# User Satisfaction Ratings

Data is scoped to the ERP Systems category. All reviews were collected as of February 22, 2026

| | SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|---|
| **Rating** | 4.5 (904) | 4.0 (4,512) |
| Ease of Admin | 82% | 75% |
| Ease of Setup | 79% | 65% |
| Ease of Use | 85% | 76% |
| Has the product been a good partner in doing business? | 87% | 75% |
| Likelihood to Recommend | 90% | 83% |
| Product Direction (% positive) | 95% | 82% |
| Meets Requirements | 89% | 82% |
| Quality of Support | 86% | 70% |
| AI Text Generation | 83% | 59% |
| AI Text Summarization | 83% | 59% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)

| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| AP Automation 86% | AP Automation 74% |
| AR Automation 85% | AR Automation 73% |
| ATP 85% | ATP 66% |
| Allocation 84% | Allocation 73% |
| Asset Register 85% | Asset Register 72% |
| Audit Trail 86% | Audit Trail 80% |
| BOM 88% | BOM 71% |
| Breadth of Partner Applications 84% | Breadth of Partner Applications 71% |
| Budgeting / Forecasting 85% | Budgeting / Forecasting 70% |
| Centralized Inventory Database 86% | Centralized Inventory Database 73% |
| Checkout Process 86% | Checkout Process 66% |
| Collections Automation 85% | Collections Automation 70% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)





| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Configuration Rules 85% | 68% |
| Contact & Account Management 85% | 71% |
| Custom Reporting 86% | 77% |
| Customer Portal 83% | 66% |
| Customization 83% | 78% |
| Dashboards 88% | 77% |
| Data Import and Export Tools 87% | 77% |
| Decision Making 80% | 58% |
| Defects 83% | 64% |
| Field Service Booking 85% | 63% |
| Field Service Dispatch 84% | 62% |
| Financial Statements 87% | 80% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)

| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Identify Demand 85% | Identify Demand 66% |
| In Transit 86% | In Transit 67% |
| Inspections 86% | Inspections 65% |
| Integration 87% | Integration 76% |
| Integration APIs 86% | Integration APIs 74% |
| Internationalization 86% | Internationalization 71% |
| Inventory Forecasting 85% | Inventory Forecasting 67% |
| Inventory Pricing and Costing 86% | Inventory Pricing and Costing 70% |
| Inventory Reporting 87% | Inventory Reporting 72% |
| Inventory Tracking / Ordering 86% | Inventory Tracking / Ordering 71% |
| Invoice Customization 86% | Invoice Customization 78% |
| Journal Entries 85% | Journal Entries 80% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)

| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Lean Management 84% | Lean Management 68% |
| MPS 85% | MPS 64% |
| MRP 86% | MRP 65% |
| Maintenance 85% | Maintenance 71% |
| Manage Resources 86% | Manage Resources 67% |
| Monitor Cash Positions 85% | Monitor Cash Positions 74% |
| Multi-Entity / Consolidation 85% | Multi-Entity / Consolidation 75% |
| Organization Management 86% | Organization Management 73% |
| Output Document Generation 86% | Output Document Generation 73% |
| Payment Batches 85% | Payment Batches 74% |
| Payment Methods 88% | Payment Methods 76% |
| Payment Processing 88% | Payment Processing 76% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)

| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Payment Settlements 86% | Payment Settlements 72% |
| Payments Scheduling 87% | Payments Scheduling 74% |
| Payroll 86% | Payroll 66% |
| Performance and Reliability 87% | Performance and Reliability 76% |
| Picking Methods 85% | Picking Methods 69% |
| Picking Planning 85% | Picking Planning 68% |
| Portfolio Mix 85% | Portfolio Mix 66% |
| Product & Price List Management 86% | Product & Price List Management 69% |
| Product Catalog 86% | Product Catalog 67% |
| Production Plans 87% | Production Plans 65% |
| Promotions and Discounts 85% | Promotions and Discounts 67% |
| Purchase Orders 88% | Purchase Orders 78% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)

| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Quote & Order Management 85% | 71% |
| Receiving 86% | 73% |
| Recognition Rules 85% | 73% |
| Reconciliations 86% | 75% |
| Requisition 86% | 71% |
| Returns / Refunds 85% | 69% |
| Rework 84% | 64% |
| Shift Scheduling 84% | 64% |
| Shipping Options 87% | 70% |
| Shop Floor 85% | 63% |
| Sourcing 85% | 68% |
| Status 85% | 72% |

*(User Satisfaction Ratings continues on next page)*

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# User Satisfaction Ratings (continued)






| SAP Cloud ERP (formerly S/4HANA Cloud) | NetSuite |
|---|---|
| Storefront Design Tools 83% | 61% |
| Tags / Dimensions 83% | 74% |
| Territory & Quota Management 85% | 64% |
| Tickets 84% | 64% |
| Time & Attendance Tracking 84% | 65% |
| User, Role, and Access Management 89% | 80% |
| Visual Configuration 85% | 66% |
| WIP 84% | 66% |
| Warranty Management 83% | 63% |
| Waste 83% | 63% |
| Workflow Capability 89% | 77% |

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