SAP vs NetSuite ERP

The TrustRadius Research Team's analysis
of where SAP S/4HANA Cloud outperforms NetSuite ERP

Top Rated 2023 · **Best Relationship WINTER 2023** · **Best Value for Price WINTER 2023** · **Best Feature Set WINTER 2023** · **Top Rated 2022** · **Best Software FOR ENTERPRISE 2022**

SAP S/4HANA Cloud is a **TrustRadius award-winning** product

SAP S/4HANA Cloud Industry Coverage	NetSuite ERP Industry Coverage
SAP S/4HANA Cloud has received **301 reviews** that span **across 59 different industries**. Proving that SAP S/4HANA Cloud is a solution that touches on a wider range of industries in general.	NetSuite ERP has received **137 reviews** that span **across 54 different industries**.
SAP S/4HANA Cloud received **122 reviews** for the following financial, banking, and tech industries: • Information Technology & Services • Computer Software • Accounting, Financial Services, and Banking • Network Security • Biotechnology • Semiconductors	NetSuite ERP received **44 reviews** for the following financial, banking, and tech industries: • Information Technology & Services • Computer Software • Accounting, Financial Services, and Banking • Biotechnology • Semiconductors

"SAP S/4HANA Cloud Review"

Rating ★★★★☆

"The massive simplifications of the data model and the data processing layers enable us and technological innovations on a broad scale across all lines of business and industry solutions. The new application architecture simplifies system landscape architectures and accelerates cloud deployments on an economic scale."

Verified Reviewer* | Manager | Financial Services Company

SAP S/4HANA Cloud Support

SAP S/4HANA Cloud was rated a **8.6 / 10 for support** by 64 reviewers. Reviewers highlighted how quick support was for fixing problems, and how helpful SAP S/4HANA Cloud's support team was throughout the implementation process.

NetSuite ERP Support

NetSuite ERP was rated a **7.1 / 10 for support** by 40 reviewers. Reviewers have stated that support tends to be hit or miss. Some reviewers have stated having a good support experience while others have dealt with frustrations such as unresolved problems, slow response times, and increased support costs.

"SAP S/4HANA Cloud- A very efficient ERP Tool"

Rating ★★★★☆

"SAP S/4HANA Cloud along with other SAP modules has always provided us with optimum customer support wherein the support team is extremely skilled and helpful. Initially we had faced issues with integration and setting up the platform but with quick assistance from the support team, we were able to tackle the issues quickly."

Verified Reviewer | Operations Associate | Computer Software Company

SAP S/4HANA Cloud Processing Speed

SAP S/4HANA Cloud reviewers stated that the processing speeds of SAP were "unmatched", and gave multiple users additional time savings. Reviewers appreciated SAP S/4HANA Cloud's approach to data redundancy, real-time data reporting, and integration with other SAP tools and with external solutions.

NetSuite ERP Processing Speed

Several NetSuite ERP reviewers mentioned that some processes were cumbersome to switch between, and that NetSuite ERP can be slow for simple tasks.

"An Advanced Cloud Based ERP System Which Is Easy To Use And Configure"

Rating ★★★★⯪

"I can say with confidence that SAP S/4HANA Cloud is the best cloud based ERP system in the market that I have ever used. I really appreciate SAP S/4HANA Cloud's ability to process the data because it's fast and very accurate. They also offer different ways to process data which is really helpful for us."

Verified Reviewer* | Internet Marketing Coordinator | Information Technology & Services Company

"S/4HANA public Cloud review"

★★★★★

"We are using the system in our company as the productive ERP with more than 18k users. Most of them are doing time registration on projects and that information helps us perform our invoicing and postprocessing operations. The standard processes are working fine in the system with big benefits in the area of finance and general supply chain requirements."

Verified Reviewer* | Head of SAP public Cloud | Computer Software Company

» Adopt cloud ERP with speed, predictability, and continuous innovation. For more information about SAP S/4HANA Cloud contact your SAP partner today.

TrustRadius research team analysis based on research across publicly available sites and analysis of TrustRadius data.

*Indicates an Incentivized review