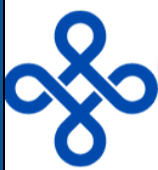


StratEdge Consulting Ltd

...giving you a strategic edge...



**StratEdge
Consulting**

GIVING YOU A STRATEGIC EDGE

TOP 10 ERP/ACCOUNTING SOFTWARES IN KENYA
2023

NOVEMBER | 2023

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
OBJECTIVES	2
BENEFITS OF ERP SOFTWARE TO SMEs	3
METHODOLOGY	3
ERP SOFTWARE USED BY SMEs IN KENYA	3
ORACLE NETSUITE	4
DOLIBARR	6
FRONT ACCOUNTING	8
GNUCASH	10
EPICOR	13
ZOHO	14
SAGE 300 CLOUD	16
SAP BUSINESS ONE	18
ON DEMAND OPEN OBJECT(ODOO) ERP	20
MICROSOFT DYNAMIC 365 BUSINESS CENTRAL	23
FRESH BOOKS	26
IFS APPLICATION	29
QUICKBOOKS AND TALLY PRIME	30
SYSPRO	34
OVERALL GRADING	37
CONCLUSION	39
RECOMMENDATION	39
REFERENCES	40

EXECUTIVE SUMMARY

Enterprise Resource Planning (ERP) – Refers to a system that helps to automate and manage the business processes across all the organization's departments such as finance, human resource, manufacturing, supply chain, sales and more.

In the 1990's the first true ERP systems came into use. ERP adoption in Kenya has witnessed significant growth and evolution over the past few decades. The systems expanded beyond the basic inventory control and manufacturing processes of previous iterations to include other departments such as finance, sales and accounting and more. As ERP systems matured and became more affordable, small and medium enterprises in Kenya also started adopting them. This was driven by the need for efficiency, improved data management, and compliance with regulatory requirements.

Various industries such as manufacturing, finance and healthcare have customized ERP solutions to cater to their specific needs. This industry-specific tailoring has accelerated adoption within these sectors. The advent of cloud-based ERP solutions has further facilitated adoption in Kenya. The Kenyan government has also promoted the use of technology including ERP systems to enhance transparency and improve service delivery in the public sector.

ERP adoption in Kenya has evolved from large corporations to include SMEs and specific industry sectors. With government support and the emergence of cloud-based solutions, ERP systems are becoming more accessible and essential for businesses looking to enhance their efficiency and competitiveness in the Kenyan market.

Small and medium enterprise – Refers to businesses that maintain revenues, assets or a number of employees below a certain threshold. The no. of employees is usually between 10-100 and the annual revenue is below Kshs 1M.

OBJECTIVES

1. Determine the 10 best ERP software systems for SMEs in Kenya as of November 2023.
2. Explore the functionality of the sampled ERP Software.
3. Do a comparative analysis of the sample ERP Software.

BENEFITS OF ERP SOFTWARE TO SMEs

- Reduced cost of operation.
- Improve communication across departments and decision making.
- Improve process efficiency.
- Enhance productivity.
- Enhance customer relationship management.
- Streamlined and centralized data management.
- Improve inventory management.
- Scalability and flexibility.
- Regulatory compliance.
- Competitive advantage.
- Data security and governance.

METHODOLOGY

The criteria used to identify, compare and rank ERP software currently in use by businesses in Kenya today is outlined below:

- Pricing
- Modules and functionality.
- Real time updates.
- Is it cloud based or not
- Usability.
- Analytics and reporting.
- Integration of payment methods.
- Integration with third parties softwares/custom devolved modules.
- Availability of local support.
- Integration of local payment.
- Security and access control.

ERP SOFTWARE USED BY SMEs IN KENYA

1. Microsoft Dynamics 365	6. Zoho	11. Odoo
2. SAP business one	7. Quickbooks	12. Freshbooks
3. Oracle Netsuite	8. Front Accounting	13. SYSPRO
4. Sage	9. GNUCash	14. EPICOR
5. Tally	10. Dolibarr	15. IFS Application

ORACLE NETSUITE

Website of the developer: <https://www.netsuite.com/portal/developers/overview.shtml>

Oracle NetSuite, often referred to simply as NetSuite, is a comprehensive cloud-based Enterprise Resource Planning (ERP) system designed to help businesses manage their operations more efficiently. Acquired by Oracle in 2016, NetSuite provides a wide range of business applications and modules that cover financial management, customer relationship management (CRM), e-commerce, supply chain management, analytics and business intelligence and human capital management.¹

Oracle NetSuite pricing is tailored to the consumer. Pricing ranges may vary depending on factors such as complexity, module selected, company size and scope of the project for example:

- USD 99 per user per month.
- USD 799-1999 per month.
- USD 2000-3000 per month.

Here are some detailed insights into Oracle NetSuite:

1. **Cloud-Based.** Oracle NetSuite is delivered as a cloud-based solution, which means it is hosted on remote servers and accessed via the internet. This cloud deployment provides several benefits, including scalability, accessibility from anywhere, and automatic updates.
2. **Modules and Functionalities.** Oracle NetSuite offers various modules to support different aspects of business operations

3. **Customization.** Oracle NetSuite is highly customizable. It allows organizations to tailor the software to their specific business processes and industry needs. Customization can be achieved using SuiteBuilder, SuiteFlow, and SuiteScript.
4. **Integration Capabilities.** Oracle NetSuite is known for its robust integration capabilities, allowing seamless connections with other software systems, both within the NetSuite ecosystem and with third-party applications. This ensures data flows smoothly across the organization.
5. **Scalability.** Oracle NetSuite is suitable for businesses of various sizes, from small companies to large enterprises. As businesses grow, they can scale their NetSuite deployment accordingly.
6. **Multi-Currency and Multi-Language Support.** The system supports multiple currencies and languages, making it suitable for businesses operating globally.
7. **User-Friendly Interface.** NetSuite offers an intuitive and user-friendly interface designed to enhance end-user productivity.
8. **Continuous Updates.** Being a cloud-based solution, NetSuite provides automatic updates, ensuring that the software remains current and compliant with evolving business needs and industry standards.
9. **Security and Compliance.** NetSuite places a strong emphasis on data security and compliance, with features to protect sensitive business data and meet regulatory requirements.
10. **Industry Focus.** Oracle NetSuite provides industry-specific solutions for various sectors, including manufacturing, retail, services, and more, with tailored features to meet the unique needs of those industries.
11. **Support and Services.** Oracle offers a range of support and services to assist with the implementation, configuration, and ongoing optimization of NetSuite systems, including training, consulting, and technical support.

12. **Pricing Model.** NetSuite typically follows a subscription-based pricing model, making costs more predictable and manageable for businesses.
13. **Real-Time Visibility.** NetSuite offers real-time dashboards and reporting, giving users insight into key performance indicators and data across their business. This helps with decision-making and business analysis.
14. **Multi-Subsidiary Support.** NetSuite is often chosen by companies with multiple subsidiaries or international operations. It provides support for managing different entities and global business operations.

Oracle NetSuite is well-regarded for its comprehensive set of features, adaptability, and cloud-based flexibility, making it suitable for a wide range of industries and organizations. The system is particularly popular among businesses seeking a unified platform to manage their core business processes. It's particularly well-suited for SMEs and growing enterprises.

DOLIBARR

Website of the developer: <https://www.dolibarr.org/>

Dolibarr ERP/CRM is an open-source, web-based Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software solution. It is designed primarily for small and medium-sized businesses (SMEs) and is known for its modularity, flexibility, and ease of use.²

Dolibarr includes modules for various business functions, such as accounting, invoicing, inventory management, and project management.

Here's some detailed information about Dolibarr ERP:

1. **Modularity.** Dolibarr is highly modular, which means you can tailor it to your organization's specific needs by enabling or disabling modules. The system comes with a variety of modules that cover different aspects of business operations, including; accounting, customer relationship management, inventory management, human resources management, project and task management, electronic document management, e-commerce Integration and reporting & analytics.
2. **User-Friendly Interface.** Dolibarr features an intuitive and user-friendly interface, making it accessible to users with varying levels of technical expertise.
3. **Open Source.** Dolibarr is open-source software, which means it's free to use and can be customized and extended to meet specific business requirements. The open-source community regularly contributes to its development and improvement.
4. **Multi-Language and Multi-Currency Support.** Dolibarr supports multiple languages and currencies, making it suitable for businesses operating in different regions and serving international customers.
5. **Community and Support.** While Dolibarr is open source, it also offers paid services and support options. The community and support network can provide assistance in deploying, customizing, and troubleshooting the system.
6. **Integration and Compatibility.** Dolibarr can be integrated with various third-party applications, extensions, and plugins. It also supports REST and web services, making it compatible with a wide range of other systems.
7. **Scalability.** Dolibarr is designed to grow with your business. You can start with a basic setup and add more modules and features as your needs expand.

8. **Mobile-Friendly.** It has a mobile app, allowing users to access and manage their business data from smartphones and tablets.
9. **Security.** Security features are in place to protect your business data and ensure compliance with data protection regulations.

Dolibarr ERP/CRM is a versatile solution suitable for a wide range of industries and business types. It is particularly popular among smaller organizations seeking an affordable and customizable ERP/CRM system to manage their business processes effectively.

FRONT ACCOUNTING

Website developer: <https://frontaccounting.com/>

Front Accounting is a free and open-source Enterprise Resource Planning (ERP) and accounting software designed primarily for small and medium-sized businesses (SMEs).³

FA is a multi-locational, multi-user, multi-lingual, multi-currency web-based accounting system for the entire Enterprise Resource Planning (ERP) chain written in PHP(Hypertext PreProcessor), using MySQL.

It primarily focuses on accounting and financial management functions, including general ledger, accounts receivable, and accounts payable. Front Accounting is known for its simplicity and ease of use, making it suitable for businesses with basic accounting needs.

Here's some detailed information about Front Accounting ERP:

1. **Accounting and Financial Management.** Frontaccounting offers core accounting features, including general ledger, accounts payable, accounts

receivable, and bank reconciliation. It allows users to track financial transactions, manage accounts, and generate financial reports.

2. **Inventory Management.** The software includes basic inventory management features for tracking stock levels, managing products, and handling purchase and sales orders.
3. **Multi-Currency Support.** Front Accounting supports multiple currencies, making it suitable for businesses involved in international trade.
4. **Multi-Language Support.** The system is available in several languages, which can be beneficial for businesses operating in diverse linguistic environments.
5. **Modularity.** Like many open-source ERP systems, Front Accounting is modular. This means you can enable or disable specific modules to tailor the system to your business's needs.
6. **Customer and Supplier Management.** The CRM aspect of Front Accounting allows for customer and supplier record management, helping users maintain relationships and contact information.
7. **Sales and Purchase Orders.** Users can create, track, and manage sales and purchase orders within the system.
8. **Banking and Payments.** Front Accounting allows users to manage bank accounts, record transactions, and handle payments.
9. **Reports and Analytics.** The software provides basic reporting and analytics capabilities, allowing users to generate financial reports to gain insights into their business's financial health.
10. **Open Source.** Front Accounting is open-source software, so it's free to use and can be customized to meet specific business requirements. The open-source community contributes to its development and improvement.

11. **User-Friendly Interface.** It has an intuitive and user-friendly interface, making it accessible to users with varying levels of technical expertise.
12. **Integration and Compatibility.** Front Accounting can be integrated with other software and systems, though it may require some customization to achieve full integration with specific applications.
13. **Scalability.** The software is suitable for smaller businesses but may have limitations when it comes to more complex and larger-scale operations.
14. **Security and Access Control.** Front Accounting includes security features and access controls to protect financial data and restrict access to authorized users.
15. **Reporting and Analysis.** The software provides reporting tools to generate financial reports, including profit and loss statements, balance sheets, and cash flow statements.

Front Accounting ERP is a cost-effective solution for businesses looking to manage their accounting and financial operations.

It is well-suited for businesses that need a simple and easy-to-use system for managing finances, especially in settings where multi-currency and multi-language support is important.

GNUCASH

Website developer: <https://www.gnucash.org/>

GNUCash is a personal and small-business financial-accounting software, freely licensed under the GNU GPL and available for GNU/Linux, BSD, Solaris, Mac OS X and Microsoft Windows.⁴

GNUCash is not typically classified as an Enterprise Resource Planning (ERP) system. Instead, it is an open-source personal and small business financial accounting software. Designed to be easy to use, yet powerful and flexible, GnuCash allows you to track bank accounts, stocks, income and expenses.

It is primarily designed for managing personal finances, tracking expenses, and performing basic accounting tasks. It is essential in simply managing small business with Customer and Vendor tracking, Jobs, Invoicing and Bill Payment, and Tax and Billing Terms. Through the use of A/Receivable and A/Payable accounts you can manage payrolls for your employees.

GnuCash also gives you a tool to manage your business' budget so that you can easily plan your financial strategy.

While it may not have the comprehensive ERP features you'd find in solutions like Oracle or SAP, it is a powerful tool for managing financial data.

Here's some detailed information about GnuCash:

1. **Double-Entry accounting.** GnuCash follows the principles of double-entry accounting, a standard accounting method that ensures transactions are accurately recorded, leading to balanced books.
2. **Income and expense tracking.** Users can track income and expenses, including salary, investment income, bills, and other financial transactions.
3. **Bank and Credit Card Reconciliation.** The software allows you to reconcile your bank and credit card statements to ensure accuracy and detect any discrepancies.
4. **Budgeting.** GnuCash includes budgeting features that help users plan and monitor their income and expenses.

5. **Investment tracking.** You can track your investments and monitor how they are performing.
6. **Reports and graphs.** It provides a range of reports and graphs to help users analyze their financial data and make informed decisions.
7. **Multi-Currency Support.** GnuCash supports multiple currencies, which can be useful for individuals or businesses dealing with international transactions.
8. **Scheduled transactions.** You can set up recurring transactions, making it easier to manage bills, loans, and other regular financial obligations.
9. **Open source.** GnuCash is open-source software released under the GNU General Public License (GPL). It is freely available and can be customized to meet specific financial management needs.
10. **Cross-Platform compatibility.** GnuCash is available for various operating systems, including Linux, macOS, and Windows, making it accessible to a wide range of users.

GnuCash is a suitable tool for individuals, small businesses, and organizations that require basic financial accounting and tracking capabilities. It's particularly useful for those who want to manage their personal finances or maintain simple business records without the complexity of a full ERP system. However, it does not offer the advanced features and modules typically associated with comprehensive ERP solutions, as it is primarily focused on financial accounting and budgeting.

EPICOR

Website of the developer: <https://www.epicor.com/en-us/>

Epicor ERP is a popular ERP (Enterprise Resource Planning) software solution designed to help businesses of all sizes manage and streamline their core operations.⁵

Epicor ERP software price is divided into three tiers. The price also comes on a per user and per month basis. The Epicor pricing goes from \$20 – \$50, \$50 – \$200, and over \$200 upwards for each tier. The price shows the basic or entry-level offerings in need of each vendor.

Epicor ERP software price is designed according to target organization size. For a small business, you need to pay \$10 to \$50 and the price comes per user and per month basic. The number of users needs to choose the given package depending on the prices.

Here are some key details about Epicor ERP:

1. **Modules and capabilities:** Epicor ERP offers a wide range of modules and features, including financial management, manufacturing, supply chain management, customer relationship management (CRM), human capital management (HCM), and business intelligence.
2. **Industry-Focused:** Epicor ERP is known for its industry-specific solutions, catering to various sectors such as manufacturing, distribution, retail, and service industries.
3. **Customization:** It allows for customization and flexibility to adapt to a company's specific needs and processes.

4. **Cloud-Based and On-Premises:** Epicor ERP can be deployed either in the cloud or on-premises, providing flexibility for businesses to choose the deployment model that suits them best.
5. **Mobility:** It offers mobile access, allowing users to access data and functionality on the go.
6. **Analytics and Reporting:** Epicor ERP provides robust reporting and analytics tools to help businesses make data-driven decisions.
7. **Scalability:** It can accommodate the growth of a business and handle multi-site and multi-company operations.
8. **Global Reach:** Epicor ERP is used by companies around the world and supports multiple languages and currencies.
9. **Integration:** It can integrate with other software solutions and systems, enhancing connectivity across the organization.
10. **Support and Services:** Epicor offers training, support, and consulting services to help businesses implement and maintain the software effectively.
11. **User-Friendly Interface:** Epicor ERP is designed with a user-friendly interface to improve user adoption and efficiency.

The specific features and capabilities may vary depending on the version and edition of Epicor ERP.

ZOHO

Developer website link: <https://www.zoho.com/ke>

Zoho is an impressive suite of software applications designed to streamline business operations. With its extensive range of tools covering CRM, project management, accounting, marketing automation, and more, Zoho offers a comprehensive solution for businesses of all sizes. The intuitive user interface, seamless integration, and scalability

make it a valuable asset for optimizing productivity and efficiency. While there may be a learning curve during setup and customization, the collaborative features and dedicated customer support further enhance the software's appeal.⁶

Pricing:

Zoho offers an affordable payment plan of three packages paid annually saving the user up to 34% of the monthly subscription fee:

- **Free version:** This version offers limited features.
- **Standard version:** Ksh 960 per month per user.
- **Professional version:** Ksh 1600 per month per user.
- **Enterprise version:** Ksh 2800 per month per user.⁷

Here are some detailed insights into Zoho:

1. **Cloud-Based/On premise:** Zoho is delivered as a cloud-based solution, which means it is hosted on remote servers and accessed via the internet. This cloud deployment provides several benefits, including scalability, accessibility from anywhere, and automatic updates.⁸
2. **Modules and Functionalities:** Zoho offers various modules to support different aspects of business operations⁸
3. **Customization:** Zoho is highly customizable. It allows organizations to tailor the software to their specific business processes and industry needs.⁸
4. **Integration Capabilities:** Zoho allows seamless connections with other software systems, both within the Zoho marketplace and with third-party applications. This ensures data flows smoothly across the organization.⁸
5. **Scalability:** Zoho is suitable for businesses of various sizes, from small companies to large enterprises. As businesses grow, they can scale their Zoho deployment accordingly.⁸
6. **Multi-Currency and Multi-Language Support:** The system supports multiple currencies and languages, making it suitable for businesses operating globally. It also allows integration with local payment methods such as M-Pesa, Till Numbers and local banks.¹⁰

7. **User-Friendly Interface:** Zoho offers an intuitive and user-friendly interface designed to enhance end-user productivity.⁸
8. **Continuous Updates:** Being a cloud-based solution, Zoho provides automatic updates, ensuring that the software remains current and compliant with evolving business needs and industry standards.⁸
9. **Security and Compliance:** Zoho places a strong emphasis on data security and compliance, with features to protect sensitive business data and meet regulatory requirements.⁸
10. **Industry Focus:** Zoho provides solutions for companies without consideration of industry⁸
11. **Support and Services:** Zoho offers a range of support and services to assist with the implementation, configuration, and ongoing optimization of Zoho systems, including training, consulting, and technical support. They have an operating office and training center in Kenya.⁸
12. **Usability:** Zoho is simple and straightforward for SMEs looking for something to help them hit the ground running. It offers step-by-step set-up tutorials.⁸
13. **Analytics and reports:** Zoho allows its users to run reports and offers built in reports for data analysis. It also allows users to build customized reports for different departments. It also offers filtering options within modules.⁹

SAGE 300 CLOUD

Developer website link: <https://www.sage.com/en-ke/products/sage-300-cloud/>

Sage 300 cloud (formerly Sage Accpac) is an enterprise resource planning (ERP) software system that serves small and medium-size businesses in professional services, financial services, public sector, and other markets such as distribution and wholesale.¹¹

The system supports multinational business finance management, with support for multiple currencies and locations. Users can manage multiple companies with features to close books and report results by company or consolidated company.

Sage 300 cloud users can maintain an unlimited number of currencies and exchange rates, get daily updates, and automate the gains or losses from fluctuations. Inventory management features within the system allow users to ship orders on time from multiple locations and track inventory by location.

Pricing:

Sage 300 cloud is rather expensive compared to other competitive ERPs offering the same range of solutions. It offers a payment plan in the form of monthly subscriptions of **70\$ per month per user**.

It also offers a free trial for its software.

Here are some detailed insights into Sage 300 cloud:

1. **Cloud-Based/On premise:** Sage 300 cloud is delivered as a cloud-based solution, which means it is hosted on remote servers and accessed via the internet. This cloud deployment provides several benefits, including scalability, accessibility from anywhere, and automatic updates.^{12 13}
2. **Modules and Functionalities:** Sage 300 cloud offers various modules to support different aspects of business operations.^{12 13}
3. **Customization:** Sage 300 cloud is customizable; however, it needs to be done by a professional since it can be a bit challenging.^{12 13}
4. **Integration Capabilities:** Sage 300 Cloud seamlessly integrates with other essential business applications such as CRM software, payroll systems, and e-commerce platforms. This streamlines workflows and eliminates manual data entry tasks by automatically syncing information across different systems. It also allows seamless integration with third party software.^{12 13}
5. **Scalability:** Sage 300 cloud is suitable for small and medium businesses. As businesses grow, they can scale their Sage 300 cloud deployment accordingly.^{12 13}
6. **Multi-Currency and Multi-Language Support:** The system supports multiple currencies and languages, making it suitable for businesses operating globally. It also allows integration with local payment methods such as M-Pesa, Till Numbers and local banks.^{12 13}
7. **User-Friendly Interface:** Sage 300 cloud offers an intuitive and user-friendly interface designed to enhance end-user productivity.^{12 13}
8. **Continuous Updates:** Being a cloud-based solution, sage 300 cloud provides automatic updates, ensuring that the software remains current and compliant with evolving business needs and industry standards.^{12 13}
9. **Security and Compliance:** When you choose a reputable provider for your Sage 300 Cloud Hosting, you can rest assured knowing that your sensitive business data is protected by robust security measures such as encryption, firewalls, and

regular backups. This helps safeguard against potential cyber threats and ensures compliance with industry regulations.^{12 13}

10. **Industry Focus:** Sage 300 cloud is tailored for small and medium businesses in the Manufacturing, wholesale, construction, Non-profit, chemicals, professional services and food and beverages industries.^{12 13}
11. **Support and Services:** Sage 300 cloud offers Phone Support, Email/Help Desk support and Chat support.^{12 13}
12. **Usability:** Sage 300 cloud is relatively easy to become proficient at and use to manage business operations.^{12 13}
13. **Analytics and reports:** Sage Data & Analytics (SD&A) is a powerful Business Intelligence toolkit for Sage 300 cloud that delivers actionable financial and operational reporting to drive increased revenues, cost savings, and competitive advantage. With SD&A, you get an out-of-the-box multi-stream BI and analytics solution that is quickly and easily configured to your business and requirements when integrated with Sage 300 cloud.¹⁴

SAP BUSINESS ONE

A single, affordable ERP solution to manage your entire small business – from accounting and financials, purchasing, inventory, sales and customer relationships to reporting and analytics.¹⁵

Website link: <https://www.sap.com/africa/products/erp/business-one.html>

Pricing	SQL costs \$25. HANA costs \$35. Both do not have minimum users.
----------------	--

Modules and functionality	SAP Business One offers a wide range of modules to support various business functions, including accounting, financial management, sales, customer relationship management (CRM), inventory management, procurement, and production.
Real time updates	This feature empowers managers and supervisors by offering live and instant insights into production orders, work orders and shop flow activities. It also updates its features from time to time.
Is it cloud based or not	SAP Business One can be deployed on-premises or in the cloud, providing deployment flexibility based on a company's infrastructure and preference
Usability.	SAP Business One features an intuitive and user-friendly interface, which is designed to improve user adoption and productivity. The SAP Blended Learning Academy is a guided, modular training program that lasts 2-4 months. It combines SAP learning class, virtual option sessions, which are moderated by SAP instructors.
Analytics and report	Yes, it provides reports. Some of the financial reports include statements of financial position, financial statements. Other analytical reports include Business Technology Platform, Customer Experience, Supply Chain, Human Experience and Procurement.
Integration of payment methods	<p>Yes, one can pay using different payment methods such as:</p> <ul style="list-style-type: none"> • Credit card • Invoice • Digital payment adds on. • Payment service provider.

Integration with third parties' software's/custom modules	Via sap third-party integrations, other software systems from outside suppliers can connect to SAP systems and exchange data with them. By this interface, SAP users can take advantage of the features of other programmers while maintaining access to the essential features of the SAP system.
Availability of local support.	One is able to manage their business on the move by instantly accessing integrated analytics for real-time decision-making – anytime, anywhere, and on any mobile device.
Integration of local payment	It supports local payment, for example M-pesa.
Security and access control	Sensitive personal data is automatically encrypted. Additionally, access to this data is restricted and available only to selected users.

ON DEMAND OPEN OBJECT(ODOO) ERP

Odoo ERP system is enterprise resource planning software used company-wide for the management of business processes.

Odoo ERP Open source application is quickly advancing, with the emergence of newer versions that boast of improved functionalities. It also offers amazing office features which deliver an easy general user experience. What's more, it provides you a fully integrated suite of functional modules (Accounting module, manufacturing module, Purchase module, HR module, and Project module) that help you streamline the operations of your organization.¹⁶

Website link: [Odoo CRM Nairobi | CRM Software Solutions Nairobi, Kenya \(vds.co.ke\)](https://vds.co.ke)

Pricing	<p>Odoo is an open-source software, which means that its source code is freely available and can be modified to suit specific business requirements. It is divided into 3:</p> <ul style="list-style-type: none"> • One app free – this is a free plan and there is only access to one Odoo App. • Standard- \$38 per user/month. • Custom - \$58 per user/month.¹⁷
Modules and functionality	<p>Odoo follows a modular design, allowing users to select and activate the specific applications (modules) they need. These modules cover various business functions, including sales, CRM, accounting, inventory management, manufacturing, HR, and more.</p>
Real time updates	<p>Enables you to update the product, customer, price list items, and taxes data in the POS without page reloading the session in Odoo. You can easily add, and update the product, customer, price list items, and taxes data without interrupting the running POS Session.</p>
Is it cloud based or not	<p>Odoo is an open-source software, which means that its source code is freely available and can be modified to suit specific business requirements.</p>

Usability.	Odoo is known for its user-friendly and intuitive interface, which helps improve user adoption and productivity.
Analytics and report	<p>You can easily extra the following reports with Odoo Accounting:</p> <ul style="list-style-type: none"> • Balance Sheet • General Ledger • Partner Ledger • Profit & Loss • Sale & Purchase Journal • Trial Balance • Aged Partner Balance
Integration of payment methods	Yes, Odoo integrates with several payment providers that allow your customers to pay on their Customer Portals or your eCommerce website. They can pay sales orders, invoices, or subscriptions with recurring payments with their favorite payment methods such as Credit Cards
Integration with third parties' software's/custom devolved modules	<p>Odoo provides a fully integrated solution that allows data to flow seamlessly between modules. For example, information entered in the sales module can be automatically updated in the accounting module.</p> <ul style="list-style-type: none"> • Fully integrated with other Odoo Apps- Odoo Expenses, Odoo Inventory, Odoo Point of Sale, Odoo Sales, Odoo Project, Odoo Purchase and Odoo Accounting Customer Portal.

Availability of local support.	There are mobile apps available for iOS and Android platforms, allowing users to access and use Odoo on their mobile devices.
Integration of local payment	To ensure its ability to address the market's needs, Odoo KE LTD already announces several new features specifically designed for Kenya: Kenyan Chart of accounts, new eCommerce acquirers accepting payments methods such as credit cards, debit cards, mobile money (Mpesa, Airtel, MTN, etc) throughout Africa, and the Kenyan Payroll.
Security and access control	Is configured through security groups. Permissions are given to groups and then assigned to users.

MICROSOFT DYNAMIC 365 BUSINESS CENTRAL

Microsoft Dynamics 365 is a set of enterprise accounting and sales software products offered by Microsoft. Its flagship product, Dynamics GP, was founded in 1981.¹⁸

Website link: [Business Central | Microsoft Dynamics 365](#)

Pricing	<p>The prices for SMEs vary as written below:</p> <ul style="list-style-type: none"> • Business central essentials - \$70 per user/month. • Business central premium - \$100 per user/month
----------------	---

Modules and functionality	This ERP system offers a wide range of modules to support various business functions, including financial management, supply chain management, manufacturing, retail, human resources, and more. It is designed to address the complex operational needs of medium to large enterprise
Real time updates	Dynamics 365 for Finance and Operations provides real-time analytics and business intelligence tools, allowing organizations to gain insights into their operations and make data-driven decisions.
Is it cloud based or not	Microsoft Dynamics 365 for Finance and Operations can be deployed in the cloud (Dynamics 365 Finance and Dynamics 365 Supply Chain Management) or on-premises (Dynamics AX). The cloud version is often referred to as a Software as a Service (SaaS) solution, while the on-premises version is typically used by larger enterprises with specific infrastructure needs.
Analytics and reports	<p>Microsoft Dynamics 365 provides a range of analytic reports that can help businesses make informed decisions. These reports are designed to provide insights into various aspects of a business, such as sales, marketing, and customer service. Some of the analytic reports provided by Microsoft Dynamics 365 include:</p> <p>Sales Analysis Reports: These reports provide insights into sales performance, such as sales by product, sales by region, and sales by customer.</p> <p>Marketing Analysis Reports: These reports provide insights into marketing performance, such as</p>

	<p>campaign effectiveness, lead generation, and website traffic.</p> <p>Customer Service Analysis Reports: These reports provide insights into customer service performance, such as case resolution time, customer satisfaction, and support ticket volume.</p>
Usability	The software features a user-friendly and intuitive interface, which is designed to improve user adoption and productivity.
Integration of payment methods	<p>Yes, Microsoft Dynamics 365 Commerce allows for payment integration with payment terminals. You can create an end-to-end payment integration for a payment terminal that can directly communicate with the payment gateway . The payment connector is the main integration point between the POS and the payment terminal, while the payment processor is used to define the merchant properties that are used as part of the payment integration 1.</p> <p>Microsoft Dynamics 365 Business Central also supports payment handling by Stripe, Braintree, Paypal, Webpay and others.</p>
Integration with third parties' software/custom devolved modules	It seamlessly integrates with other Microsoft products such as Office 365, Power BI, and Azure. This integration can help users improve productivity and collaboration.
Availability of local support	

Integration of local payment	Yes, one can integrate local payment. One is able to add the currency they need although the base currency is USD.
Security and access control	Microsoft places a strong emphasis on security and compliance, helping organizations meet regulatory requirements and protect sensitive data.

FRESH BOOKS

Small business owners and freelancers can use FreshBooks to manage their invoices. The software has integration with more than 100 different apps. These apps can help streamline the day-to-day management of your business. You can create professional-looking invoices, organize your expenses, and track your time.

Website link: <https://www.freshbooks.com/>

Pricing	<ul style="list-style-type: none"> • Life - \$15 per month. Available to one user account. Offers unlimited invoices and estimates, as well as all the reports you need, and billing for up to five clients. • Plus - \$25 per month. Available to one user account. Offers unlimited invoices and estimates, as well as the chance to generate proposals, advanced reports and access to live bank feeds, and billing for up to 50 clients. • Premium - \$50 per month. Available to one user account. Offers unlimited invoices and estimates, as well as proposals, advanced reports and access to live bank feeds. Bill up to 500 clients.¹⁹
Modules and functionality	The software is full of valuable features for accounting, such as customizable <u>invoice</u> templates. Users can experiment with different colors and fonts, and change the logo and header to reflect their brand image
Real time updates	There are real time updates.
Is it cloud based or not	It is a cloud-based accounting platform, which means that it operates exclusively online. All of the information about your business' daily accounting activities is housed securely online.
Usability.	It has automation and customization features. It is user friendly.
Analytics and report	FreshBooks provides a variety of financial reports to help users understand their business's financial health. Reports include profit and loss

	statements, balance sheets, expense reports, and mor
Integration of payment methods	It integrates with various payment gateways, allowing clients to pay invoices online, making the payment process more convenient.
Integration with third parties' software's/custom devolved modules	It integrates with various third-party applications and services, such as PayPal, Stripe, and various CRM and productivity tools.
Availability of local support.	<p>FreshBooks can be used by any kind of smart device like android devices, iPhone, iPad. FreshBooks offers customer support through various channels, including email and phone, which can be helpful when you need assistance.</p> <ul style="list-style-type: none"> • Knowledge_Base • Phone_Support • Chat_Support • Email_Support • Video_Tutorials
Integration of local payment	
Security and access control	FreshBooks uses industry standard encryption protocols and practices to responsibly transmit sensitive information (including cardholder data).

IFS APPLICATION

The company develops and delivers enterprise software for customers worldwide who manufacture and distribute goods, maintain assets, and manage service-focused operations.²⁰

Website link: <https://www.ifs.com/>

Pricing	its price ranges between \$250,000 - \$1000,000
Modules and functionality	IFS software offers a wide range of features that can benefit businesses of all sizes. These features include but are not limited to financial management, project management, procurement and supply chain management, human resources management, asset management, manufacturing and CRM.
Real time updates	It enables real time data integration across departments.
Is it cloud based or not	Offers mobile and cloud capabilities, enabling access to critical business information from anywhere, anytime.
Usability.	The system is designed with a user-centric approach, focusing on delivering a user friendly and intuitive interface. This design ensures employees can easily adopt the system.
Analytics and report	The solution provides advanced analytics and reporting tools to generate insights from data.
Integration of payment methods	IFS Financials allows users to create and manage payment methods. Users can define payment methods based on payment formats defined in the system and selected as used in a given company.
Integration with third parties' software's/custom modules	IFS Applications is a software suite that provides enterprise resource planning (ERP) solutions. IFS Connect is a middleware platform that enables integration between IFS Applications and other systems.

Availability of local support.	IFS provides support to its customers. You can access the IFS customer portal to get help with your day-to-day operational management, or to deepen the business value derived from your investment . You can also fill out the contact form on their website to get in touch with the correct team and receive a tailored response . Additionally, you can join the IFS community to find answers to your questions, stay up to date on the latest topics, and ask questions to help others.
Integration of local payment	
Security and access control	IFS provides a comprehensive security and access control system for its cloud services. The users and permissions feature in IFS Cloud is responsible for managing user access to the system.

QUICKBOOKS AND TALLY PRIME

	QuickBooks Desktop Enterprise	Tally Prime
Meaning	Is an end to end accounting solution designed to grow alongside small businesses.It also provides industry specific solutions for contractors,retail,manufacturing and wholesale and nonprofit organizations.	A complete business management software that helps businesses manage invoicing, accounting, inventory, banking, cash and credit management taxation, payroll, cost management, and much more using a single software.

Pricing	<p>Gold-\$1830/1st year, up to 30 users</p> <p>Platinum-\$2250/1st year, up to 30 users</p> <p>Diamond-\$400/1st year, up to 40 users</p> <p>- Subscription is valid for the first 12 months starting from the purchase date. After 12 months, the card will automatically be charged on a monthly or annual basis depending on the plan you selected until you cancel.²¹</p>	<p>One-time cost of:</p> <ul style="list-style-type: none"> • Ksh 46,350 for a single-user licenses • Ksh 139,050 for multi-user license²²
Real-time updates	QuickBooks desktop enterprise subscription members receive new versions of the product ,along with updates to the current version if released	Enables software real time updates
Deployment options	<p>Cloud based</p> <p>On-premise</p>	Cloud based
Analytics and report	Offers customizable reporting tools that help users analyze data and make informed business decisions	Designed to provide insightful at the speed in which your mind seeks information.it is engineered to keep all reports ready as and when transactions are recorded, and insights are right there exactly when you need them

Functionality	Managing inventory Tracking sales Generating reports Running payroll	Accounting reports Inventory Financial Management controls Statutory reports
Integration and payment method	Integrates with stripe, square, PayPal, global payment and more Bank payment methods available on selected payment gateways.	Integrates with stripe to enable users to collect payment through their form
Integration with third party software's	Integrates with more than 200 apps to customize experience.	Supports integration with third party applications(like web scripting languages like ASP/Java/PHP and application built, which supports XML and HTTP
User interface	Pleasing to the eye Easy to navigate through the system	simple to create and record invoices user friendly and straightforward, requires minimal training.
Integration of local payment	Integration with bank payments and Mpesa pay bill and till numbers	Tally enables Mpesa API integration module
Link of the website developer	https://quickbooks.intuit.com/desktop/enterprise/erp	https://tallysolutions.com
Free version	No	No
Free trial	Yes,30 days free trial	Yes,30 days free trial

User base in Kenya	Yes	Yes
Business sizes	Freelancers Small Medium large	small companies
Platforms supported	Web	Web
Security and data access	password protection firewall protection data encryption backup and recovery user access control data access restriction password recovery	user access control data encryption password protection backup and recovery firewall protection data access restriction password recovery
Training and Local support	Webinars Documentation videos	learning hub videos

Customer support		Email/help desk
	FAQs/Forum	FAQs/Forum
	Phone support	Phone support
	Chat ²³	Chat

SYSPRO

	SYSPRO ERP
Meaning	An industry specific business software for manufacturers and distributors of all sizes.
Pricing	Starts at 199 \$ per user per month. ²⁴
Real-time updates	Real-time data insights Real time software updates
Deployment options	Cloud based On-premise Hybrid
Analytics and report	It tracks, records, optimizes and manages. This gives complete visibility of the entire operation

Functionality	<p>CRM</p> <p>Supply chain</p> <p>Financial management</p> <p>Warehouse</p> <p>Inventory management</p> <p>Manufacturing operations management</p>
Integration with third party software's	<p>SYSPRO integrates with the following applications:</p> <p>Configure One Cloud, Microsoft Outlook, Microsoft PowerPoint, Avalara, Prophix, UniPoint Quality Management Software, SugarCRM, Microsoft 365, Dovetail, Microsoft Excel.²⁵</p>
User interface	User friendly, simple to install, manage, maintain and run
Integration of local payment	<p>Payment solutions for SYSPRO has the ability to accept payments from wherever your customers are including online, mobile devices, software, text2pay, in person and kiosk options</p>
Link of the website developer	<p>https://ke.syspro.com/</p>
Free version	no
Free trial	yes
User base in Kenya	yes

Business sizes	<p>Freelancers</p> <p>Small businesses</p> <p>Medium size businesses</p> <p>Large enterprises</p>
Platforms supported	<ul style="list-style-type: none"> • Web • Android • iPhone/iPad
Security and data access	<p>its security can be customized to your business needs. Its security management has four dimensions to its security management: access levels, controls, monitoring and auditing. Syspro uses password control and enables users to grant control access for certain modules to designated administrators. Through its extensive dashboards, users can also monitor features in real time and its reporting features enable users to audit transactions</p>
Training and local support	<p>Live Online, Videos, In Person, Webinars, Documentation</p>
Customer support	<p>Email/Help Desk, Chat, Knowledge Base, FAQs/Forum, Phone Support, 24/7 (Live rep)²³</p>

OVERALL GRADING

S.NO	Aspect	Score
1	Pricing	10
2	Modules and functionality Accounting(2), Payroll(1), CRM(2) Manufacturing(1), Human Resource(1), Supply chain(1), Inventory(1), Procurement(1)	10
3	Real-time updates	10
4	Cloud-based?	10
5	Usability	10
6	Analytics and reporting	10
7	Integration of payment methods	10
8	Integration with third party softwares/custom developed modules	10
9	Availability of local support	10
10	Integration of local payment methods	10
11	Security and access control	10

	SAP Business One	Odoo	Microsoft dynamics 365	Freshbook	Syspro	Tally	Quickbooks	Zoho	Sage 300 cloud	Dolibarr	Oracle netsuite	Front accounting	GNUCash	IFS	Epicor
Pricing	6	5	3	8	1	9	8	8	3	10	1	10	10	1	6
Modules and functionality	10	10	10	5	7	4	5	6	10	10	10	9	10	10	10
Real time updates	10	10	10	5	10	10	10	10	10	10	10	8	10	10	10
Is it cloud based or not	10	10	10	7	10	7	10	10	10	10	7	10	3	7	10
Usability	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Analytics and report	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Integration of payment methods	10	10	10	10	5	10	10	10	10	10	10	10	10	10	10
Integration with third parties' software's/custom devolved modules	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Availability of local support	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Integration of local payment	10	10	10	3	10	10	10	10	10	10	10	10	10	10	10
Security and access control	9	9	9	9	10	9	9	9	9	9	10	9	9	9	9
Total	105	104	102	87	93	99	102	103	102	109	98	106	102	97	105
RANK	3	5	7	14	14	11	7	6	7	1	12	2	7	13	3

CONCLUSION

Operating with an ERP software solution in Kenya is essential for most businesses looking to make more informed decisions .

Choosing the right ERP is therefore a crucial decision in business. It greatly impacts the performance of the SMEs in general. We sampled the above ERP's that cater for various business needs. The methodology used is essential to evaluate SMEs specific requirements and budget before making a choice. We have considered long term goals before adopting ERP software.

RECOMMENDATION

Following the ranking based on the set of 11 criteria outlined above, the following are the top 10 ERP Software systems that we highly recommend for SMEs as at November 2023;

1. Dolibarr ERP
2. Front accounting
3. SAP Business One
4. Epicor
5. Odoo
6. Zoho
7. Sage 300 Cloud
8. Microsoft Dynamics 365
9. QuickBooks
10. GNUcash

REFERENCES

1. <https://www.netsuite.com/portal/developers/overview.shtml>
2. <https://www.dolibarr.org/>
3. <https://frontaccounting.com/>
4. <https://www.gnucash.org/>
5. <https://www.epicor.com/en-us/>
6. <https://www.softwareadvice.com.au/software/392464/zoho-crm>
7. <https://www.zoho.com/ke>
8. <https://www.crazyegg.com/blog/zoho-crm-review/>
9. <ps://www.forbes.com/advisor/business/software/zoho-crm-review/>
10. <https://techkisima.com/zoho-and-quickbooks-integration-with-bank-payments-and-m-pesa-in-kenya/>
11. <https://www.softwareadvice.com/inventory-management/sage-300cloud-profile/>
12. <https://www.vision33.com/sage300>
13. <https://www.getapp.com/operations-management-software/a/sage-300cloud/>
14. <https://www.sage.com/en-ke/products/sage-300-cloud/>
15. <https://www.sap.com/africa/products/erp/business-one.html>
16. [Odoo CRM Nairobi | CRM Software Solutions Nairobi, Kenya \(vds.co.ke\)](#)
17. <https://youtu.be/IgLT7D8IY8E?si=blqbWdT08a7kduTH>
18. [Business Central | Microsoft Dynamics 365](#)
19. <https://www.freshbooks.com/pricing>
20. <https://www.ifs.com/>
21. <https://quickbooks.intuit.com/desktop/enterprise/erp>
22. <https://tallysolutions.com/ssa/buy-tally/>

23. <https://www.getapp.com/finance-accounting-software/a/quickbooks-enterprise/>
24. <https://www.forbes.com/advisor/business/software/syspro-erp-review/>
25. <https://ke.syspro.com/>