accounting provides project-centric manufacturers with production and resource planning for specific manufacturing projects. It is tightly connected with financials, inventory, sales, and purchasing to give you up-to-the-minute visibility of activity across your company. By leveraging Acumatica's field services module, you can provide superior post-sales service and delight your customer base.

FEATURES	QuickBooks	Acumatica
MANUFACTURERS AND FIELD SERVICE PROVIDERS		
Bill of Materials	✔[1]	✔
Work Orders	✔[1]	✔
Material Requirements Planning	✔[1]	✔
Finite Capacity Planning	✖	✔
Production Scheduling	✖	✔
Shop Floor Control	✖	✔
Product Configurator	✖	✔
Equipment Management	✖	✔
Native PLM Integration	✖	✔
Engineering Change Control	✖	✔
Native Field Service Management	✖	✔
Warranty Management	✖	✔

1 only available with QuickBooks' Enterprise version.

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DISTRIBUTION AND RETAIL

It's critical for distributors and retailers to bring the right product to the right customer within the proper timeframe. A modern ERP system can help immensely, while a legacy system often hampers that effort.

QuickBooks retailers and distributors using multiple systems on different platforms must contend with data silos, manual data entry, and fragile integrations. Lack of visibility into inventory levels across warehouses creates stockouts, product obsolescence, and unhappy customers. Online and omnichannel selling is ineffective without real-time integration of front-end sales channels and back-end ERP systems.

Acumatica's retail and distribution customers enjoy a competitive advantage with an end-to-end business management solution that readily integrates with eCommerce web stores. Up-to-the-minute inventory counts regardless of channel, accurate invoicing and billing, and actionable business insights empower customers to increase efficiency, reduce errors, and make better decisions. Finally, order management is fast and precise with connected commerce storefronts, point of sale integration, matrix items for order entry, and order creation from customer order history.

FEATURES	QuickBooks	Acumatica
DISTRIBUTION AND RETAIL COMPANIES		
Sales Order Management	✔	✔
Purchase Order Management	✔	✔
Return Merchandise Authorization (RMA)	✔	✔
Advanced Inventory Management	✔ [1]	✔
Warehouse Management (WMS)	✔ [1]	✔
Barcodes	✔ [1]	✔
Item Substitutions (Cross-Sell and Up-Sell)	✖	✔
ABC Item Costing	✖	✔
Wave Picking	✖	✔
Batch Picking	✖	✔
Matrix Items	✖	✔
Dual Units of Measure (UoM)	✖	✔
Shelf-life and First-Expired-First-Out (FEFO)	✖	✔
Native eCommerce storefront integration (Shopify, BigCommerce, et al.)	✖	✔
Native Point-of-Sale (POS) device integration	✖	✔

1 only available with QuickBooks' Enterprise version.

Rising material and labor costs, labor troubles, increased competition, and shrinking profit margins are just a few of the challenges construction firms face. There are also new rules and regulations that business owners must stay ahead of, such as new OSHA rules and building code changes. Builders need the support of a reliable ERP platform.

QuickBooks provides nominal capabilities for construction firms. Their focus is on job costing and profitability, but it lacks support for advanced requirements that construction firms seek. QuickBooks is not capable of providing critical features such as retainage, sub-contract management, and compliance management. Vital reporting needs for AIA, Bonding, and Substantiated Billing aren't available from QuickBooks. Installing add-on applications adds complexity and cost for construction companies.

Acumatica Construction Edition is a complete, mobile-enabled, cloud-based construction and accounting software solution. Full project accounting and project management features enable construction firms of all sizes to track their portfolio in real-time. Embedded sub-contract management keeps each job on time and budget. Avoid fines, workplace hazards, and mandated work stoppages with compliance management functionality to secure a safe job site for all workers and a profitable project for the business. Easily comply with insurance, safety, labor, and vendor regulations to keep projects from unforeseen pitfalls. You can also satisfy all reporting requirements from within Acumatica.

FEATURES	QuickBooks	Acumatica
CONSTRUCTION COMPANIES		
CORE FEATURES		
Project Costing	✔	✔
Payroll	✔	✔
Construction-Specific Project Management	✘	✔
ADVANCED FEATURES		
Compliance Management	✘	✔
Sub-Contract Management	✘	✔
Retainage	✘	✔
ProCore Integration, ProEst Integration	✘	✔
Native CFMA Benchmark Integration	✘	✔
Construction-Specific Reporting (such as AIA, Bonding, and Substantiated Billing)	✘	✔

QuickBooks' Customer Support Impedes Your Business from the Agility You Need to Grow

QuickBooks customer support is a centralized function within Intuit. Over 4.5 million customers rely on this shared service to receive support globally. Your specific service issue is in a long queue awaiting scant resources to help—from staff who don't have the QuickBooks expertise to properly solve your problem.

"Their customer service can be a little unhelpful at times. Even simple questions seem to take very long to figure out, and you have to speak to multiple people."
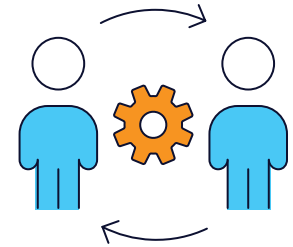
QUICKBOOKS USER, SMALL BUSINESS (50 OR FEWER EMPLOYEES) FROM G2.COM

Intuit support hinders QuickBooks users. Many customers have expressed dissatisfaction with customer support on various social channels and software review websites such as G2.com. Excessive wait times, inconsistent knowledge of the product by support staff, and unhelpful answers found on the QuickBooks Support page cause customers to lose productivity and frustrate users.

QuickBooks licensing is punitive for customers. QuickBooks pricing is based on the number of users accessing the system. Beyond ten users, QuickBooks Enterprise customers must purchase user packs in increments of ten (20, 30, or 40). Customers who experience growth in their business are hit with costly additional user fees, even for read-only users and seasonal employees.

Acumatica Takes a Customer-First Approach as its Go-To-Market Strategy

Acumatica is rapidly expanding its community of ERP resellers and ISVs (Independent Software Vendors). Since Acumatica sells exclusively through partners, there is never any channel conflict in serving customers. Acumatica also has a growth-friendly pricing policy, so you're not punished for adding users to the system. User access is encouraged for all employees and trading partners, to maximize the benefit of the software for the business.

Acumatica's "Customer Bill of Rights" is a commitment to provide fair, respectful, and mutually advantageous policies to every customer, which is unique among ERP vendors.

DUAL LAYERS OF SUPPORT

Acumatica supports the best reseller and developer network in the industry. In addition, access to dual layers of support from the ERP vendor and local partner provides a better support experience for users.

SIMPLIFIED MIGRATION PATH

Acumatica's rapid implementation program and data migration utilities ease the burden of system and data migration activities, resulting in lower costs and accelerated implementations. Acumatica provides a toolset that specifically maps QuickBooks data into Acumatica.

FREE ONLINE TRAINING

Choose the only ERP vendor offering free online training to ALL employees via Acumatica Open University. It is among the reasons Acumatica is ranked #1 in user satisfaction and usability by Gartner, Nucleus Research, and G2.

"With Acumatica, every employee can get access to ERP data, from wherever they are when they're traveling. Our customers can get access to ERP data. We've never had the capability to offer this before we had Acumatica. That is definitely a big plus for us."

DARRIN WILSON, SENIOR PROJECT MANAGER, PRACTICEMAX

What If You Do Nothing and Stay on QuickBooks for Longer?

Not taking any action is an option for QuickBooks customers, but the consequences are substantial. The delay in evolving your technology backbone increases costs, lowers profitability, and results in customer satisfaction issues, including customer churn. Your ERP software no longer adapts to meet your company's growth initiatives and customer demand to beat your competition. In that case, your company's survival is at risk where more agile competitors quickly offer less expensive products and services with a better customer experience.

Your bloated technology stack and disparate applications are bleeding you dry. How much money do you waste on custom code, backups, one-off integrations, and manual processes as system workarounds? In addition, retrieving data across disparate databases makes reporting difficult—if not impossible—and limits your business insights, leading to lost opportunities.

Manual and antiquated processes fail to take advantage of new industry standards. Today's ERP is built for collaboration across the organization and with trading partners. You're missing out on this critical capability to stay competitive in a highly interactive global market.

Enhanced security risks threaten your brand. Security breaches can be catastrophic for a business. Is your data more secure on your internal servers or on a world-class cloud server managed by companies that specialize in cybersecurity? Does your IT team have visibility into all potential security threats?

Are you staying current on functional enhancements from Intuit? Can you afford to keep compliant and leverage the latest features given the cost of performing manual updates? How far behind the latest version is your QuickBooks deployment?

"I would definitely recommend Acumatica to other businesses. It covers the full **ERP functionality, it integrates with other products well, and it's cost-effective.**"

DEREK SZABO, MANAGING DIRECTOR, DEVIL'S PEAK BREWING COMPANY

Set Your Business Up for the Future with Acumatica Cloud ERP

Competition in the small- and mid-market is fierce. In today's economy, it's no longer the big company that swallows the smaller one; it's the fast that swallows the slow.

QuickBooks cannot get a growing organization where it needs to go. Platform limitations forbid real-time interactions with customers and trading partners. Functional weaknesses cost you dearly in additional licensing, integrations, customizations, and lost revenue streams.

Stop spending time and money on QuickBooks. Instead, invest in Acumatica to future-proof your business and realize your company's growth potential. Eliminate data silos, capture data faster, exceed customer expectations, and gain new insights into every area of your business. Free up IT resources for proactive projects instead of non-value-added system maintenance. Empower your entire employee base to contribute to the firm's success and include all your trading partners without penalty. Penetrate new verticals in expanded geographies with new products, supported by Acumatica's comprehensive, connected capabilities across horizontal and industry sectors. Feel the power of ubiquitous access to your data and executive dashboards for market-leading responsiveness and improved decision-making. In short, join the digital economy as an agile participant rather than as a former bystander.

ABOUT ACUMATICA

Acumatica Cloud ERP provides the best business management solution for digitally resilient companies. Built for mobile and telework scenarios and easily integrated with the collaboration tools of your choice, Acumatica delivers flexibility, efficiency, and continuity of operations to growing small and midmarket organizations.

Buinsess Resilience. Delivered.

Learn how Acumatica can work for your business by visiting us online at pcbennett.com or by calling us at 425-831-7924.