Sage Intacct

Untruths, Deceptions, and Lies

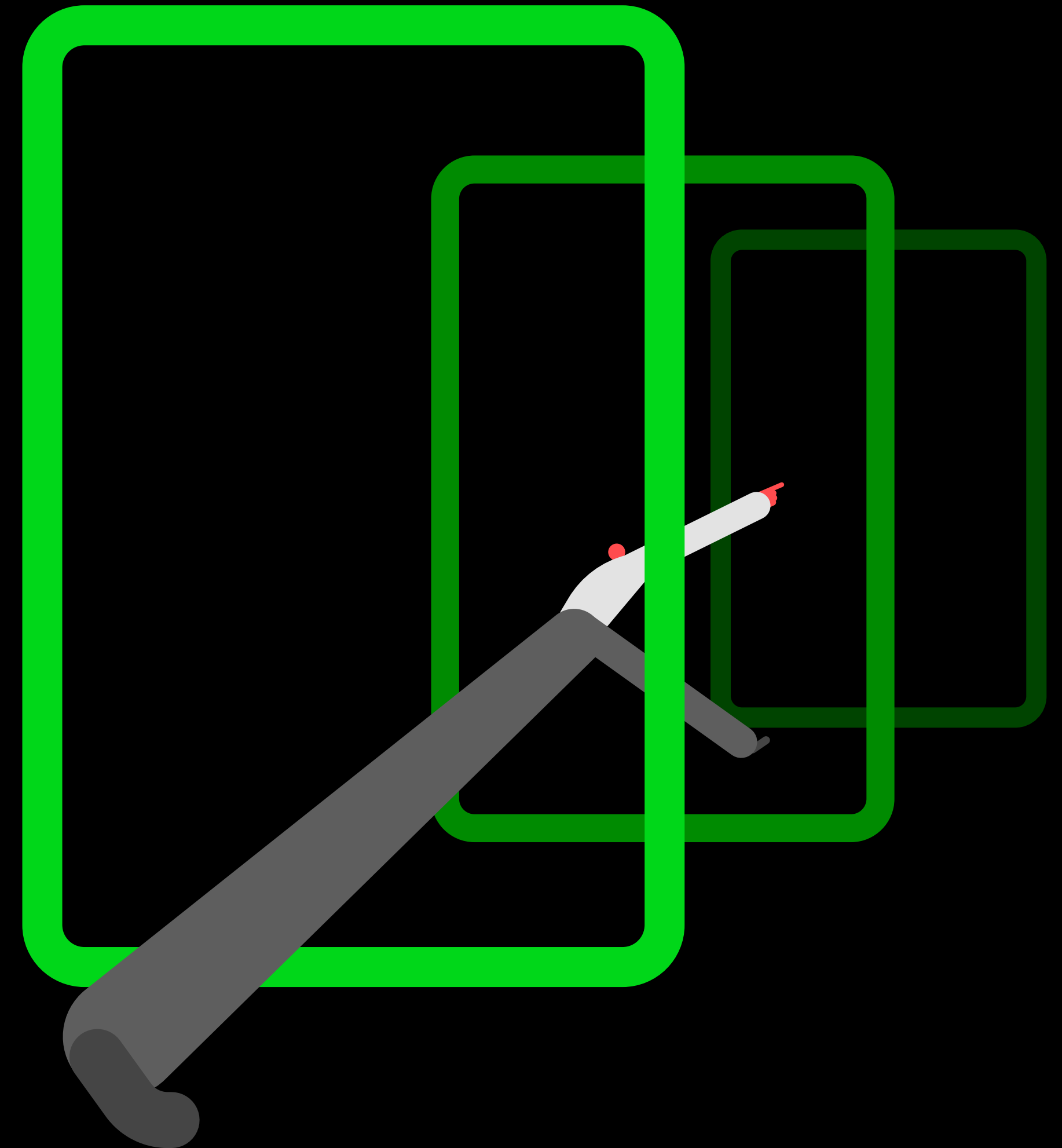NetSuite's false claims about Sage Intacct for nonprofits

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Introduction

Choosing a software vendor

As a nonprofit finance leader, you know that moving to a new accounting system is a big undertaking, and you may only choose a new vendor once or twice in your entire career.

If you are considering moving to a new accounting system now or in the future, make sure you select a vendor you can trust. Some vendors may be less than truthful in how they present information to you and publish false information about their competitors.

This e-book highlights five claims that Oracle NetSuite makes about Sage Intacct for nonprofits that are false or misleading.

Claim #1

Sage Intacct offers no specific industry-leading practices

NetSuite claims that Sage Intacct provides no industry focus or industry best practices, instead of relying on partners.

The team at Sage Intacct brings extensive industry-specific experience from a variety of nonprofit organizations, including faith-based, community development, health and human services, educational and membership organizations, NGOs, and more. This industry knowledge and experience helps our customers accelerate time to value with embedded best practices that simplify workflow and support a wide range of nonprofit-specific and cross-industry use cases.
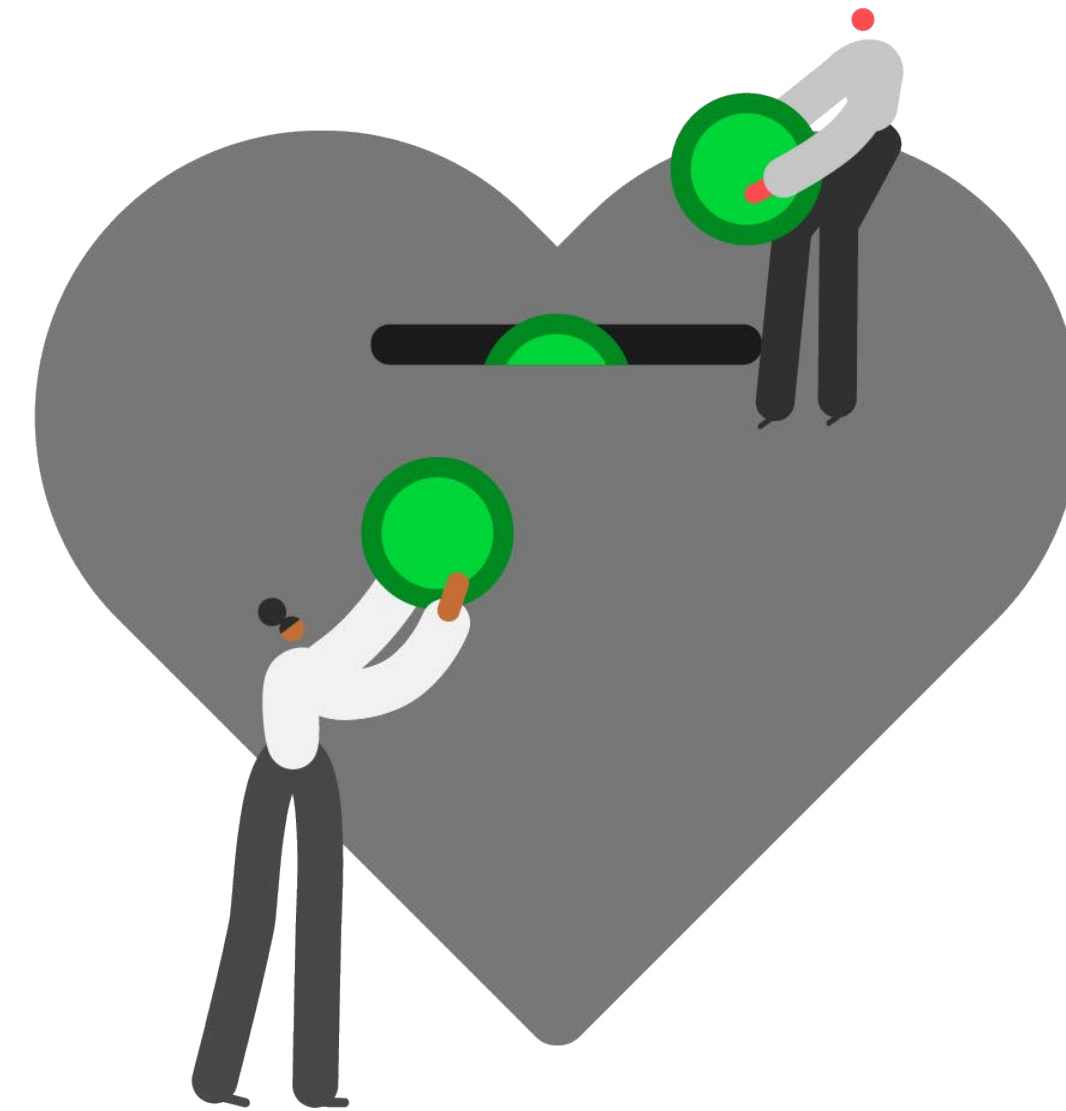
For example, our Nonprofit Financial Board Book is a set of prebuilt dashboards that automates the tracking and management of industry-wide best practice metrics and was built in collaboration with GuideStar by Candid. It delivers real-time insights to help nonprofit organizations benchmark financial health and sustainability. The dashboards enable nonprofits to more easily keep an eye on balance sheet performance, funding mix, and the overall composition of key revenue sources.

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What our customers say...

Grace Fellowship Church

"As a nonprofit, we don't have the luxury of a large staff or IT budget, and we needed a financial system that would be less cumbersome to use and maintain.... we evaluated both NetSuite and Sage Intacct as possible replacements for ACS. We found Sage Intacct to be superior for its depth of functionality, support for fund accounting, overall flexibility, and automation capabilities."

~ Stacy Porter, Director of Finance, Grace Fellowship Church

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Claim #2
Sage Intacct does not scale as the customer grows

NetSuite claims that Sage Intacct does not possess the ability to scale with the growth of its customers.

Sage Intacct meets your evolving business requirements. Our multi-entity architecture supports your growth and increasing complexity, automating processes that can become more complex as you grow. Our technology infrastructure scales effortlessly so you can easily increase your users, transactions, and locations.
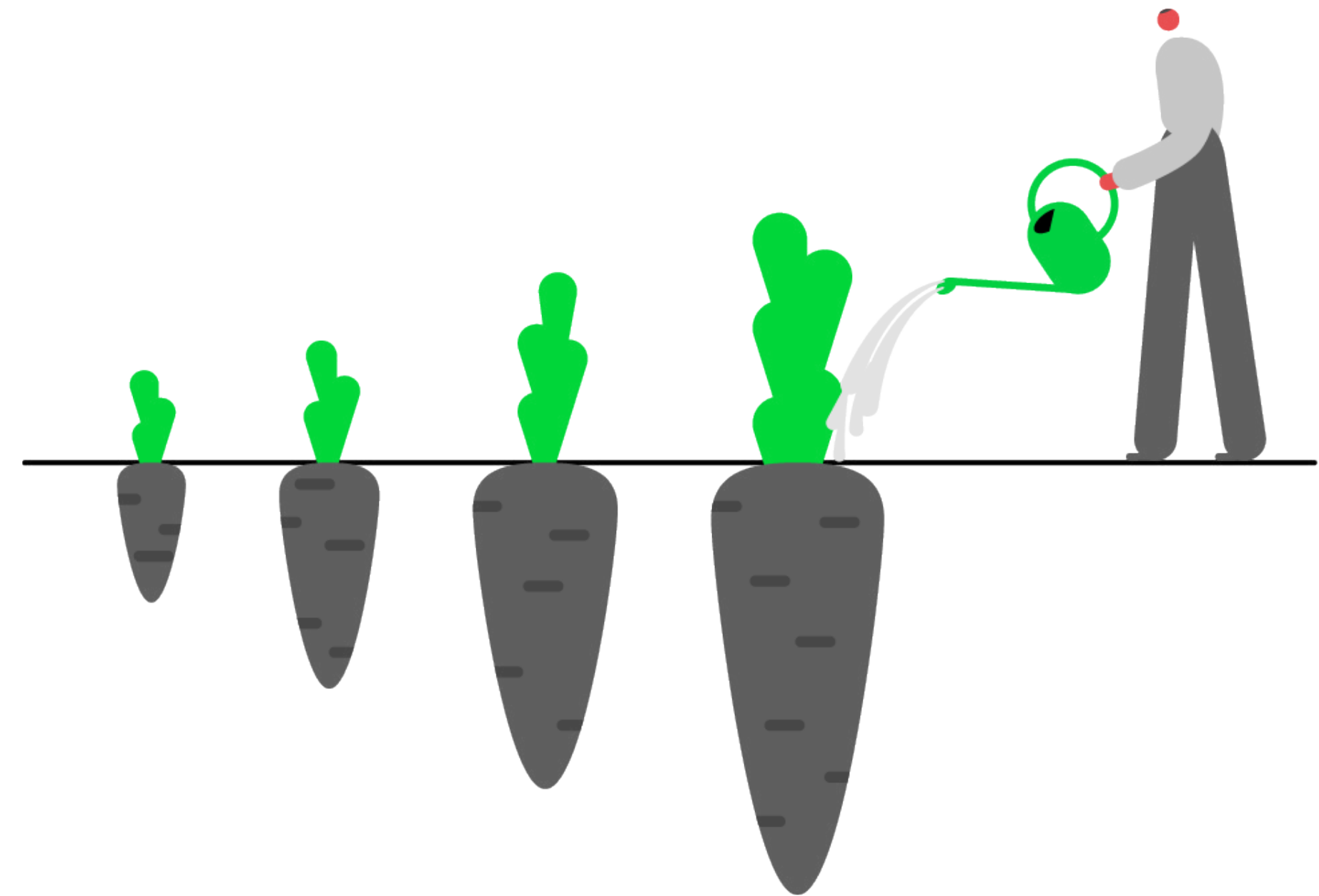
For example, individual Sage Intacct customers have...

- Scaled to more than 2,500 legal entities operating in over 100 countries and transacting in over 150 currencies
- Managed over 2.5 million customers and 19.4 million revenue schedules
- Processed over 420 million transactions annually

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Hopi Tribe Economic Development Corporation

"We wanted a scalable system that would support all of our multiple subsidiaries, which each have their own unique managerial challenges. We looked at Microsoft Dynamics and NetSuite, but ultimately chose Sage Intacct because it is a lot more flexible for small, but complex, organizations like ours, and we knew it could keep pace with our growth."

~ Larry Chank, CFO, Hopi Tribe Economic Development Corporation

Claim #3
Sage Intacct offers limited support assets

NetSuite claims that Sage Intacct only offers limited support hours, a do-it-yourself manual, and limited account support.

The Sage Intacct Customer for Life program provides a roadmap for success for our customers. When a customer has a problem or a question, we have the people resources in place to assist them. These resources include dedicated account managers, customer success advocates, value experts, and world-class partners.

Customers have a choice of four support plans, access to our knowledge base, and access to collaborate with thousands of peers in the Sage Intacct Community. We believe in providing our customers with the right solutions, training, services, and support they need to achieve their mission. By working together and being focused on the customer, we aspire to retain our "customers for life."

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What our customers say...
Room to Read

"After comparing Sage Intacct with other products, our corporate and field teams all agreed that it was intuitive, dynamic, and flexible enough to capture all of our operational complexities. What made the decision especially easy was the company's 'customer for life' philosophy, which assured us that Sage Intacct could effectively carry us into the future."

~ Shari Freedman, CFO, Room to Read

Sage Intacct only provides customer support from 6:00 a.m. to 6:00 p.m. PT

NetSuite is making a false claim about Sage Intacct support hours.

We post our Customer Support data sheet on our website, and it clearly states that while 6:00 a.m. to 6:00 p.m. PT are the office hours for our Essential support level, after-hours support is available once a case is logged in the system. In fact, after-hours support for P1 cases is 24x7. We also offer a Gold support level that provides office hours that are 24x5.
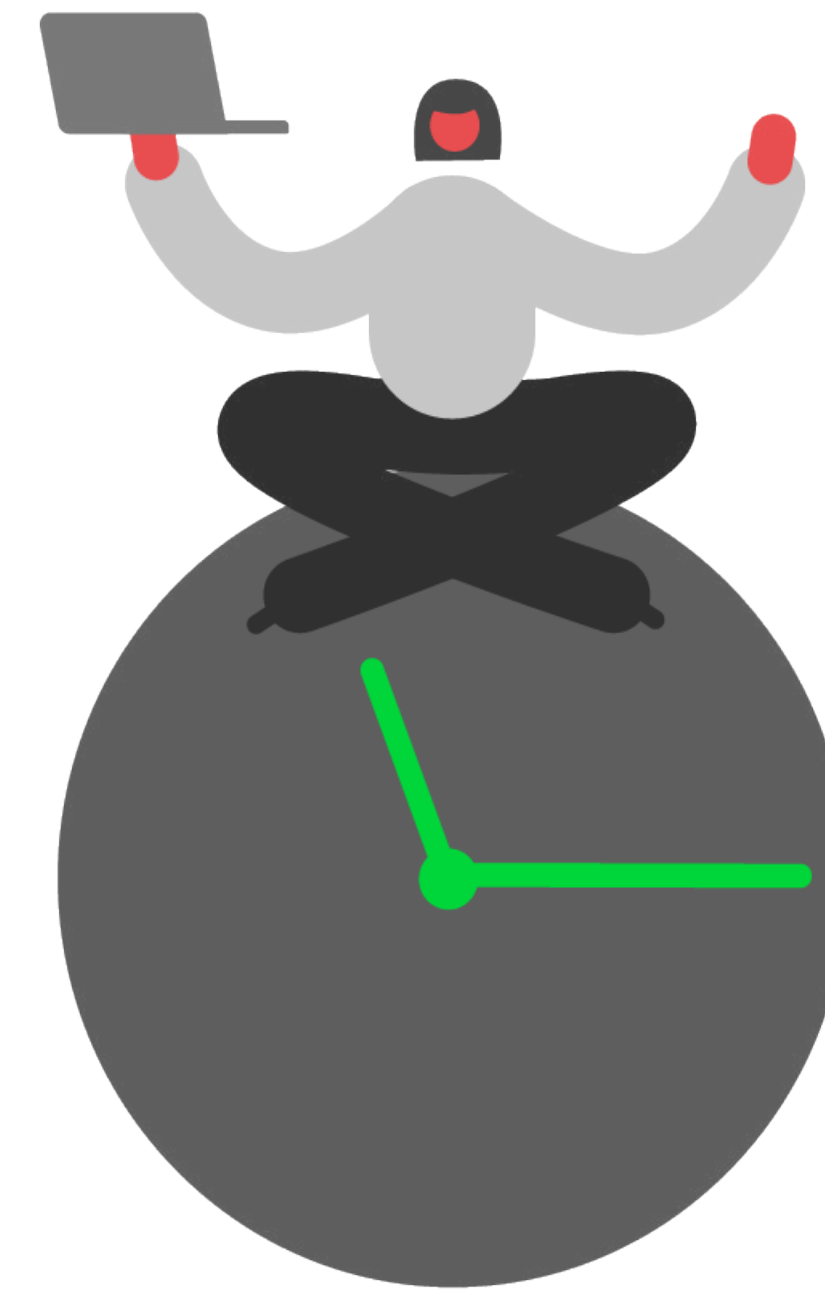
The facts about our support levels are readily available on our website, yet NetSuite lies, claiming that we "only" provide support from 6:00 a.m. to 6:00 p.m. PT and publishes false statements about Sage Intacct on collateral posted on their website.

What our customers say...

Missouri State Teachers Association

"After evaluating Sage Intacct and NetSuite, we found that Sage Intacct's reporting capabilities met all of our requirements and more, and its sales and support teams went the extra mile to make sure we could easily configure the system for our unique requirements."

~ Melissa Lorts, Finance Director, Missouri State Teachers Association

Sage Intacct opts for an older subledger design relying on batch processing

NetSuite is making a false claim about the Sage Intacct architecture

Our modern SaaS architecture is one of the many reasons why nonprofits choose Sage Intacct. When users click the "Post" button on a transaction entry page, the entry is posted and committed to both a domain-specific subledger and the general ledger.

This happens on a transaction-by-transaction basis—not batch. Upon transaction approval, real-time results are available in Sage Intacct—there is no "batch processing." In addition, our multi-ledger architecture allows for a true close of a subledger and for summarizing transactions as they post into the general ledger, thus providing flexibily and scalability not available to single ledger systems.

What our customers say...
White Ribbon Alliance

"After a wide-ranging evaluation process, we narrowed our options down to Sage Intacct or Oracle NetSuite. Sage Intacct's cloud-based system ended up as a clear choice over Oracle NetSuite because of its impressive multi-entity and multicurrency capabilities, as well as the great experience we had with the Sage Intacct team, who listened to our needs and delivered."

~ Celine Okoh, CFO, White Ribbon Alliance

Conclusion
Work with a vendor you can trust

We think you will agree that your accounting system is core to achieving your mission, and you need to work with a vendor who listens to your needs and that you can trust.

Our nonprofit customers view Sage Intacct as more than just a vendor—we're a trusted partner. That's why Sage Intacct is rated number one in customer satisfaction by G2 and beats NetSuite in nine out of nine satisfaction scores—from likely to recommend, to ease of doing business, to quality of support.[1]

We also offer a Buy with Confidence℠ guarantee (SLA), which is one of the strongest in the industry. Doing right by our customers to ensure your success is in our DNA.
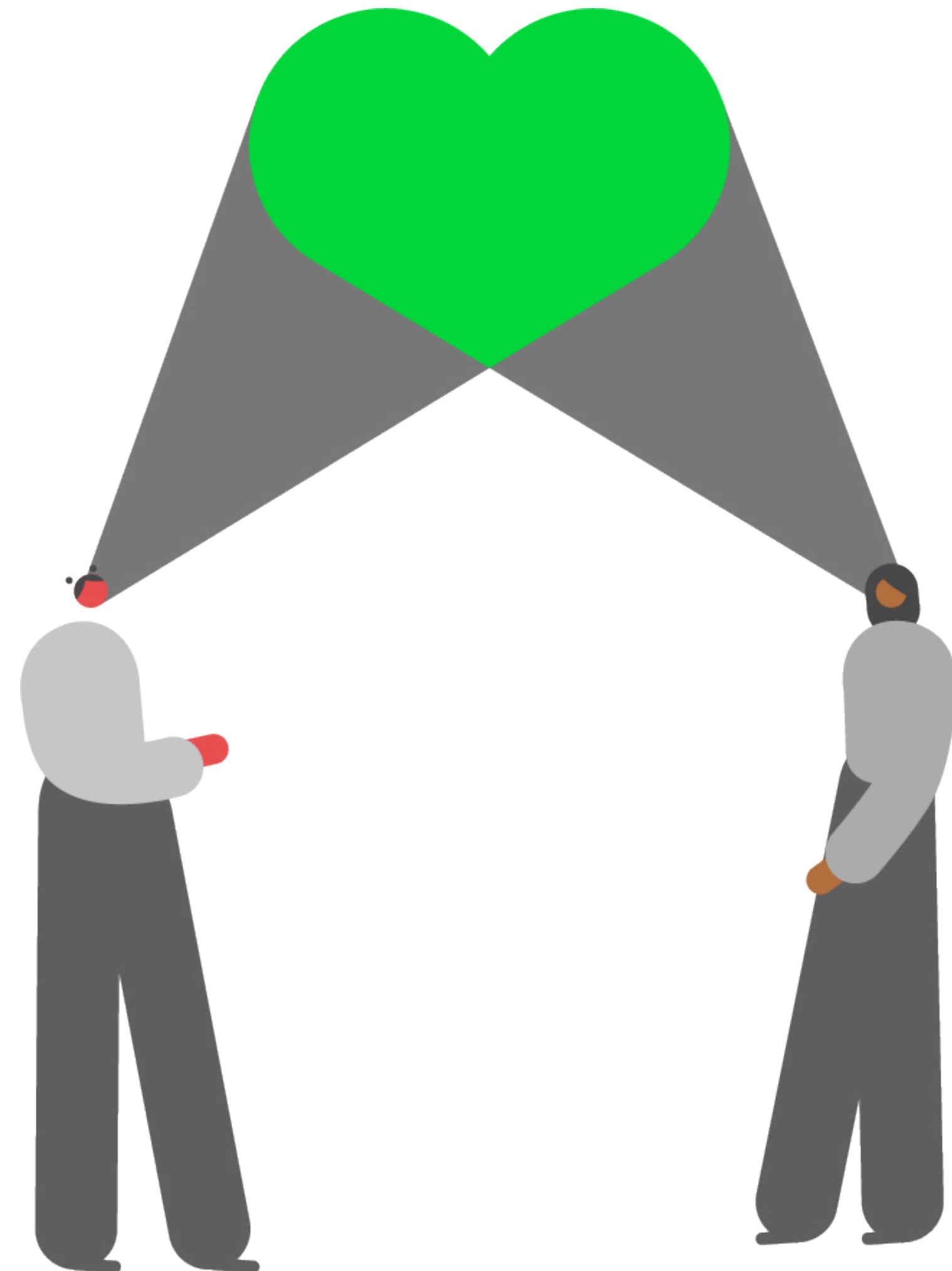
1. *G2 Grid Report for Nonprofit Accounting Software | Fall 2022.*

About
Sage Intacct

Sage Intacct is the AICPA's preferred provider of cloud financial applications.

Specializing in helping nonprofits of all types—including health and human services, NGOs, charities, trade and membership associations, cultural institutions, and faith-based organizations—Sage Intacct streamlines grant, fund, project, and donor accounting, while delivering real-time visibility into the metrics that matter.

Our modern, true cloud solution, with open APIs, gives nonprofits the connectivity, visibility, and efficiency they need to do more with less. At Sage Intacct, we help nonprofits strengthen stewardship, build influence, grow funding, and achieve mission success.

In addition to intuitive software solutions, Sage Membership provides members with access to actionable human advice from experts and peers through exclusive content and tools to help you make even better mission-critical decisions.

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Quick links
to educational resources

Looking to move your nonprofit finance operations to a new cloud accounting system? Here are some additional resources to help you make the right decision.

Product overview video
Sage Intacct for Nonprofits

Customer story video
Room to Read

More resources
Browse all nonprofit resources
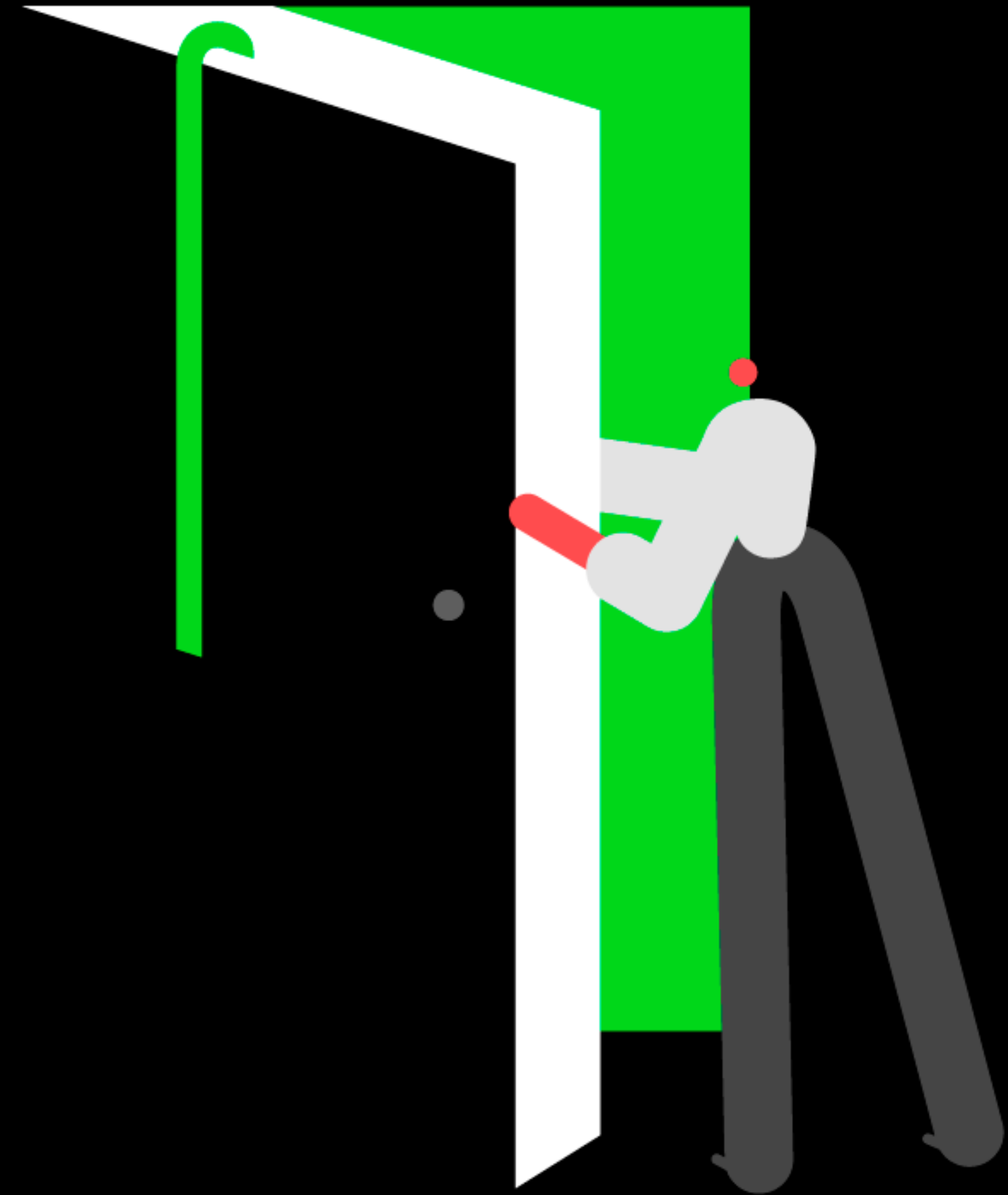
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