

# Market Comparison Report



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Best Handles Business  
Change?**

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Business lives in a constant state of flux, it's the new norm. Demanding consumers, new revenue sources, and regular organizational change are a few of the wrenches that can turn a business upside down. Successful companies respond fast, adapt, and not only remain profitable, but thrive. Others are swallowed up by the change and fail. The winners rely on a flexible software infrastructure that has the capabilities to adopt to changing business practices.

The right infrastructure must be business friendly and adapt swiftly to change with little IT intervention. These factors have become increasingly more important for organizations when evaluating enterprise software, as they greatly affect the total cost of ownership (TCO) and (ROI).

People-centric, service-oriented businesses (such as technology services firms, management consultants, architectural/engineering firms, non-profit organizations, education/research institutions and government services) are especially affected by change, much more than their manufacturing/product-centric counterparts. They are generally highly dynamic and complex organizations faced with such factors as governmental and regulatory compliance mandates, reorganizations and restructuring, mergers and acquisitions, business process change and financial management-driven change.

Service businesses need enterprise resource planning (ERP) solutions that minimize the costs and disruptions of change, but most ERPs accommodate *technology* change more readily than *business* change.

Announcements of most ERP vendors are focused on supporting new mobile device options, cloud architectures, overall technology platform and software interoperability. These newer functionalities are often add-ons that enhance a dated architecture or address a technology stack that was not built with business change in mind.

Eval-Source asks, ***“Where is the emphasis on solutions that support everyday business change? How do these ERP systems react and who can make these changes within the ERP system?”*** Eval-Source has set out to

identify how this is handled by five ERP solutions: Unit4 Business World, SAP HANA Enterprise Business Suite, Microsoft Dynamics AX, Oracle E-Business, and Oracle Fusion Middleware (OFM). This report examines service-based organizations that consolidate to a single system and that system's ability to manage the changes post-implementation. Data was compiled from actual users of the five systems, who certified that they clearly understood the nature of the questions, had faced these change situations previously and could attest for the methodology required to perform specific changes in a post-implementation environment.

## Change from the User's Perspective - Services Sector

Services-based organizations are subject to frequent change. One of the most apparent conclusions from the surveys was a high level of concern over organizations' ability to quickly, easily and cost-effectively manage shifting circumstances. Some examples of the five change areas identified include:

- Adjusting to new governmental regulations, such as politically-shifting environmental rules.
- Adhering to new financial standards such as SOX and IFRS.
- Supporting financial structure change to accommodate mergers and acquisitions, new lines of business and future reporting requirements.
- Implementing new organizational performance metrics tied to historical and projected data.
- Accommodating shifting global accounting structures that include multi-currency, multi-entity, varied tax accounting and multi-lingual needs into a consolidated format.

When a single change is required post-implementation, organizations require a structured change management approach that addresses governance, organizational standards, planning and design, the rollout, proper testing and a go-live support plan. A five-stage process (Prepare, Plan, Execute, Final Preparation, and Go-Live & Post Support) must be applied at each architectural layer for a single change to be completed. ERP systems differ in *how* changes are implemented (whether it needs to be applied to a single or multiple levels of architecture) and *who* can implement the change (the business user or IT user).

## Vendor Overviews



### Business World - Change Management Approach

Unit4 software is a leader in change management with software that adapts rapidly and at a low cost to organizations.

Business World (formerly Agresso) has a unique architecture that tightly integrates three components: data management, process modeling and information (analytics and reporting) delivery which moves in lockstep. Business World empowers business users to manage changes rather than involving IT personnel at the application or code level. Changes made propagate throughout the system seamlessly without affecting system, data and business process dependencies. This reduces data entry errors, increases speed in execution/minimizes latency and minimizes operational disruption.

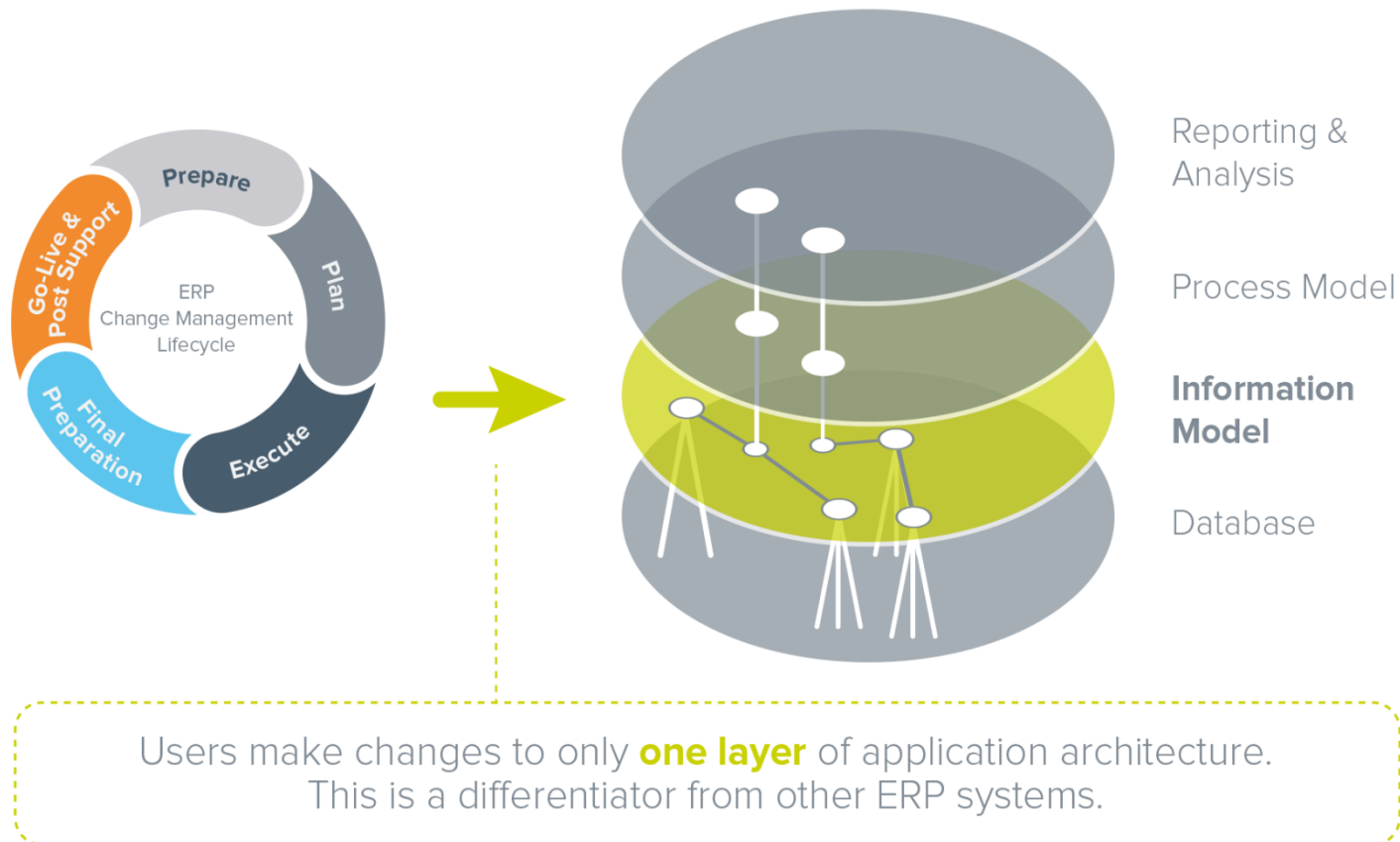
Business World's architecture supports on-going technology changes (i.e. device/platform/software interoperability) through connections to its service-oriented architecture (SOA) layer. ***The unique architecture of Business World enables data (from multiple sources) and configuration changes to move in lockstep by preserving integrated data, processes, workflows and existing configuration attributes.***

An advantage of the Business World architecture is a fluid, common information model (known as the elastic foundation) that is incorporated across all modules. This enables continuous propagation of data, provides the ability to edit business processes and facilitates integrated reporting and analysis across the application. Relational and dynamic data structures are supported so that business users can execute most types of business changes required. Any business user can make the necessary changes without impacting other data, database, transactional or workflow dependencies.

Comparatively, the Business World architecture allows users to focus on information needed for each transaction, rather than the process and the structure required to facilitate changes. This simplification reduces time, cost and disruption to Business World customers. With competitive systems, data, workflows and database configurations may be often overlooked and need to be reconstructed in its entirety to complete a validated change within the system.

The new Business World application addresses change through an architecture, called the People Platform, that delivers an elegant user experience, tailored business capabilities, smart context, and an elastic foundation.

The change management procedure needs to be ***applied to only one level of architecture*** by the business user and without IT intervention. The change(s) then replicate throughout the system to address workflows, data, transactions and dependencies in one action. A single change action lowers costs, reduces time to production, reduces risk to an organization and avoids business disruption. Other ERPs require ***the full procedure to be executed three or four times to multiple architectural layers in order for one change to be completed***. The repeated change procedure unnecessarily introduces the possibility for errors to enter the system which create error-prone data silos.





## SAP - Change Management Approach

SAP introduced HANA, its revamped enterprise infrastructure architecture platform with a new in-memory database structure. HANA enables organizations to quickly build applications without extensive coding and supports high volume and complex analytics in real time. The ability to access and aggregate the data in real-time increases speed and allows components to be found more easily for online transaction processing (OLTP) transactions (this directly affects reporting capabilities that were not easily available in their previous iterations).

SAP Fiori, the new user interface, modernizes its dated look, accessibility and decreases a process-heavy transaction processing cycle. The new interface provides easier application usability, however the architecture still remains very rigid and offers minimal change capabilities for business users. While the new architecture enables a wider range of transactional flexibility, mobility and integrations, the underlying ERP SOA still limits the way transactions are processed and handled and has the same limitations in facilitating business change as its predecessor. HANA will still require IT intervention to make most changes. HANA does enable business users to construct reports and make minor changes that previously required IT intervention.

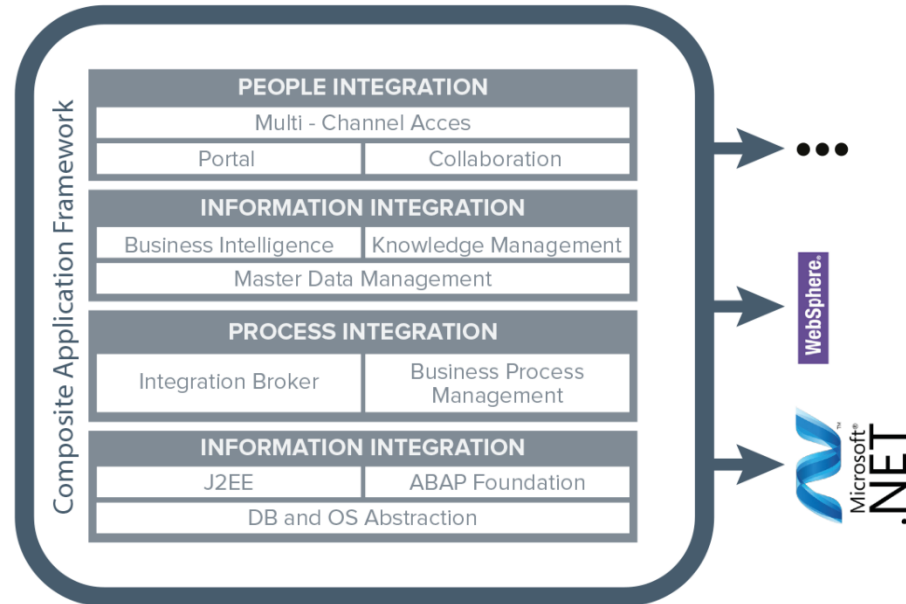
There are two methods to facilitate application changes within SAP for external applications and integrations: an advanced business application programming (ABAP) tool that enables users to accomplish application and configuration changes through the graphical user interface (GUI) overlay, and the HANA development platform. The SAP NetWeaver portal provides access to business processes and information across various consumption channels. It can simplify inconsistent data-capture, combine workflows between the SAP application and non-SAP systems, and manage changes through a central change management library. However, these changes cannot be completed by typical business users and require IT user intervention.

In order for a user to make a change to the system, a multi-tiered change approach must be employed to make system changes to the four layers of the application architecture. One part of the application is the SOA platform layer using NetWeaver, API tools, BAPI tools and other tools such as MS DUET to manage data and integrations from non-SAP applications. This complicates the way users can make changes. To apply a change requires technical expertise, programming, advanced configuration knowledge and an understanding of dependencies for the transaction to support the business change. This complex approach can create multiple faulty data entry scenarios, data duplication, incorrect data and incomplete data being introduced into the system.

The depiction on the following page is of SAP's HANA architecture and the change management approach that has to be applied to institute a single change. The five stages of change management can prove difficult due to integrated layers that cannot be easily separated. Each change action must be applied to each layer of the application framework, and must be repeated again for each additional changing business circumstance.



### SAP HANA ARCHITECTURE



The entire change management procedure must be applied to **four layers** of application architecture for a single change to be made



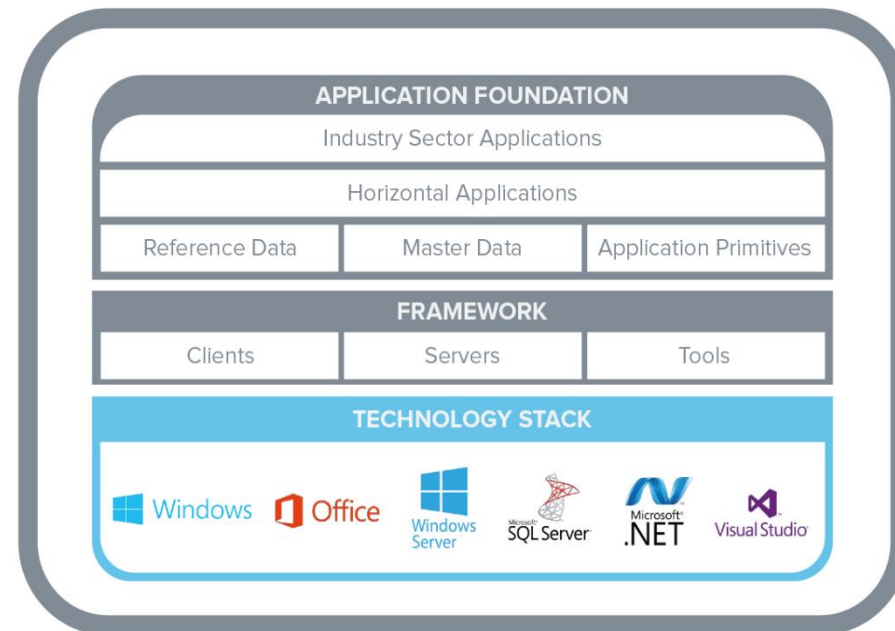
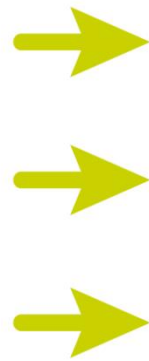
## Microsoft AX - Change Management Approach

AX 2012 R3 (released in May 2014) includes an improved interface and easier interoperability over the last version. However, its method to address change management is still rather complicated as Microsoft has made minimal changes to the architecture. The architecture still remains cumbersome to execute changes due to the way information, database, application and client/GUI layers are combined. However, the application framework SOA allows interoperability with other Microsoft products and applications. The relatively unchanged architecture still provides obstacles for end-users to fully reconfigure their systems without IT intervention.

The change management process must be applied to each layer of architecture for business changes to be made. To manage the major areas of change, users must access the Microsoft Technology Stack to ensure proper integration and transactional data, which is usually the IT user's responsibility. The multiple steps required to make changes within the Microsoft Dynamics AX application may be more complicated for average users to execute consistently, especially if many changes are required. Without IT user intervention almost half of the 46 business changes outlined in the Market Comparison Survey findings of this report cannot be made by business users. Many of these changes require specialized resources to alter the code foundation within the framework and application foundation, which hasn't changed in R3.

End-users will also require understanding of dependencies when making changes as configuration attributes may not be properly applied. In most cases, the change management procedure must be applied three times to accommodate a single business change.

Microsoft AX requires the ERP change management procedure be applied to three levels of application architecture for a single change to be made. The three layers of architecture are the technology stack, application foundation and GUI.



The entire change management procedure must be applied to **three layers** of application architecture for a single change to be made



## Oracle E-Business' Change Management Approach

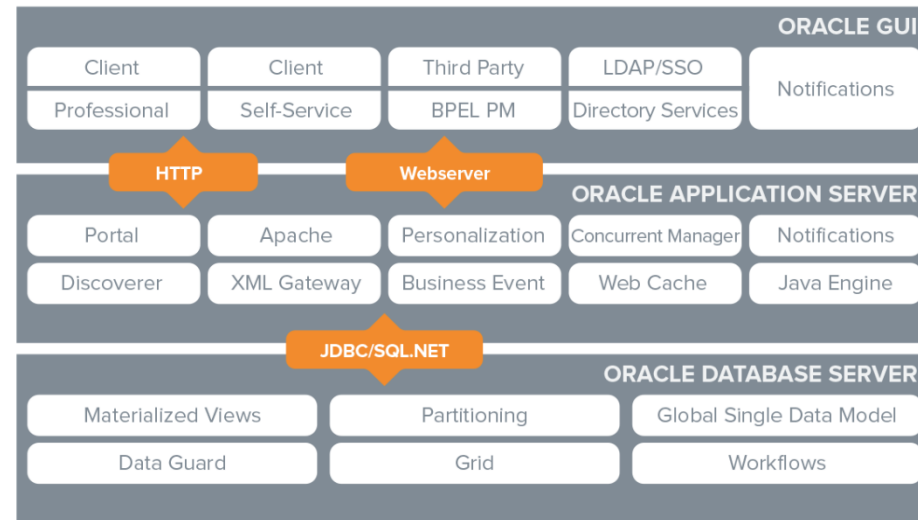
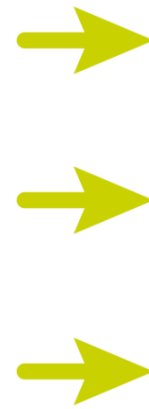
Oracle is a good fit for large organizations that require high- volume transaction processing and multi-location requirements. Updated versions include deeper functionality with virtually no change to the architecture. An updated user interface allows limited options for business users to execute business changes. The rigid technology stack inhibits change by end-users as configuration still remains complicated. The introduction of new functionality in Oracle Fusion Middleware has trickled down to Ebusiness thereby illustrating the marginal change from 2014.

The Oracle universal content management (UCM) technology stack is used to facilitate change management. Oracle's approach to business change is to replicate templates at the application layer so that the data structure and workflows are preserved. However, data must be recreated for each new template and workflows must be edited to accommodate the new information flows. Without IT intervention it is nearly impossible for a business user to make the required changes on their own.

In order to consolidate multiple systems as in the scenario of a merger or acquisition, the systems require similar standards which are accessed through an application program interface (API). Oracle's BPEL Process Manager (enables enterprises to orchestrate disparate applications and Web services into business processes) and third party tools are used to manage standard business process workflows. Oracle BPEL and third party tools validate transactional data-flows through the UCM which is integrated with the BPEL at the SOA layer within the application.

To execute a change management function within Oracle E-Business users must create a new report using the BPEL Process Manager. A user must navigate through a complicated directory structure, run a Java project file (JPR) in the correct directory, identify the instance where the workflow is located and set the parameters for the workflow within the application level of the software. This requires an IT programming resource as the business user will not have access and cannot make these changes by themselves. To execute the creation of the new workflow users must have very deep expertise of the Oracle software.

Change management with Oracle's architecture is still challenging for business users due to its complicated technology stack with a combined process and information layer. Although the UCM technology stack has only three architectural layers it requires several additional steps and processes to accommodate changes on each element. Three layers of architecture that the change management procedure must be applied to are the Oracle GUI, Oracle Application Server and Oracle database.



Reporting / Analysis, Process and Information model are integrated as one layer within Oracle Application Server

The entire change management procedure must be applied to **three layers** of application architecture for a single change to be made

## Oracle Fusion Middleware's - Change Management Approach

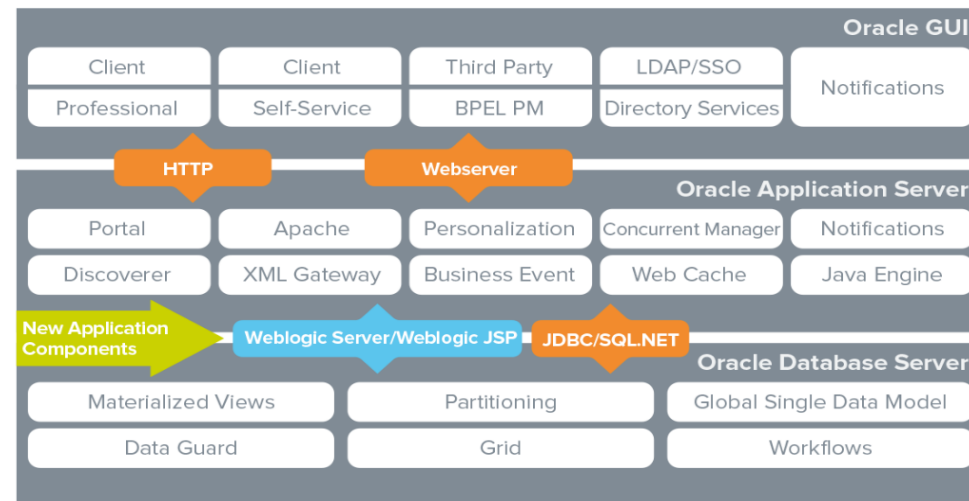
Oracle Fusion Middleware's (OFM) purpose is to combine the best practices and capabilities of Oracle Ebusiness, PeopleSoft and J.D. Edwards. As these aging applications and outdated technologies reach the end of their lifecycle, the strategy is to combine the best components towards a cloud-based solution. Being a middleware product, OFM allows Oracle to consolidate; simplify operations and tasks; enhance extract, transform and load (ETL) data; and facilitate and aggregate online transaction processing (OLTP) which may be inserted back into Oracle and non-Oracle applications. OFM has increased its change compliance ratio for 2015 due to continuous updates leveraging its middleware architecture.

The new architecture of OFM makes this version of the application more user friendly for business users than other Oracle applications. The addition of the WebLogic Server and WebLogic JSP improves change management capabilities over other Oracle products. The new architecture provides an easier path for upgrading while reducing business disruptions over other Oracle applications.

Fusion Middleware is also an infrastructure which facilitates creation of business applications, and provides core services like concurrency, transactions, threading, messaging, and the services component architecture (SCA) framework for integrating to other applications. Fusion Middleware is comprised of Web servers, application servers, content management systems, and similar tools that support application development and delivery. OFM functional business components consist of a cloud application foundation, tools for integration and process management, development tools, enterprise performance management, BI, systems management, social and business collaboration. Essentially the addition of the Weblogic Server and Weblogic JSP to the technology stack eases the migration of Ebusiness, PeopleSoft, J.D. Edwards and other programs.

The addition of these extra components to the technology stack within the application layer introduces extra complexities to the change management lifecycle. The OFM technology stack is not significantly different than the tiered architecture in Ebusiness, and the same change management approach can be applied. Change management is quite complex as the layers of architecture still apply and because of the additional components to the technology stack. If the Hyperion Reporting and Planning structure is implemented this introduces another area in which the change management lifecycle will need to be applied.

Oracle Fusion Middleware requires the change management procedure be applied to the three levels of architecture for a single change to be instituted. Three layers of architecture that the change management procedure must be applied to are the Oracle GUI, Oracle Application Server and Oracle database.



Reporting / Analysis, Process and Information model are integrated as one layer within Oracle Application Server

The entire change management procedure must be applied to **three layers** of application architecture for a single change to be made

## Market Comparison Report - 2015

This report examines five products: Unit4 Business World, SAP HANA Enterprise Suite, Microsoft AX 2012 R3, Oracle Ebusiness and Oracle Fusion. The research delved into how these software packages adapt to post-implementation business changes in the five areas of Governmental and Regulatory Compliance, Reorganizations and Restructuring, Mergers and Acquisitions, Business Process Change and Financial Management-Driven changes.

In order for a single change to occur to any of these systems the entire change management procedure must be applied to each corresponding architectural layers of the ERP application.

To adjust the system for a business change, two types of end users are defined as to the depth of operational and technical abilities needed to execute a change within the system.

- **Business User**

The business user engages the application to perform daily operations and tasks. The business user employs business management and analytical skills to adapt the system to business change.

- **IT User**

The IT user engages the system on an architectural, database and advanced configuration level. The IT user employs a high level of technical ability, i.e., DBA / programmer skills, to adapt the system to business change.

The following represents whether the business or IT user can make the necessary adjustments to accommodate each areas of post-implementation changes.

 Governmental & Regulatory Compliance	UNIT 4	SAP	Microsoft AX	Oracle EBusiness	Oracle Fusion
Allows changes to conform to new governmental regulations	Business User	IT User	IT User	IT User	IT User
Introducing changes to make original regulation and new regulation comparable	Business User	IT User	IT User	IT User	IT User
Cost reorganization or cost splitting for accounting purposes	Business User	IT User	IT User	IT User	IT User
Change to structure of accounts within the G/L to accommodate future reporting purposes	Business User	IT User	IT User	IT User	IT User
Accommodate changes so that the financial and non-financial data can be combined for reporting purposes	Business User	Business User	Business User	Business User	Business User
Facilitate changes to accommodate new account structures to allow for reporting	Business User	IT User	Business User	IT User	Business User
Creation of new business processes for compliance with the new regulations	Business User	IT User	IT User	IT User	IT User
Documents and content management structure within the ERP can be changed to facilitate compliance with new regulation	Business User	IT User	Business User	IT User	Business User
The ability to change business rules that monitor compliance organizationally	Business User	IT User	IT User	IT User	IT user
Accommodate changes to consolidated financial data	Business User	Business User	Business User	IT User	IT User

 <b>Reorganization and Restructuring</b>	UNIT 4	SAP	Microsoft AX	Oracle EBusiness	Oracle Fusion
Allows changes to facilitate moving cost structures to different divisions or entities	Business User	IT User	Business User	IT User	IT User
Accommodate changes to new organizational structures and processes and integrate them with different software systems	IT User	IT User	IT User	IT User	IT User
Accommodate changes to integrations to other systems affected by reorganization	Business User	IT User	IT User	IT User	IT User
Allows changes to segmentation by product, or or accounting entity, (ex: management by product/service category or region or both)	Business User	IT User	Business User	IT User	Business User
Accommodate change as to how the company is managed (by office, division, process, job type, category or person)	Business User	IT User	Business User	IT User	IT User
Preserves and tracks history of changes from previous to new structure of accounts and the ability to compare those changes	Business User	IT User	Business User	IT User	IT User
Accommodate security changes to employee rights especially to accommodate new positions or change in positions as consequence of reorganization	Business User	IT User	Business User	IT User	Business User
Allows changes to divided departments, entities, organizational structures, responsibilities and processes	Business User	IT User	Business User	IT User	IT User
Accommodates changes to parrallel processes from an acquired company which can be integrated and combined into existing infrastructure	Business User	IT User	IT User	IT User	IT User



## Mergers and Acquisitions

	UNIT 4	SAP	Microsoft AX	Oracle EBusiness	Oracle Fusion
Enables changes to multiple integration points when consolidating two different financial systems	Business User	IT User	IT User	Business User	IT User
Upon creating a new accounting entity (merged from two financial systems) changes can be made to facilitate integration	IT User	IT User	IT User	IT User	IT User
The ability to accommodate changes from different formats into one format to one consolidated reporting	Business User	Business User	Business User	Business User	Business User
Enables changes when merging chart of accounts (including suppliers, customers, attributes) from multiple entities to consolidate into one accounting entity at a group level	Business User	IT User	IT User	IT User	IT User
Enables change to accommodate a single credit control department at a group level by merging multiple accounting entities from different systems	Business User	IT User	Business User	IT User	IT User
The ability to accommodate changes to employee records and rights to operate across divisions/projects/organization	Business User	IT User	Business User	IT User	Business User
The ability to create a common reporting structure across multiple entities and regions while maintaining local reporting requirements	Business User	IT User	Business User	IT User	Business User
Enables aggregated data to be collected for BI purposes from multiple systems	Business User	IT User	IT User	IT User	IT User



### Business Process Change

### UNIT 4

### SAP

### Microsoft AX

### Oracle EBusiness

### Oracle Fusion

Enables change in order to introduce a new approval workflow for corporate purchasing and local expenditures

Business User

IT User

Business User

IT User

IT User

Enables changes and modifications to existing workflows (by introducing a new step into the process, adding an approval or modifying the workflow itself)

Business User

IT User

Business User

IT User

Business User

Enables change to introduce new payment types into a process (Such as a one-time bonus, commission, payout, additional benefit or child care vouchers)

Business User

IT User

IT User

IT User

IT User

The ability to change and track a project when changes are made to the organizational structure and can shift project phases and responsibilities to new resources

Business User

IT User

IT User

IT User

IT User

Enables project resource to change any aspect of the project (resources, lifecycle, budgets, forecasts, ownership etc.) where the pricing methodology has been changed from hourly rates to fixed and vice-versa

Business User

IT User

Business User

Business User

Business User

Enables change to any project aspect in order to track individual projects in detail in situations where parts of the service delivery is outsourced to subcontractors

Business User

IT User

Business User

IT User

IT User

The ability to change purchasing workflows based on new organizational structure

Business User

IT User

IT User

IT User

Business User



## Financial Management-Drive Change






	UNIT 4	SAP	Microsoft AX	Oracle EBusiness	Oracle Fusion
The ability to change accounting calendar types from accounting periods (Jan 1 - December 31 to April 1 - March 31)	Business User	IT User	Business User	IT User	IT User
The ability to add extra analytical components to accounting key	Business User	IT User	Business User	IT User	IT User
The ability to change search key fields such as Supplier ID's, company number or VAT number	Business User	IT User	Business User	IT User	Business User
The ability to change and add fields to required accounting structure such as field length extension by adding character fields from 12 characters to 15 characters	Business User	Business User	Business User	IT User	Business User
Allows introduction of new VAT rates or to amend existing rates that affects reporting structures and reports	Business User	Business User	Business User	Business User	IT User
Tracking of changes of IT architecture (either through visual components or a checklist) and track changes in documentation	Business User	IT User	IT User	IT User	IT User
Integration of A/R, A/P processes between two organizations	Business User	IT User	IT User	IT User	IT User
The ability to track and change and keep a history of system audits	Business User	IT User	Business User	IT User	Business User
The ability to track, modify, update and store changes throughout the ERP system	Business User	IT User	Business User	Business User	Business User
Can adjust to different costing methods for inventories of IT assets	Business User	IT User	IT User	IT User	IT User
Can adjust midstream to different costing, methods for products and services	Business User	IT User	IT User	IT User	IT User
The ability to align two merged entities with different accounting calendar while keeping traceability	Business User	IT User	IT User	IT User	IT User

## Change Compliance

The chart below summarizes how well each vendor addresses the five areas of change, which illustrates Unit4 far ahead in its ability to empower business users to make changes to the systems without IT intervention.

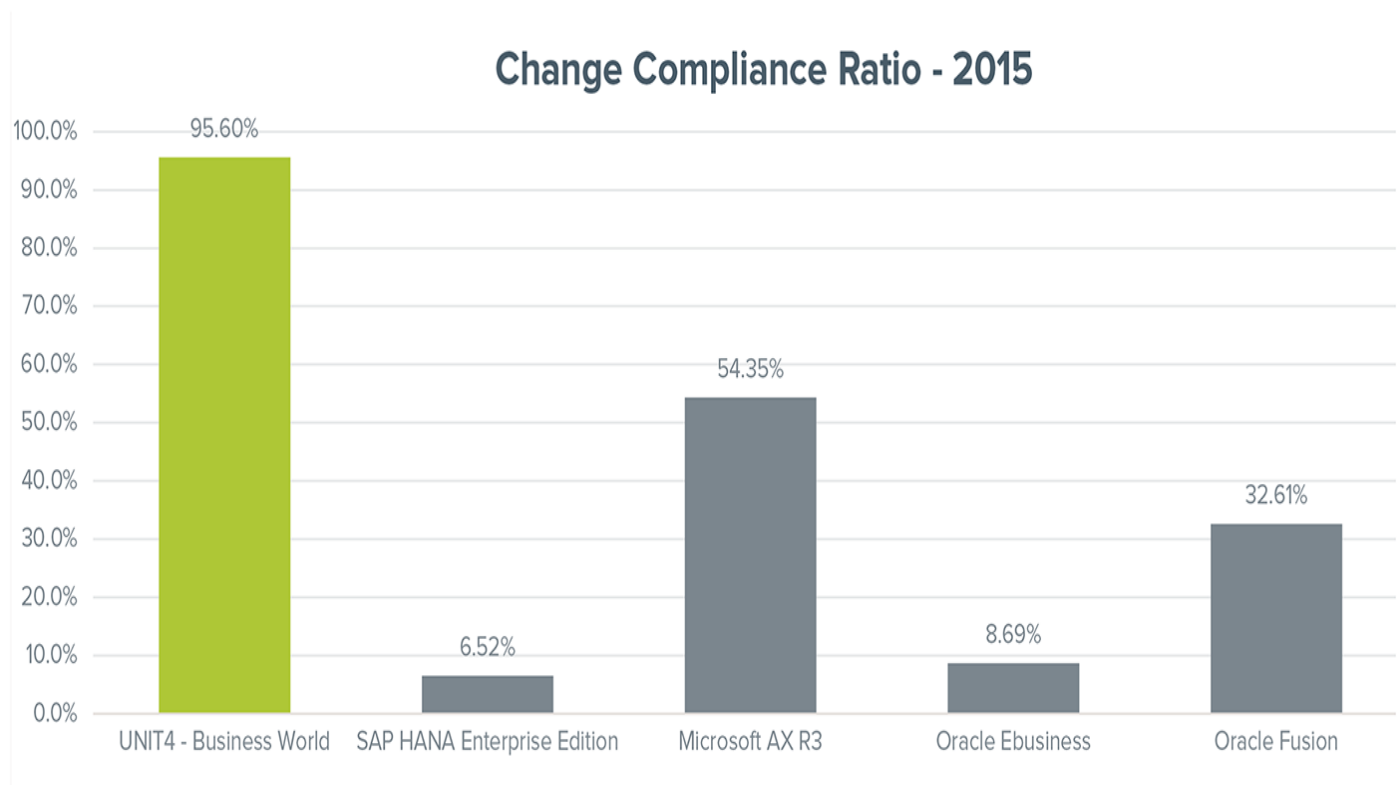
The **change compliance ratio** represents the number of changes that can be executed by a business user without requiring IT intervention. Each ERP is measured against the 46 areas of change and is *the number in the chart below where x = Total Change Criteria; expressed as a percentage (x/46)*.

Most of the other applications are still highly complicated to administer, making them slow, costly, error-prone and difficult to execute business change in a post-implementation environment. These limitations make it complicated to keep up with a business environment that moves rapidly which may put your organization at risk, by procrastinating upgrades and not being able to quickly adapt to business changes.

Vendor	UNIT 4		Microsoft		Oracle		Oracle		SAP	
	Business World		AX		EBusiness		Fusion		HANA Enterprise	
Change Capabilities	Business User	IT User	Business User	IT User	Business User	IT User	Business User	IT User	Business User	IT User
 Governmental & Regulatory Compliance	10	0	4	6	1	9	3	7	2	8
 Reorganization & Restructuring	8	1	6	3	0	9	2	7	0	9
 Mergers & Acquisitions	7	1	4	4	1	7	3	5	0	8
 Business Process Change	7	0	4	3	1	6	3	4	0	7
 Financial Management Driven Change	12	0	7	5	1	11	4	8	1	11
Total Change Criteria	44/46		25/46		4/46		15/46		3/46	
<b>Change Compliance Ratio</b>	<b>96%</b>		<b>55%</b>		<b>9%</b>		<b>33%</b>		<b>6.5%</b>	

The diagram below summarizes the **change compliance ratio**. All vendors have marginally improved their change compliance ratio since this report was first published in 2013. Some of the improvements are based on new releases (SAP HANA), while others have leveraged their cloud architecture to deliver upgrades through frequent updates (MS AX, Oracle Fusion).

**UNIT4 has been a leader in business change and has set a benchmark for business change agility.**



Unit4 approaches change management with a different philosophy. The Business World ERP application empowers business users the flexibility to execute changes via drag and drop functionality, which minimizes IT and additional resources to facilitate system change(s). The single point of entry into the system minimizes errors, reduces organizational risks, lowers costs, decreases business disruption, increases time-to-production and simplifies change. Changes are propagated and preserved without the need to reconfigure business processes, configurations, security, data, and workflow dependencies. The single point of entry at the GUI layer for change management is one of Business World's key differentiators in the enterprise ERP space by enabling **data, processes, workflows and data structures to be preserved by moving all components in lock-step as one unit.**

## Summary

The other ERPs have undergone a user interface overhaul to ease previous usability concerns at mostly a *transactional level*, which do not offer the business user additional capabilities to execute business change. Changes still require IT (Programming and/or technical capabilities); vendor or external resources to modify the system for required code changes and or additional programming. These include, but are not limited to; tables, system modifications, files, database modifications, application framework and structures, advanced configurations, workflows dependencies that require system and architectural changes, business processes and data sets all of which require IT User intervention.

Other ERP systems still lack the agility to quickly accommodate business change. Business users are still handcuffed by the inflexible architectures of other ERP systems. People-centric, service-intensive organizations require an application framework that enables business agility and low TCO. ***Unit4 has created a benchmark standard for change compliance for business users to execute change procedures in the ERP space.*** Although the other ERP vendors are trying to catch up, the gap still remains very wide.



[www.unit4.com](http://www.unit4.com)

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions. Unit4 is in business for people.

## Eval-Source

[www.eval-source.com](http://www.eval-source.com)

**Eval-Source** is a consulting firm that provides all enterprise software selection and strategic technology consulting services for organizations to achieve success in their IT initiatives. Our **consulting practices encompass cloud and on-premise software evaluation services, ERP Project Management, Project recovery, corporate training and technology management consulting**. Our *Tru-Eval selection* system allows organizations to avoid IT failure, receive greater ROI and provide accurate decision support for enterprise software. Eval-Source is an industry leader in the analysis of software technology and our thought leadership has placed us in the elite of consulting/analyst firms. What sets us apart is our unbiased best in class consulting services that provide our clients with value, direction and success in selection, planning and optimization of their technology systems. Eval-Source provides the professional services that put your needs first and allows you to achieve success in your IT initiatives. We are the source for “getting it right” in IT procurement.