

DEACOM

DEACOM ERP

Enterprise Resource Planning (ERP)
for Process Manufacturing

Ted Rohm, Senior ERP Analyst | June 2021

TEC CERTIFICATION REPORT

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About This Report

Product: DEACOM ERP

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Certification by:

Ted Rohm, Sr. ERP Analyst, Technology Evaluation Centers

Demonstration conducted by:

Drew Schwoyer, Lead Product Consultant, Deacom

Technology Evaluation Centers (TEC) is pleased to announce that the DEACOM ERP software system is now TEC Certified for online evaluation of enterprise resource planning (ERP) for process manufacturing solutions in the ERP Evaluation Center. The ERP Evaluation Center enables you to compare and evaluate functionality based on TEC's comprehensive model of ERP for process manufacturing software. Data used in the Evaluation Center are obtained from the vendor's responses to TEC's research questionnaire. Certification ensures that Deacom has demonstrated DEACOM ERP's support for specific real-world business processes chosen by TEC analysts. TEC analysts have analytically and comparatively reviewed research questionnaire data about DEACOM ERP against known benchmarks.

DEACOM ERP—A Complete Manufacturing and Distribution Solution

The DEACOM ERP solution is a functionally robust ERP solution built to support the complete set of business needs of manufacturers and distributors. The product delivers a broader set of features and functions than its competition. Most manufacturing and distribution solutions deliver financials, sales, inventory, procurement, and manufacturing management. DEACOM ERP's footprint extends beyond the boundaries of traditional ERP solutions and includes tools for point of sales (POS), direct store delivery (DSD), e-commerce, maintenance, and more (figure 1). Deacom's flagship ERP is a complete solution for businesses, obviating the need to purchase additional bolt-ons or add-ons.



Figure 1. Deacom's functional foundation

Deacom was established in 1995 when Jay Deakins was unable to find an ERP solution that met his manufacturing company's needs. His goal then became to create an ERP system that would meet all his company's needs and be both easy to use and easy to own.

The core ERP systems sold by many vendors on the current market lack important functionality and functional modules needed by today's process manufacturers. Because these systems lack critical modules, manufacturers need to purchase and integrate bolt-on solutions to fill in the missing functionality. And, as every manufacturer is a little different, customizations are frequently made to the ERP system that is purchased to fill in missing product capability gaps.

Deacom’s continuing goal is to include all the modules required by a process manufacturer into the core product. DEACOM’s functional foundation starts with the core modules found in other ERP systems, including general ledger, accounting, inventory control, and material requirements planning (MRP). However, the Deacom differentiator is that their ERP system includes a product configurator, electronic document interchange (EDI), quality control, and warehousing—capabilities often not included in other process ERP systems (figure 2). The DEACOM solution footprint effectively eliminates the need for all the bolt-ons and customizations.

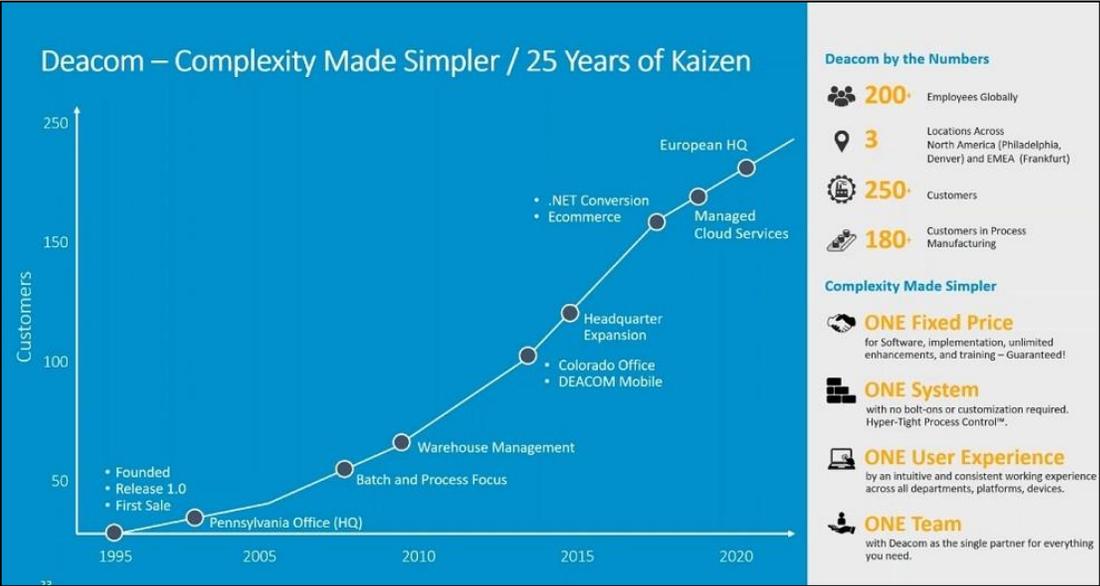


Figure 2. Deacom and 25 years of Kaizen (continuous business improvement)

For more than 25 years, Deacom has continued their focus on process manufacturers and distributors. Deacom delivers one system, one user experience, one price, and one team. Deacom provides all software services in-house. They take sole responsibility and accountability for delivering the end product.

DEACOM ERP is best suited for midsize to large companies in the process manufacturing and distribution industries, with revenues ranging from \$50 million to \$1 billion (USD). The product is particularly well suited for businesses with highly complex business processes. While the solution is grouped within smaller and mid-tier ERP vendor solutions, it can scale to accommodate the needs of larger enterprises. Deacom and most of their customers are in North America, but the company is increasing their presence in Europe. Deacom recently opened an office in Frankfurt, Germany, and is aggressively moving into other countries in the European Union with plans to expand into the Asia-Pacific region.

Benchmark Results for Deacom's DEACOM ERP

The TEC Focus Indicator presents the results of benchmarking Deacom's DEACOM ERP against an **Industry Average**. TEC calculates the industry average for a given software market space based on product data from real-world software solutions, scoring solution support for hundreds to thousands of features and functions. The Industry Average circle in the middle of the graph is a normalized representation of the average of the scores.

- The Focus Indicator represents neither the quality of the product nor an absolute quantity of supported functionality. Rather, the **graph is normalized** to show *support relative to the average quantity of functionality supported*.
- The functional criteria have been equalized (attributed equal weight).
- High and low thresholds have been set in order to create the "Dominant," "Competitive," and "Minimal Support" zones (see below for more details).

Reading the TEC Focus Indicator

The axes represent the main modules of a typical ERP for a process manufacturing product, and the red dots show the relative support of the product compared with the Industry Average. The closer a red dot is to the center, the more functionality the product supports for that module.

The Industry Average circle marks the relative support of the average ERP for process manufacturing product within the indicated market space.

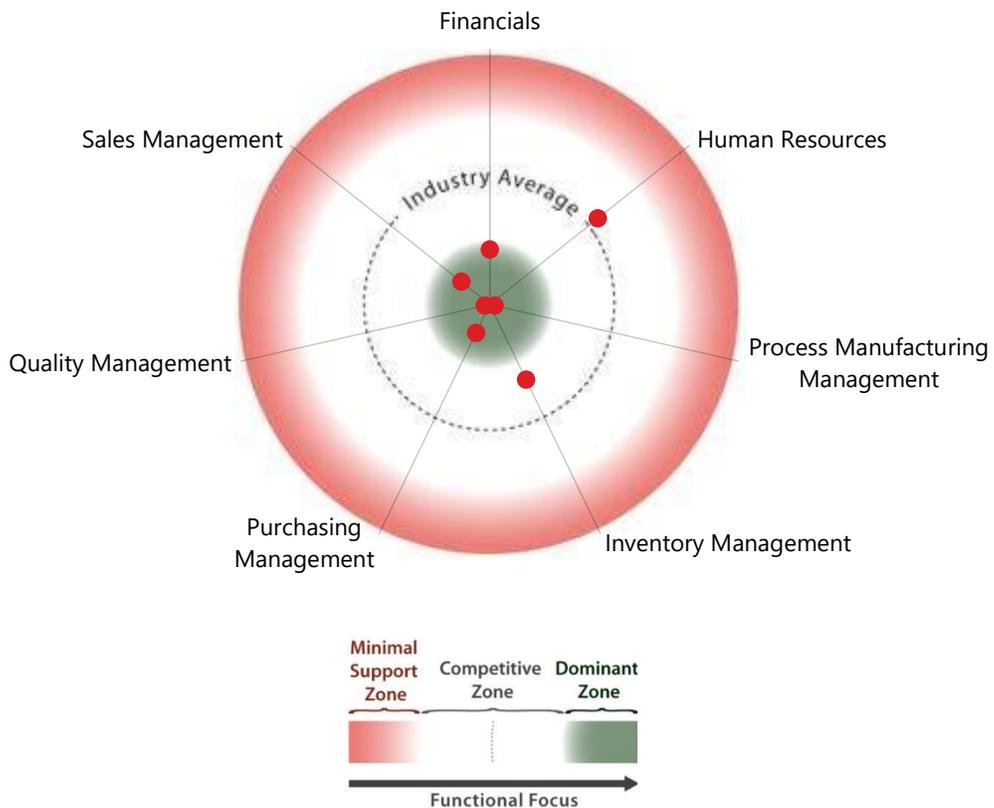
The Dominant Zone (green) shows where the product supports more functionality than the average solution. Dominant modules are likely to be competitive differentiators for the vendor.

The Competitive Zone (white) shows where the product supports about the same amount of functionality as the average solution. This typically indicates that most vendors in this market space support this functionality.

The Minimal Support Zone (red) shows where the product supports less functionality than the average solution. Minimal Support modules might indicate less of a focus for this functionality, as it may not have as much importance within the vendor's target market.

If your needs correspond to modules ranked closer to the center of the Focus Indicator, DEACOM ERP may be an application worth evaluating.

This TEC Focus Indicator™ shows you which types of functionality are likely differentiators for Deacom's DEACOM ERP solution in the ERP for process manufacturing software space.



TEC Focus Indicator for DEACOM ERP

Use TEC Advisor to compare DEACOM ERP with other solutions for ERP for process manufacturing, according to your organization's needs and characteristics. Compare now.

DEACOM ERP—Comprehensive System for Modern Businesses

DEACOM ERP was presented to TEC in a multi-hour, scripted demonstration. Drew Schwoyer, Lead Product Consultant at Deacom, Inc., demonstrated the latest version of the DEACOM ERP solution to TEC as part of the product certification process. During the first part of the product demonstration, Mr. Schwoyer showed the product's user interface, usability, configuration features, underlying business platform support (such as reporting, document management, and business process management [BPM]), and additional key product differentiators. In the second part of the demonstration, he showed the live execution of real-world business processes.

Fit and Finish

The DEACOM ERP user experience starts with the personalized home screen. The home screen shown in figure 3 is an example showing the variety of corporate metrics displayed using DEACOM's embedded business intelligence (BI) tools. Displayed in figure 3 alongside the charts and graphs, the set of icons on the left provide the user with one-click access into functional areas of the system. From here, the user can also access a drop-down menu with a list of favorite transactions in the DEACOM system. From the graphs, the user can drill down into the underlying details right down to the underlying system transactions.



Figure 3. DEACOM ERP home screen with favorites list

These home screens can be easily configured to support a user's unique daily work activities in the system. They can be saved and shared with the team or entire company. There are many preconfigured home pages delivered with the system.

Layout and Ease of Use

The entire system has been built with consistency in mind. This consistency aids in making the system easy to use and navigate. An example of this design philosophy is the report pre-filters. The pre-filter launches a user into a data set such as customer orders, customers, or manufacturing jobs. After choosing the desired options in the pre-filter screen, a user is taken to a data grid displaying the results.

Rank	Name	Dollars	Quota	% of Quota	Orders	Units	Avg. Order	Gross Profit	% Shipped	% Complete
1	Finished good1	10,022,261.42	0.00	0.00	604	23,865,000.00	16,500.15	4,923,306.81	0.72	0.49
2	BioFuel - BIOFUEL	9,325,000.00	0.00	0.00	2	115,000,000.00	4,642,500.00	5,777,376.50	1.00	1.00
3	Freight - Freight	5,700,272.42	0.00	0.00	7	7,000.00	814,324.66	5,999,976.62	1.00	1.00
4	Glycerin (Food G...	4,734,933.40	0.00	0.00	1	860,733,344.8	4,734,933.40	4,519,716.80	1.00	1.00
5	Fiber Gelatin W...	1,575,000.00	0.00	0.00	1	100,000,000.00	1,575,000.00	1,143,120.00	1.00	1.00
6	5017 Soroco Wa...	765,198.23	0.00	0.00	9	77,273.22	85,022.03	28,469.22	0.00	0.00
7	Chemical Tote - ...	419,000.00	0.00	0.00	7	16,000.00	59,857.14	-646,546.92	0.19	0.43
8	Cranberries - A-C...	410,405.40	0.00	0.00	3	76,002,000.00	136,801.80	273,601.80	0.00	0.33
9	Chemical Drum - ...	262,650.00	0.00	0.00	6	71,000.00	44,275.00	88,190.78	0.83	0.50
10	4x6 Label - ID-4...	192,000.00	0.00	0.00	1	1,000,000.00	192,000.00	190,085.40	0.00	0.00
11	3120 - US-3120	191,160.00	0.00	0.00	2	47,790,000.00	95,580.00	69,295.50	1.00	1.00
12	CHOCOLATE PE...	189,221.39	0.00	0.00	10	12,016,000.00	18,922.14	175,961.76	0.00	0.10
13	Aralon Model - ...	167,400.00	0.00	0.00	2	2,000.00	83,700.00	107,319.66	0.00	0.00
14	CHOCOLATE M...	157,975.86	0.00	0.00	17	10,033,000.00	9,292.70	107,822.88	0.00	0.00
15	Chemical - Bulk...	119,120.25	0.00	0.00	9	11,185,000.00	13,235.58	-126,872.71	0.10	0.56
16	Finished good2	117,790.00	0.00	0.00	26	352,000.00	4,530.38	54,378.33	0.77	0.41
17	Morphine/ Bupiv...	112,500.00	0.00	0.00	1	590,000.00	112,500.00	-1,797.35	0.00	0.00
18	Chia - A-CHIA	103,590.00	0.00	0.00	4	6,030,000.00	25,917.50	94,545.00	0.83	0.50
19	25P7480 Black L...	94,080.00	0.00	0.00	7	3,360,000.00	13,440.00	47,490.24	0.00	0.00
20	Cow Feed 50lb B...	93,915.23	0.00	0.00	10	272,000.00	9,391.52	18,363.02	0.02	0.20
21	Finished good3	87,645.00	0.00	0.00	8	539,000.00	10,955.63	53,234.04	0.95	0.38
22	8/64 100% Appl...	86,502.77	0.00	0.00	1	69,020,000.00	86,502.77	86,502.77	0.00	0.00
23	#2040-3A W/B G...	81,000.00	0.00	0.00	2	6,000.00	40,500.00	3,086.75	1.00	1.00
24	Vanishing Crea...	80,730.00	0.00	0.00	2	600,000.00	40,365.00	-13,582.02	0.00	0.00
25	Finished good4	77,700.00	0.00	0.00	2	760,000.00	38,850.00	28,821.29	0.99	0.50

Figure 4. Sales order results in a data grid

The data grids function much like an Excel spreadsheet. Users can click on a heading to sort by that column, arrange the columns as desired, or extract them to a spreadsheet for further analysis. In the grids, a user can pull data directly from the system and add a wide range of calculations, such as the percentage of orders shipped, as displayed in figure 4. Like the home screens, the data grids can be personalized and shared. These data grids share user experience elements with other parts of the system.

Support of Processes

The DEACOM ERP system supports the complexities needed by process manufacturers. For the scripted product demonstration with TEC, the DEACOM engineers created a new custom recipe to create, manufacture, and ship a new line of

Twinkies for the Quebec, Canada marketplace. This exercise showed that DEACOM ERP can successfully manage the complexities of such a process. Figure 5 shows DEACOM's ability to support these subtle manufacturing issues.

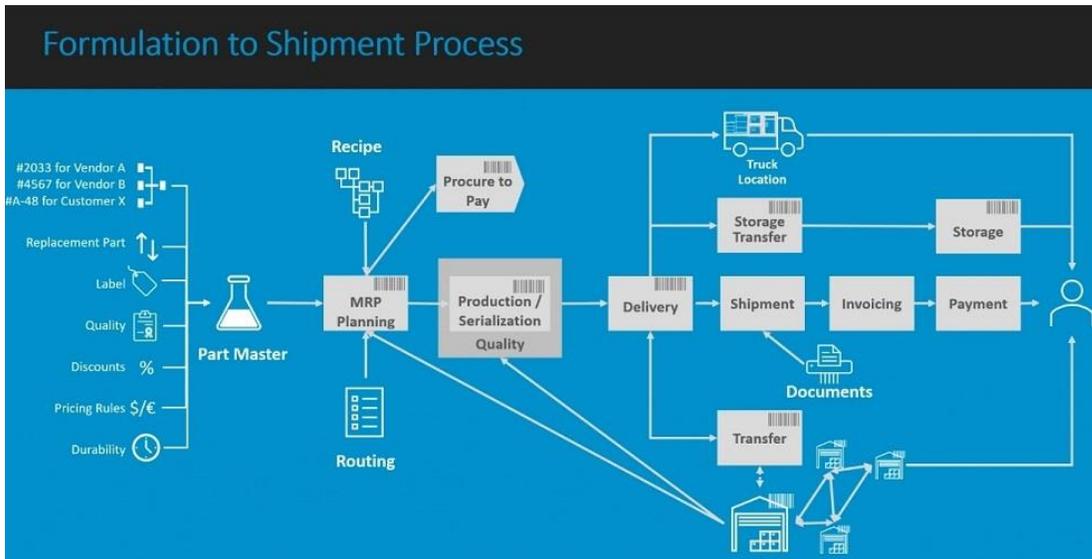


Figure 5. DEACOM ERP support for the formulation to shipment process

DEACOM ERP's Extended Functionality Footprint

The DEACOM ERP solution extends beyond the traditional ERP manufacturing solution footprint. Many capabilities are built into the core solution that significantly enhance the functionality available to customers, including embedded quality, advanced warehouse management, and customer relationship management (CRM). Beyond these core capabilities, Deacom delivers tools to further extend the value of their solution to customers. Among them are the electronic document management (EDI) translator, a product configurator, a point of sales (POS) system, an e-commerce site, a maintenance and repair management tool, mobile apps, and a direct store delivery (DSD) application (figure 6).

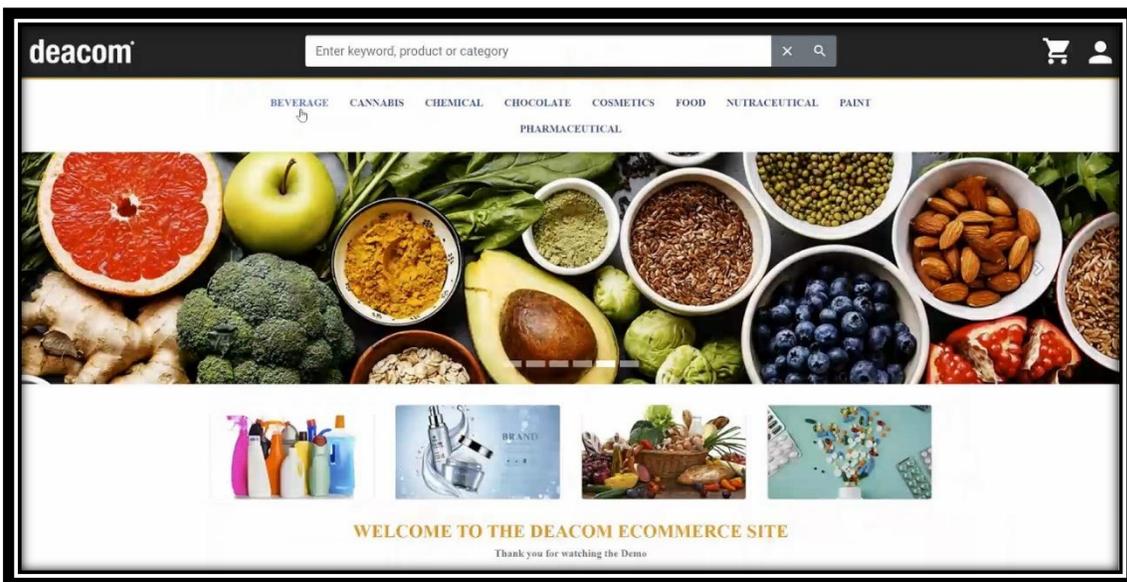


Figure 6. DEACOM ERP e-commerce ordering site

With other ERP vendors' solutions, the customer is left on their own to determine how to add these capabilities. The customer must decide whether to build or buy a solution to gain the necessary functionality. Whether the solution is built or bought from a third party adds another layer of implementation and support work to the ERP implementation, support, and costs of the main ERP system. The additional value, both over the short-term and long-term, that these extended tools bring to Deacom's customers cannot be overstated.

Technical Architecture

DEACOM ERP is built on a modern technology stack. The modern technology stack drives scalability, system performance, and security. There is a strict separation between the back end, front end, and custom business logic built into the architecture. The central business rules and database use Microsoft's .NET tools and Microsoft SQL Server database, respectively. A separate form-level scripting layer allows for creation of custom business rules per user. This scripting layer is a separate layer allowing other layers to change without affecting the form-scripting layer. The user interface (UI) components run on Android, iOS, and web browsers. There is a direct store delivery (DSD) app built on iOS and a warehouse management system (WMS) UI built using Windows CE and Android to take advantage of functionality found on high-end warehouse hand-held devices, as shown in figure 7.

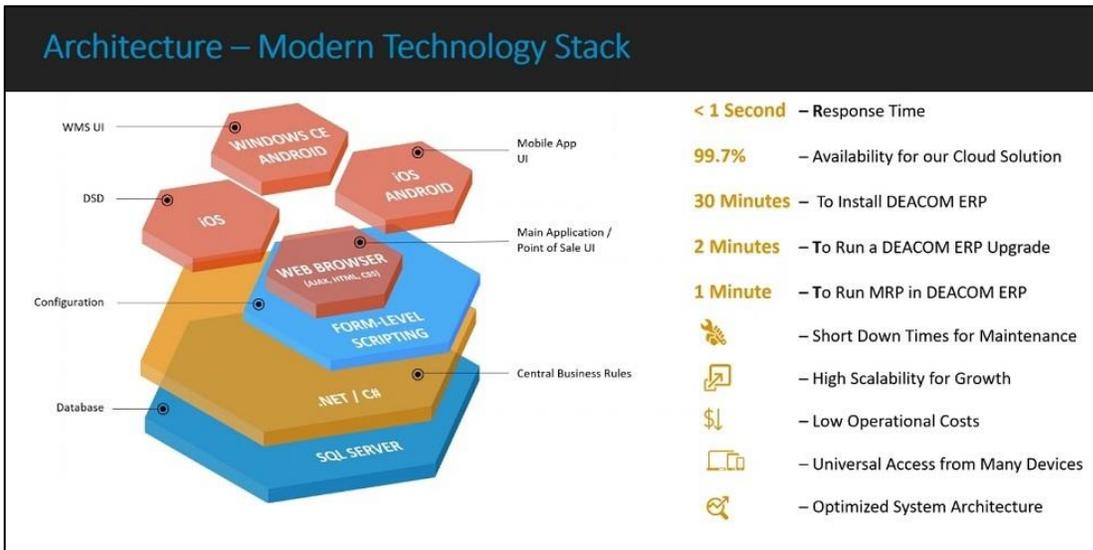


Figure 7. DEACOM ERP modern technology architecture stack

Ease of Implementation—Fixed Price Solution

Deacom is one of the few ERP providers to offer a fixed price solution. Deacom sets and guarantees a fixed price for all software and implementation services (figure 8).

This guaranteed fixed price also includes unlimited system enhancements made to the software’s base code if the customer has requirements not already in the solution; the updated code is then accessible to the entire customer base.

Competitors often start with a significantly lower initial price but hit the customer with significant change orders and customization bills during implementation.

Deacom’s unique approach to implementations and software development is behind the vendor’s 98% project success rate.

Fixed Price Component	Deacom	Others
Software	✓	✓
Process Engineering / Configuration	✓	\$ Defined Set
Enhancements as needed (unlimited)	✓	\$ Defined Set
Training as needed (unlimited)	✓	\$ Defined Set
Translations	✓	\$ Limited Set
Process Documentation (Tailored SOP)	✓	\$ Extra Charge
Technical Upgrades (no services)	✓	\$ Extra Charge
New modules	✓	\$ Extra Charge
Transactions and indirect Use	✓	\$ Extra Charge

Figure 8. Deacom’s fixed-price solution vs. competition

TEC Analyst Observations on Deacom's DEACOM ERP

The DEACOM ERP solution, as they say in boxing circles, hits above its weight and goes head to head with the biggest names in the ERP space. Deacom's ERP system is packed with features and functions that make it a complete solution that is purpose-built for manufacturers and distributors in the process manufacturing industries. The single, integrated solution is built on a modern architecture stack, which enables it to participate in the latest tools and technologies sweeping of the industry. And, Deacom is one of the only players in the market that delivers a production solution for a fixed price, guaranteed. These are the key reasons why Deacom has been able to thrive as an independent solution provider for more than 25 years.

DEACOM ERP is ideally suited for mid-market process manufacturers, ranging from the small mid-market (\$50 million to \$1 billion [USD] in annual revenue) to the upper mid-market (\$2 billion [USD] in annual revenue). Deacom is historically strong in North America but is aggressively expanding into Europe over the next few years and, shortly thereafter, into the Asia-Pacific regions (figure 9).

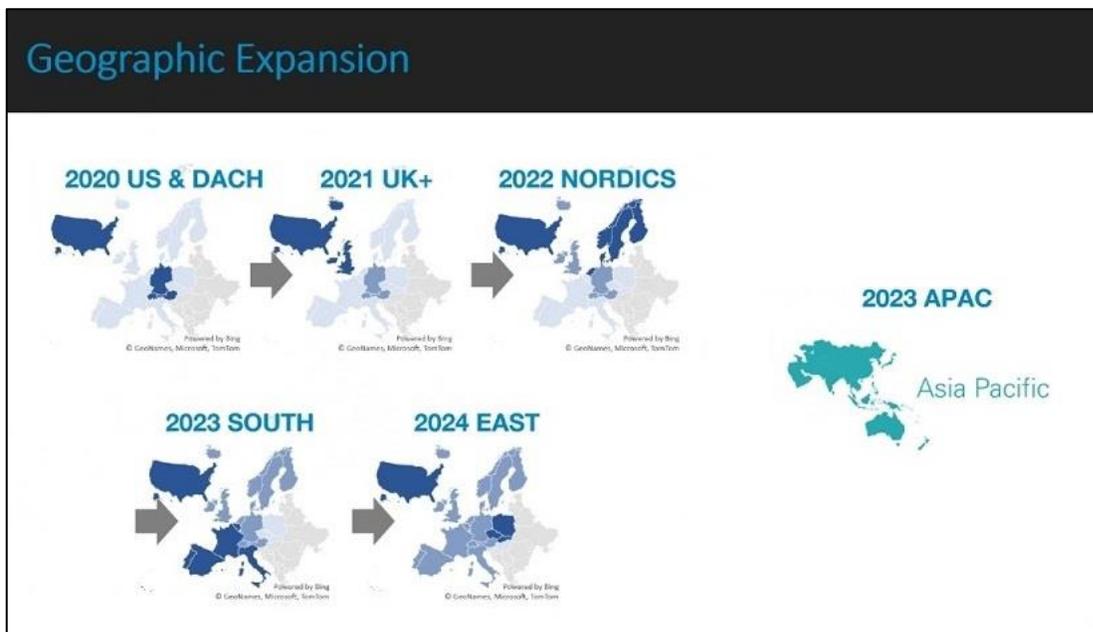


Figure 9. Deacom's international expansion plans

Based on the extensive software comparison data that TEC possesses in the process manufacturing market, DEACOM ERP stacks up as a highly competitive solution against other vendors' ERP products. Deacom's solution is designed specifically for

the process manufacturing industry and has superior support for critical process manufacturing and quality management functionality.

The DEACOM ERP solution goes beyond the classical ERP functional footprint by offering many necessary functional modules that are outside the realm of traditional ERP solutions. These extended modules include direct store delivery (DSD), electronic data interchange (EDI), a product configurator, maintenance repair and overhaul (MRO), and e-commerce. These extended functional modules should not be overlooked, as they deliver significant value to their customers.

The DEACOM ERP solution doesn't have the name recognition of its competitors. However, when it comes to evaluating the completeness of the offering, TEC can attest that Deacom's ERP system stacks up quite favorably against some of the biggest names in the business. For manufacturers and distributors, particularly those with complex and extensive process manufacturing requirements, DEACOM ERP should be on the ERP software evaluation shortlist.

Detailed Functionality Graphs for Deacom's DEACOM ERP

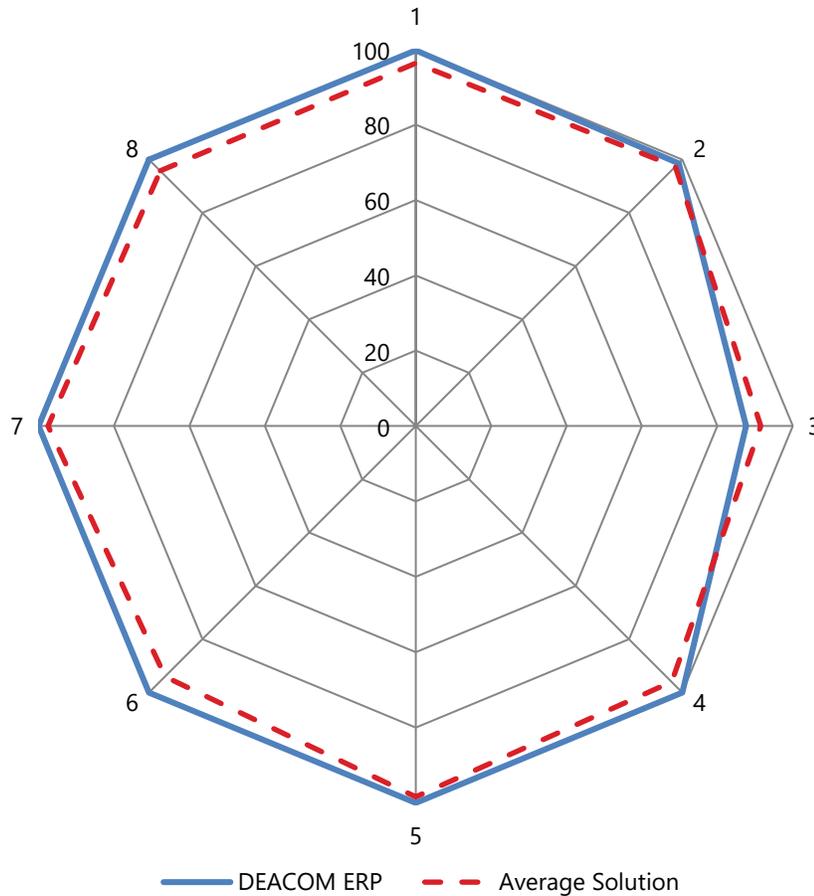
The following functionality benchmark graphs represent the quantity of support by DEACOM ERP for the functionality within each module identified in the TEC Focus Indicator on a scale of 0 to 100 points. The closer the plotted value is to 100 (toward the outside in spider graphs, toward the top in bar graphs), the more functionality DEACOM ERP supports. The functionality of DEACOM ERP is shown in blue; an average of what competitor solutions offer is shown in red.

- Financials
- Human Resources
- Process Manufacturing Management
- Inventory Management
- Purchasing Management
- Quality Management
- Sales Management

Financials

The Financials module provides features and functions that allow accountants and financial managers to ensure financial transactions are tracked and properly recorded and that this information is available via reports and other data retrieval tools.

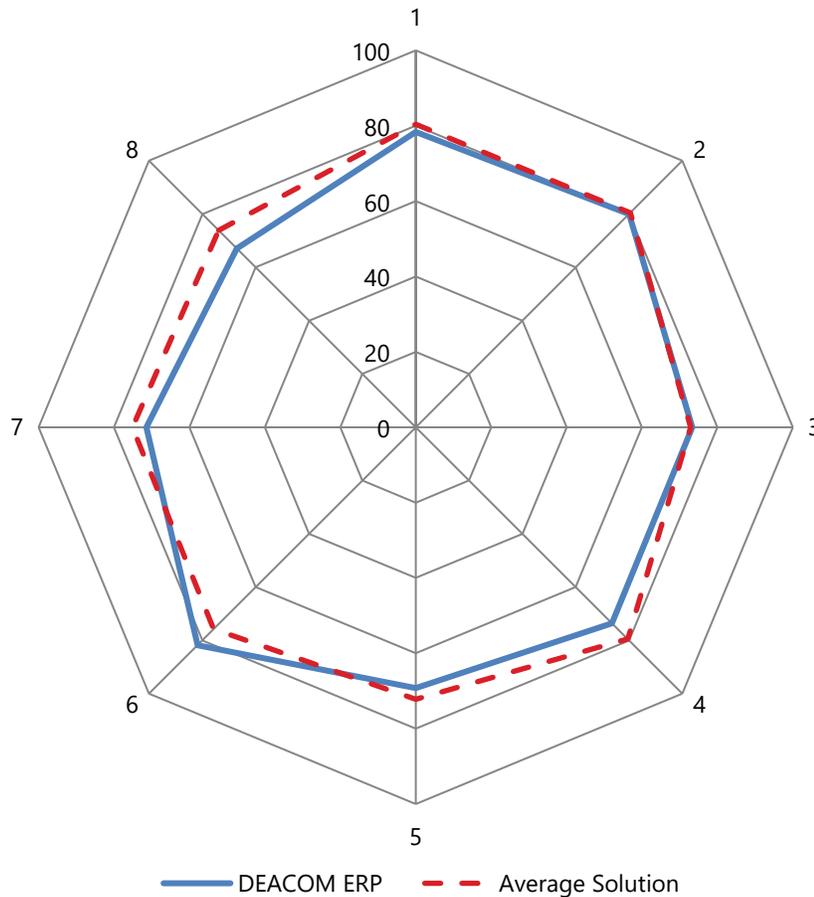
Traditionally, this module includes General Ledger, Accounts Payable, Fixed Assets, Cost Accounting, Cash Management, Accounts Receivable, and Financial Reporting submodules.



Criteria	DEACOM ERP Score	Average Score
1 General Ledger	99.7	96.3
2 Accounts Payable (A/P)	98.6	97.3
3 Fixed Assets	87.6	91.5
4 Cost Accounting	100	96
5 Cash Management	100	98.4
6 Budgeting	100	94
7 Accounts Receivable	100	97.5
8 Financial Reporting	100	95.8

Human Resources

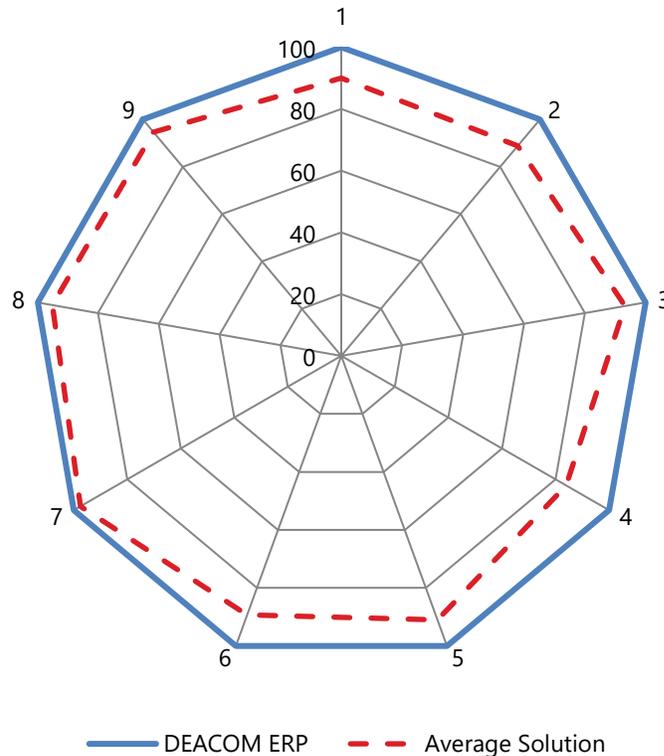
Human Resources management encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Submodules include Personnel Management, Benefits, Payroll, Employee Self-Service, Employee Metrics, Health and Safety, Workforce Management, and Training.



Criteria	DEACOM ERP Score	Average Score
1 Personnel Management	78.36	80.4
2 Benefits	80	80.5
3 Payroll	73.33	72.9
4 Employee Self-Service	73.64	79.5
5 Employee Metrics	69.23	72.2
6 Health and Safety	81.82	75.8
7 Workforce Management	71.42	75.1
8 Training	67.06	73.9

Process Manufacturing Management

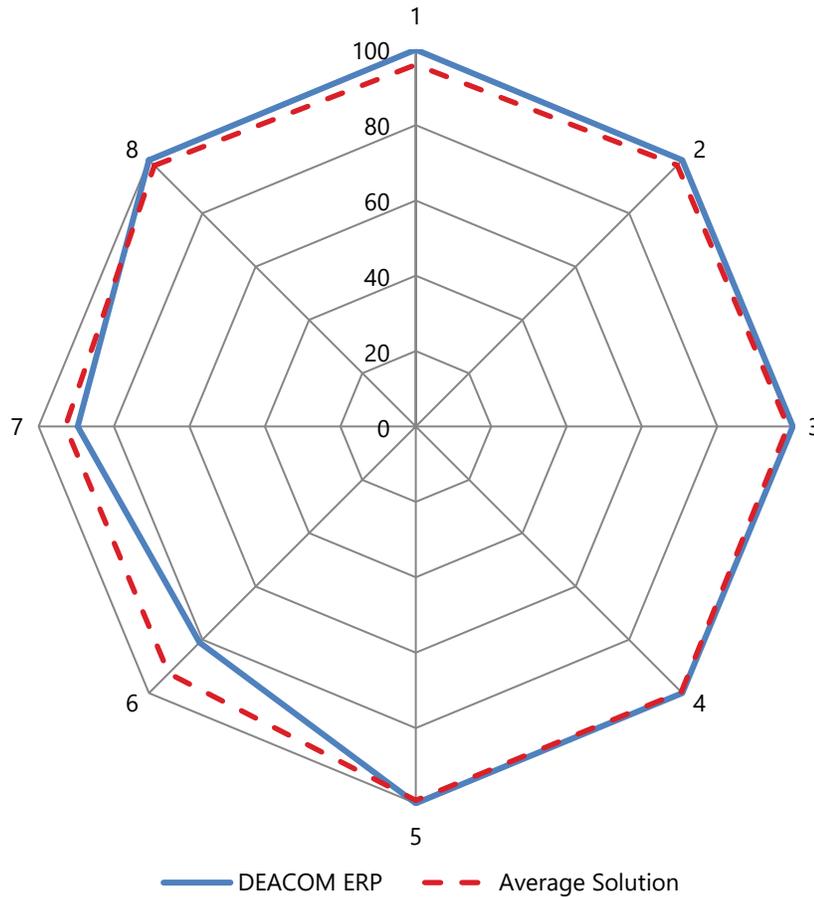
Process Manufacturing Management covers specifics that are applicable to process type of manufacturing. Formulas and recipes, modeling of a process using formulas and routings, process batch control and reporting, conformance reporting, process manufacturing costing, and process manufacturing-related material management are the major functional areas of this module. The module also provides a consolidated view of the production situation using extensive multi-level reporting capabilities.



Criteria	DEACOM ERP Score	Average Score
1 Formulas/Recipes	100	90
2 Process Model (Formulas + Routings)	100	88.8
3 Process Batch Control and Reporting	100	93.2
4 Conformance Reporting	100	84
5 Process Manufacturing Costing	100	91
6 Material Management	100	89.3
7 Product Costing	100	97.5
8 Shop Floor Control	99.77	95
9 Production Planning	100	94.6

Inventory Management

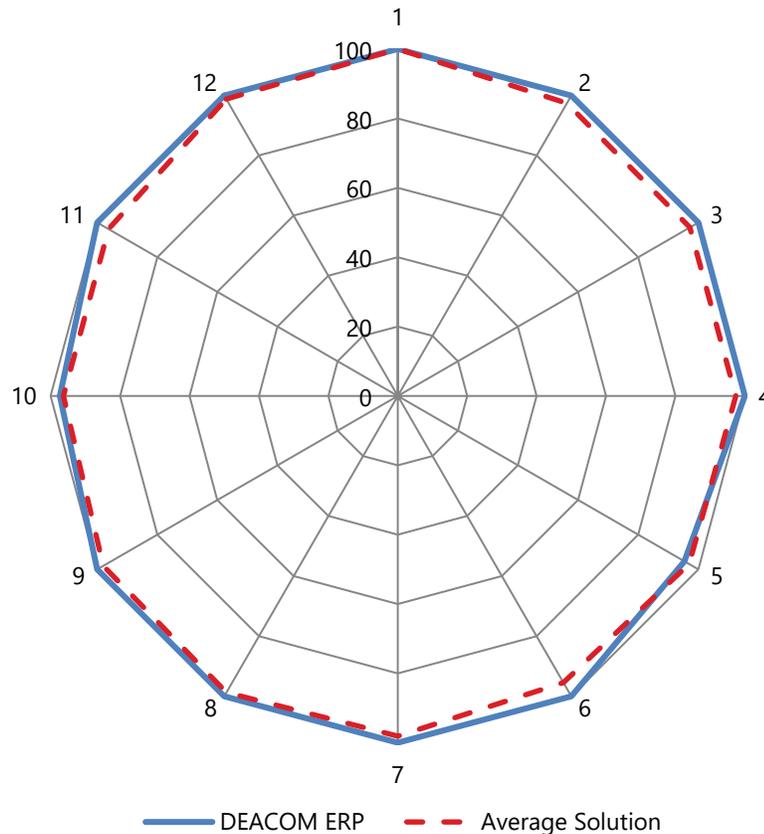
Inventory Management functionality addresses the record-keeping of warehoused goods and managing the movement of these goods to, from, and through warehouses. Forecasting, finished goods reservation and allocation processes, and inventory adjustments are also a part of this functional module.



Criteria	DEACOM ERP Score	Average Score
1 Inventory Management— Online Requirements	100	96
2 Processing Requirements	100	98.1
3 Data Requirements	100	98.7
4 Reporting and Interfacing Requirements	100	99.6
5 Locations and Lot Control	100	99.2
6 Forecasting	81.05	92.6
7 Reservations and Allocations	89.64	92.9
8 Adjusting Inventory	100	98

Purchasing Management

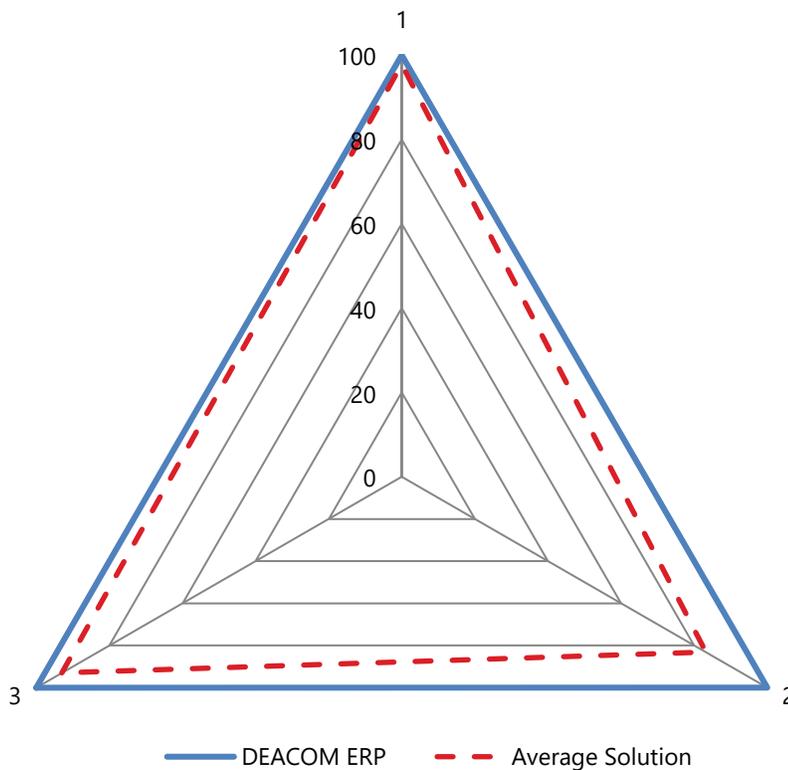
Purchasing Management encompasses a group of applications that controls the purchasing of raw materials and manages inventory stocks. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, and associated regulatory compliance analysis and reporting.



Criteria	DEACOM ERP Score	Average Score
1 Profile of Suppliers	100	100
2 Rating of Suppliers	100	97.4
3 Requisitions and Quotations	100	97.2
4 Purchase Orders (POs)	100	97.4
5 Pricing	95.38	96.9
6 Vendor Contracts and Agreements	100	95.5
7 Management of POs	100	98.1
8 Procurement Reporting and Online Reporting	100	98.7
9 Repeat Procurement	100	98
10 Receipts for Procurement	97.33	96.3
11 Online Requirements	100	96.2
12 Reporting and Interfacing Requirements	100	98.8

Quality Management

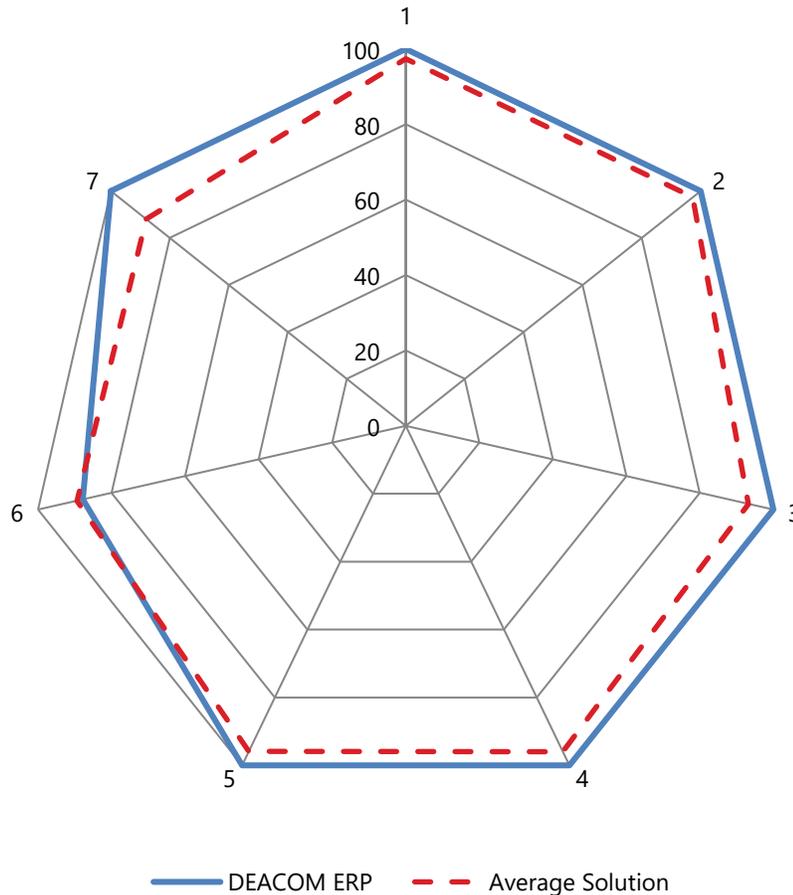
Quality Management refers to the set of actions taken by an organization to ensure that it creates and delivers high-quality products. Organizations must comply with national and international rules and regulations related to product quality, but they often also create and use internal requirements for quality control. Specific procedures need to be set up to ensure that the end products comply with internal or external quality standards. All these activities need to be well documented to provide the information needed when customers are not satisfied with the quality of the products received. Government agencies may also require this information for control and verification.



Criteria	DEACOM ERP Score	Average Score
1 Production Quality Management	100	97.8
2 Non-Production Quality Management	100	83.2
3 Inventory Quality Management	100	93

Sales Management

Sales Management encompasses a group of applications that automates the data-entry process of customer orders and keeps track of the status of orders. It involves order entry, order tracing and status reporting, pricing, invoicing, etc. It also provides basic functionality for lead tracking, customer information, quote processing, pricing, and rebates, etc.



Criteria	DEACOM ERP Score	Average Score
1 Online Requirements (Sales Management)	100	97.4
2 Reporting and Interfacing Requirements	100	97.3
3 Available-to-Promise (ATP)	100	93.2
4 Pricing and Discounting	100	96
5 Customer Service and Returned Goods Handling	100	95.9
6 Customer Relationship Management (CRM)	87.83	89.4
7 Order Entry	100	88.02

Use TEC Advisor to compare DEACOM ERP with other solutions for ERP for process manufacturing, according to your organization's needs and characteristics. [Compare now.](#)