SAP Business One vs. NetSuite

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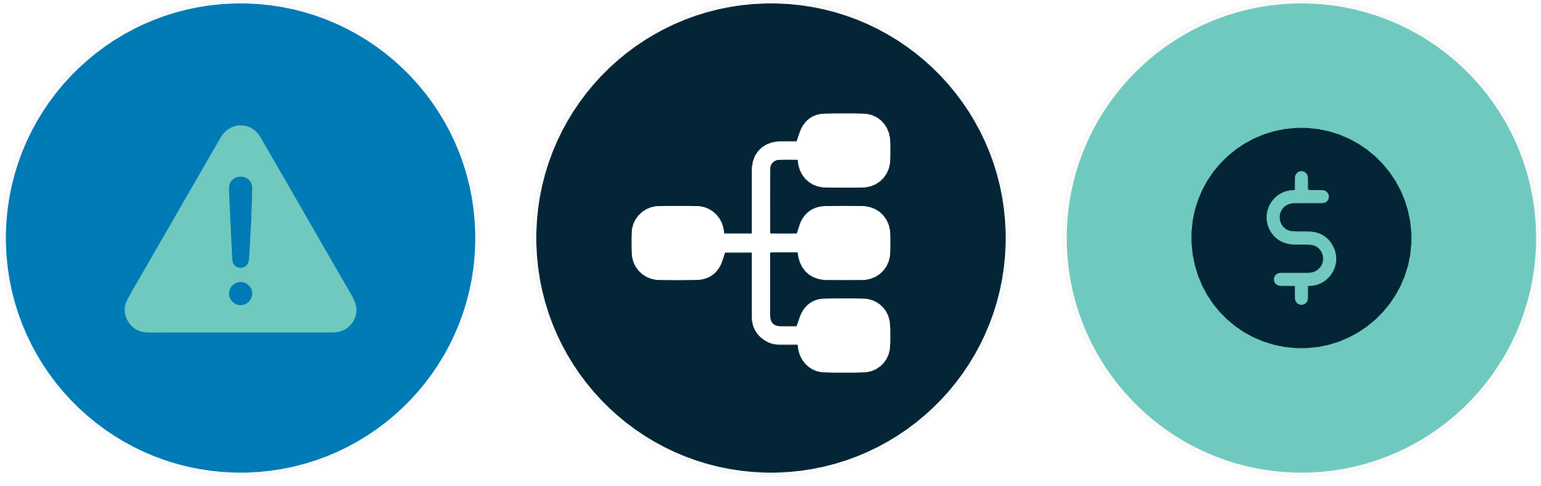
When evaluating cloud enterprise resource planning (ERP) solutions like SAP Business One and NetSuite, businesses must consider:



Risks

User experiences

Long-term costs

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NetSuite users regret choosing NetSuite because of its:

User experience & interface:

NetSuite

NetSuite is NOT optimised for ease of use with:

Unintuitive navigation

Disjointed integration

Excessive complexity

This means a frustrating user experience, as reported by users:

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"It's incredibly slow, unintuitive, and not user-friendly at all. Its ecosystem of products is disjointed and clunky."

AboutTMC.com

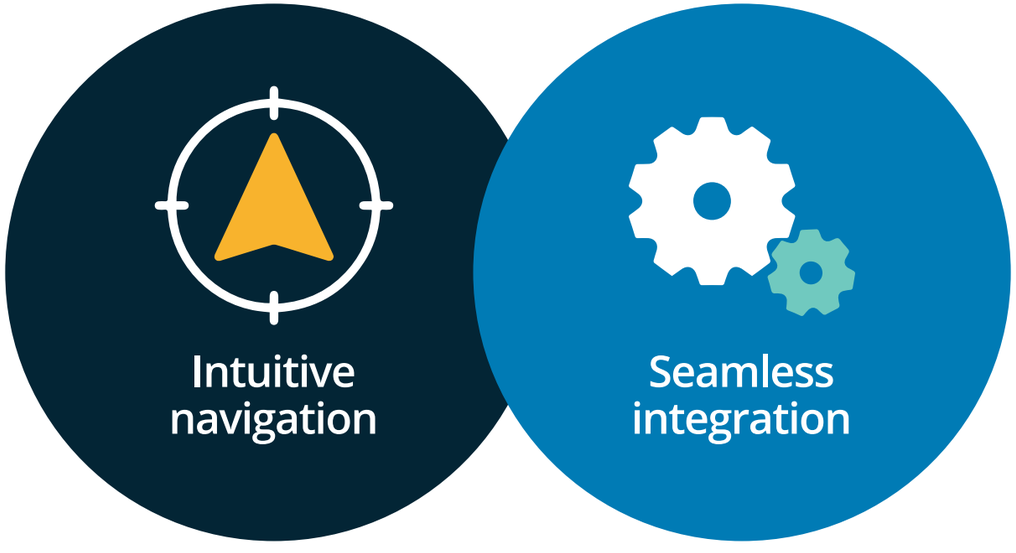
"Worst and cheapest system ever. UX in this day and age is actually embarrassing."

Trustpilot (Canada)

User experience & interface:

SAP Business One

SAP Business One offers:



This means a smaller learning curve, increased productivity, and improved workflow/process efficiency.

Performance & speed:

NetSuite

NetSuite users report:

Sluggish loading times

System crashes

Delays

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Users say this is especially problematic for time-sensitive tasks.

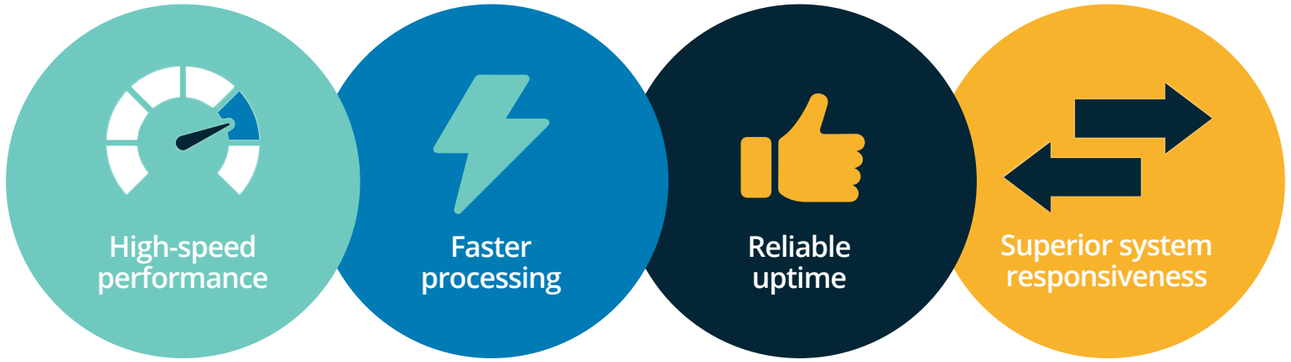
"Using NetSuite has been a mixed experience. While comprehensive, the platform's loading time is frustratingly slow, especially for timesheet approvals and custom reports."

GetApp.ca

Performance & speed:

SAP Business One

SAP Business One is hosted on AWS Cloud and offers:



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"Audeze employees are always on the go. To access sales, financials, or manufacturing data from literally anywhere is really important for us. SAP Business One helps the Audeze team be truly mobile, productive, and in sync."

Sankar Thiagasamudram, CEO of Audeze

Customer support & training:

NetSuite

NetSuite's users widely complain about poor support.

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"Customer support is slower than dirt. Getting information back in a timely manner is ridiculous. There is NO PHONE SUPPORT."

AboutTMC.com

"Despite what its sales team claims, NetSuite has a weak ERP training and support programme."

AboutTMC.com

Customer support & training:

SAP Business One

SAP Business One and Vision33 offer dedicated global support with:

This means businesses can efficiently manage their ERP systems without disruption.

Vision33

"Vision33 has been a very strong partner. Their global presence means they can meet my support hours and requirements, and they provide the SAP Business One expertise I need to run a successful business."

James Greenman, IT Director at Asmodee

Customisation & flexibility:

NetSuite

NetSuite offers customisation, but it's costly, requiring:

Expensive add-ons

Third-party tools

Constant support due to breaking during forced updates

Vision33

"It's very frustrating to switch to an expensive system that cannot do what we thought it would be able to do and has unexpected challenges that we just have to live with."

Capterra.com

Customisation & flexibility:

SAP Business One

SAP Business One can be customised to meet each customer’s needs.

Vision33

Plus, customisations don’t break during updates, ensuring long-term stability.

Cost transparency:

NetSuite

NetSuite's pricing structure often leaves businesses with unexpected costs:

Hidden fees

Pricing surprises

Expensive licensing

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"What a waste of money! Charging £12K per annum for three licences, and it's basic software."

Trustpilot (Canada)

Cost transparency:

SAP Business One

SAP Business One pricing:

Control over updates:

NetSuite

NetSuite forces updates, which can:

Disrupt workflows

Break customisations

Cause downtime

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"Using NetSuite has been frustrating... forced updates break integrations, and the system crashes frequently."

Reddit User Review

Vision33

SAP Business One

SAP Business One also provides updates, but businesses:

Comparison summary

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Factor	NetSuite	SAP Business One
User experience	Unintuitive, slow, and frustrating	Seamless, easy-to-use interface
Performance	Slow, frequent lags, poor response times	High-speed with performance guarantee and reliable uptime
Customer support	Weak, no phone service, slow responses	Dedicated global support, rapid resolution
Customisation	Expensive add-ons, breaks easily	Highly customisable with tightly integrated solutions
Cost transparency	Hidden fees, expensive add-ons	Transparent pricing, predictable TCO
Update control	Forced updates, risk of broken customisations	More control over updates and system changes

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Final verdict:

NetSuite is the riskier decision

NetSuite's poor user experience, hidden costs, insufficient customisation, and weak support make it a high-risk ERP investment.

Many businesses regret choosing NetSuite due to unexpected challenges and long-term instability.

Vision33

Final verdict:

SAP Business One = Lower Risk, Higher ROI

With reliability, flexibility, and cost transparency, SAP Business One is the clear choice for businesses that want high-performing, fully managed solutions that can seamlessly adapt to their needs.

Why you should trust Vision33

1. We're a leading global partner for SAP Business One
2. 12,000+ users rely on Vision33 every day to host SAP Business One in the cloud
3. We have over 20 years of experience working with SAP Business One
4. We have the largest team of certified SAP consultants
5. We were the first AWS partner to hold the SAP competency for running SAP Business One in the cloud

Vision33

Take the next step

Choosing SAP Business One hosted on AWS Cloud and partnering with Vision33 gives you access to the world's largest team of SAP-certified and cloud consultants.

We take the time to understand your business and develop the best strategies and services for you.

Our technology experts are available anytime to discuss your goals and help you achieve them.

To learn more about SAP Business One, Vision33's exclusive cloud hosting packages, and which option is best for your business, visit: vision33.co.uk/services/sap-business-one/cloud-and-hosting-services

Connect with us at contact@vision33.co.uk