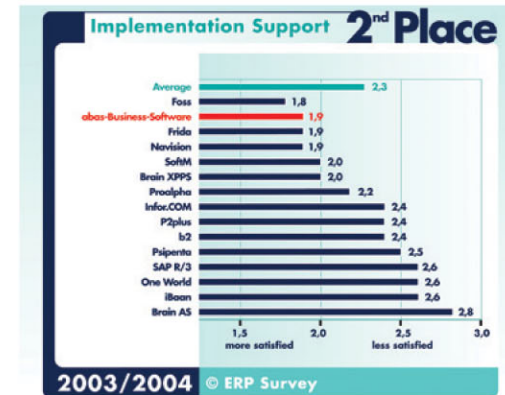


The now established **ERP survey** by the Konradin publisher and the **Computer@Produktion** magazine has been carried out yearly since 1999. Not many studies go into such detail when it comes to ERP systems and satisfaction with the solution installed. Over 1,500 users were interviewed by the market research institute Förster&Thelen for the current study. At least 50 interviews per criteria and ERP system were carried out. In comparison: Similar ERP studies often base their results on less than a quarter of this amount of interviews.

**Satisfaction with the Implemented ERP Solution**

To evaluate the level of satisfaction, 15 of the most commonly used ERP systems in Germany were surveyed. The following criteria were queried for satisfaction levels: user-friendliness, use in practice, stability, cost/performance ratio, helpdesk quality, upgrade support, implementation support, quality of contact person, training, adaptability and openness to integration of further modules.

The users gave grades (1=very good, 6=unsatisfactory). For the second time in succession the ERP users gave the **best grades for abas Business Software**: With a total score of 1.97, ABAS and partners were once again in first place.

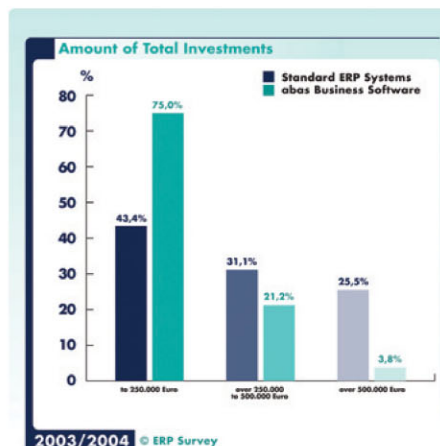


**Implementation Support: Quick to begin!**

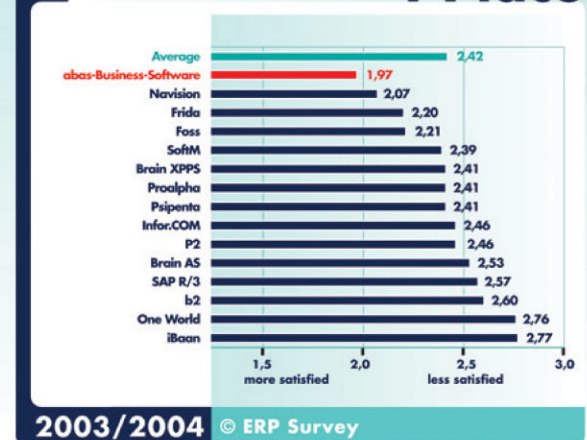
Ingenious implementation strategies enable a quick and easy start with abas Business Software. The abas Users gave a mark of 1.9 for implementation support.

**Total Investments in the ERP System:**

The advantages which an ERP solution gives are reflected in the costs of using the system. The most important criteria in ERP selection are the amount of total investments until the system is productive. The average investment for an ERP standard software amounts to 424,000 Euro. Three-quarters of the abas Users found 250,000 Euro was a sufficient investment – none of the other supported systems had such a large share.

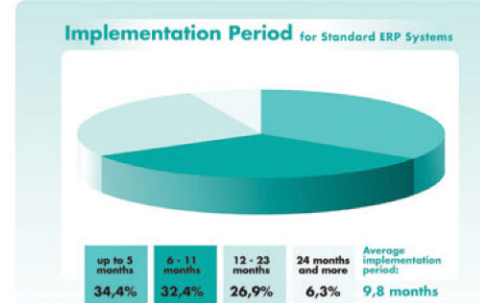


**Total Satisfaction 1st Place**

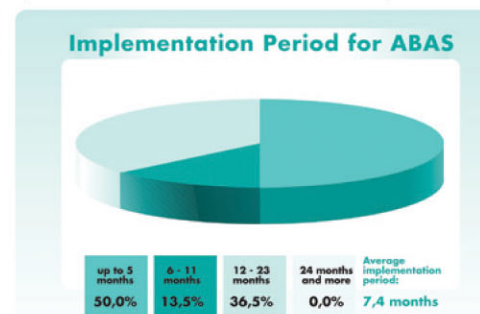


The implementation of an ERP system is often complex. It is not uncommon for the implementation period to take a long time. Problems need to be solved, efforts and costs increase, the tolerance lessens. For this reason you should always look into the length of the implementation period when selecting an ERP solution.

Standard ERP systems on average need an implementation period of 9.8 months. A third of the standard ERP implementations require up to 5 months, somewhat more than a third of the systems were implemented within 11 months and another third of the systems took longer than 1 year.



abas Business Software can be installed within 5 months in 50% of companies – the second best result. None of the people interviewed had a longer abas ERP implementation period than 24 months. The average implementation period of 7.4 months is considerably lower than for the average standard ERP systems.



More than 1,500 customers throughout the world have opted for both ABAS as IT specialists, and for the integrated abas Business Software. abas Business Software is a flexible, adaptable and future-proof complete business solution (ERP, PPC, MRP, eBusiness) for medium-sized businesses.

abas Business Software runs under Linux, Unix and Windows. ABAS has supported the Open Source operating system Linux since 1995. About 50% of over 1,500 abas Installations are based on Linux. From version 2003 of abas Business Software the flexible business standard software will be offered in the Front End range under Linux.

**Good Reasons for using abas Business Software**



ABAS Software AG has established a professional partner network consisting of more than 400 IT organisational and application consultants. The abas Software Partners support the customers by providing a range of support services covering implementation, hardware and network support, customization and helpdesk. About 40 abas Software Partners worldwide ensure that there is a quick reaction time and high service quality.



**Satisfied users once again vote ABAS in first position!**



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Tel. +49 7 21/9 67 23 01 · Fax +49 7 21/67 96 51 · info@abas.de

## Price/Performance Relation 1<sup>st</sup> Place

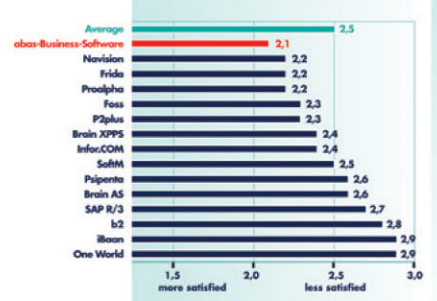


2003/2004 © ERP Survey

### Cost/Performance Ratio: Is simply excellent!

abas Users give a positive evaluation of the system quality in relation to investment made. Top ranking in the "Cost/Performance" category!

## User-Friendliness 1<sup>st</sup> Place

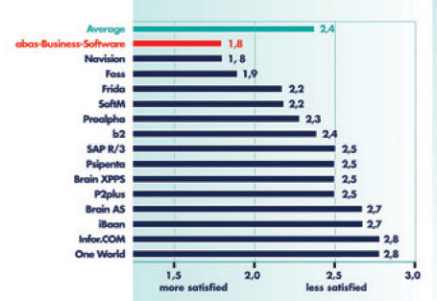


2003/2004 © ERP Survey

### User-friendliness: Easy to operate!

User-friendliness has always been the focus for abas Business Software – this philosophy is rewarded by the users who gave the software top marks.

## Contact Person 1<sup>st</sup> Place

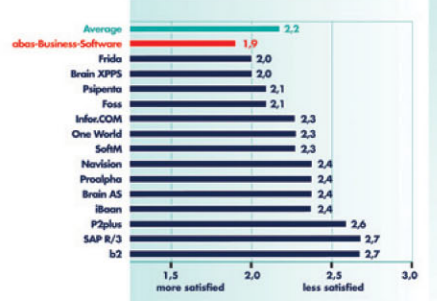


2003/2004 © ERP Survey

### Quality of Contact Person: Excellent!

ABAS contact person and the abas Partners also receive top marks from the users: ABAS is once again at number one with a score of 1.8.

## Helpdesk Quality 1<sup>st</sup> Place

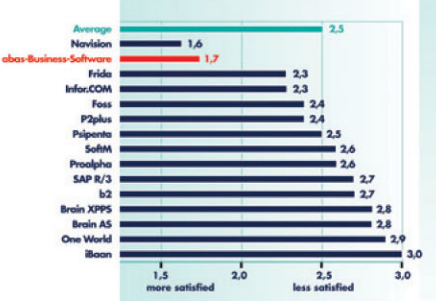


2003/2004 © ERP Survey

### Quality of Helpdesk: Service on the phone!

ABAS again improved in the service category for helpdesk quality: The evaluation increased by 2 tenths to 1.9.

## Adaptability 2<sup>nd</sup> Place

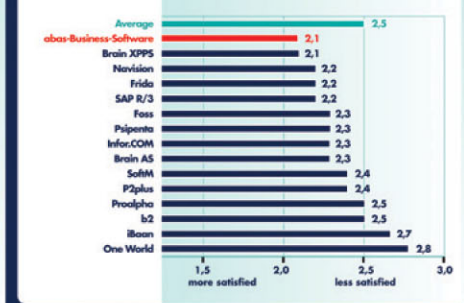


2003/2004 © ERP Survey

### Openness to Integration of Further Modules: Open minded!

ABAS is one of the top rankers in this area also, thanks to the open system architecture. Further modules and external systems can be connected to abas Business Software.

## ERP System in Practice 1<sup>st</sup> Place

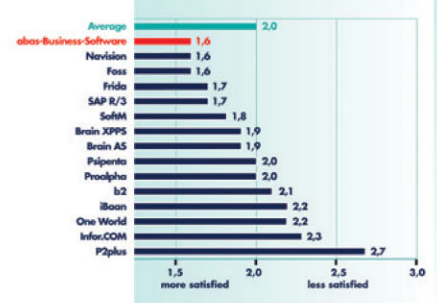


2003/2004 © ERP Survey

### Performance in Practice: Close to the customer!

How does the ERP system perform in practice? An important criterion when choosing an ERP system. abas Business Software once again gains first place.

## Stability 1<sup>st</sup> Place

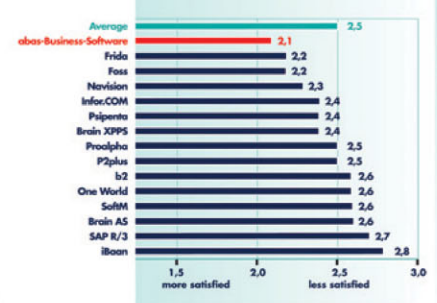


2003/2004 © ERP Survey

### Stability: Failsafe!

The stability of the implemented ERP system is the most important requirement for trouble-free business operations. Production and delivery delays can have serious consequences. This risk is minimized with the stable running of abas Business Software – first place reached again.

## Quality of Training 1<sup>st</sup> Place

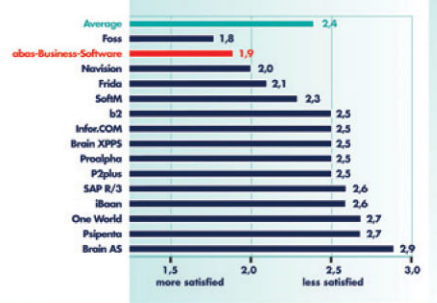


2003/2004 © ERP Survey

### Quality of Training: First-hand ERP knowledge!

The training courses covering abas Business Software enable the users to work efficiently with the ERP system. The quality of the range of training is acknowledged again with first place.

## Upgrade-Support 2<sup>nd</sup> Place



2003/2004 © ERP Survey

### Upgrade Support: Into the future with ABAS!

abas Users receive a new functionality with every new version and the software becomes increasingly more valuable year by year. Users give the ABAS upgrade support a 1.9.

## Openess to integration of further modules 2<sup>nd</sup> Place



2003/2004 © ERP Survey

### Adaptability: Flexible down to the last detail!

With abas Business Software you can transfer company-specific requirements with flexibility. In the "Adaptability" category ABAS improved by 2 tenths and was given a mark of 1.7.