

SYSPRO Wins IDC CSAT Award for Enterprise Resource Planning (ERP)

SYSPRO, a global provider of industry-built ERP software, has been recognised as a leading ERP vendor in the IDC customer satisfaction awards program (CSAT). As part of the evaluation process, customers were asked to rate their vendor on more than 30 different customer satisfaction metrics in IDC's SaaSPath survey. The overall outcome included responses from approximately 2,000 organisations across all geographic regions and company sizes.

Based on those ratings, SYSPRO was placed in the highest scoring group of ERP vendors with strengths ranging from ease of integration to enterprise-level customer support. SYSPRO was also identified as a trusted brand with an ongoing commitment to customers through industry specialisation.

According to Paulo De Matos, Chief Product Officer at SYSPRO, "The honour of being recognised in this awards program is a testament to SYSPRO's continued commitment to customer centricity. SYSPRO is built to deliver industry specific functionality for Manufacturers and Distributors and through industry specialisation, we are able to remain focused on delivering optimised performance."

All respondents of the survey undertook an extensive screening process to ensure they are familiar with the technologies they were asked about, are current users, and have influence in their company's technology buying decisions.

According to Eric Newmark Program Vice President: SaaS, Enterprise Applications, Industry Cloud, and Digital Commerce and lead analyst behind the awards program, "SYSPRO performed well against other ERP vendors in areas in which technology buyers believe the greatest vendor challenges currently exist. This includes areas such as implementation experiences and customer experience."

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