

Top 10 eCommerce Business Management Softwares

Top 10 eCommerce Business Management Software



Introduction

Whether you are heading a large MNC or a small business owner or , you would always have to tend to a number of activities and processes going on every time. Juggling multiple things at once becomes a challenge and to not let the work become chaotic is a difficult thing to manage in such a scenario. This is why most business owners are opting for using business management software to stay on top of things.

By definition, a business management software is an application or a system of tools to help companies support, improve, and automate their processes. These softwares allow you to manage all your core business processes in one system, predict risks, and improve overall efficiency.

But choosing the right business management software solution is equally important because, unfortunately, 74% of employees say they spend up to an hour a day on data entry and searching for information. That's why selecting the best software to support your business needs requires your due diligence in terms of proper research.

You are likely to need the following features in your business management software solution:

- project & task management
- time management & calendar
- document sharing & collaboration
- sales & CRM
- budget, invoice, and expense management
- business intelligence and dashboards
- accounting and financial reporting
- resource management

Orderhive

Software description

Orderhive is a SaaS-based software for multichannel online sellers. Orderhive, as the name suggests, allows sellers to manage multiple channels from a single integrated backend system. A dedicated centralized inventory, order, warehouse and shipping management software capable of automatically importing products (with their inventory details), sales orders, and customers from channels, fulfill and process said order, manage and update inventory in real-time, package and ship it to the customer.

To cater to multichannel sellers(both online and brick-and-mortar retailers), Orderhive supports integrations with popular channels that sellers use to sell online or automate their daily business processes such as shipping, accounting, payments, and CRM. Automating the manual processes, would empower business owners to focus on running their business efficiently rather than running behind their business. Orderhive integrates well with all the widely known shopping cart platforms and marketplaces, streamlines the order process with real-time updates thereby curtails errors, create, edit and manage Bill of Materials and Work orders proficiently to ensure a flawless manufacturing process and stay ahead of the game.

Details

Founded in - 2015

Country - Located in the United States

Website - www.orderhive.com

Free Demo - Yes

Best for - widely popular among large retailers who find it difficult to manage large volumes of SKUs and sales orders across various channels.

Featured in -

(Captterra's) Top 20 Order Management Software (2020)

(Captterra's) Top 20 Barcoding Software (2020)

(Captterra's) Top 20 Supply Chain Management Software (2020)

Deployment -

- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 3.7/5 (20 reviews)

Capterra - 4.4/5 (198 reviews)

Goodfirms -4.03/5 (33 reviews)

Significant Features

- Create multiple BOM for various products and seamlessly manage them.
- Account variable expenses
- Real-time updates in Inventory
- Order Management
- Purchasing
- Hassle-free invoicing.
- Simplified record-keeping
- Warehouse Management
- Reports & Analysis

Pros

- An entire order can be executed on the Orderhive platform, right from obtaining the order, picking and packing it to shipping it.
- Easy-to-use and intuitive UI
- Get CX Details along with order status (cancelled, delivered or returned)

Cons

- Their periodic password reset policy feels annoying and slightly unnecessary.
- Some permissions are only for admins.

Bitrix24

Software description

Bitrix24 is free to use complete business management software that takes care of your tasks and projects to document management along with real-time communication tools from video conferencing to group chat and HR system, or internal email. It is available as a cloud-based software or you can install Bitrix24 on your own server; takes less than 30 seconds to be ready to use. Although Bitrix is largely a free-to-use software, it offers paid plans providing higher online storage and additional features.

It offers you 35 free tools such as:

- CRM
- Tasks
- Document management
- Project management
- Time management
- Business process automation
- Invoicing
- Collaboration
- Absence management
- Email marketing
- Virtual PBX
- Shared calendars
- Company directory
- HRMS and much more.

Details

Founded in - 1998

Country - Located in the United States

Website - www.bitrix24.com

Free Demo - Yes

Best for - Bitrix24 is well suited for Small and Medium-scale Businesses. Also for remote teams who want to keep in touch and collaborate efficiently.

Featured in -

(Capterra's) Top 20 Strategic Planning Software (2020)

(Capterra's) Top 20 Telephony Software (2020)

(Capterra's) Top 20 SMS Marketing Software (2020)

(Capterra's) Top 20 Forms Automation Software (2020)

(Capterra's) Top 20 Sales Force Automation Software (2020)

(Capterra's) Top 20 Real Estate CRM Software (2020)

(Capterra's) Top 20 Knowledge Management Software (2020)

(Capterra's) Top 20 Lead Management Software (2020)

(Capterra's) Top 20 Product Management Software (2020)

(Capterra's) Top 20 Association Management Software (2020)

(Capterra's) Top 20 Lead Generation Software (2020)

(Capterra's) Top 20 Business Management Software (2020)

(Capterra's) Top 20 Contact Management Software (2020)

Deployment -

- ✓ - Installed - Mac
- ✓ - Installed - Windows
- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4/5 (360 reviews)

Capterra - 4/5 (434 reviews)

Goodfirms - 4/5 (8 reviews)

Significant Features

- Internal communication such as chats and document sharing is taken care of by social intranet.
- Project and work management including time and workload tracking
- CRM includes marketing automation, sales funnels, interaction tracking, and website forms
- Telephone integration – call directly from the CRM and record conversations
- Billing & Invoicing
- Employee Management
- Time & Expense Tracking
- Training Management

Pros

- Documents and media needed for the business are well organized and easily accessible to everyone in the company.
- Lot of business solutions are offered all in one place.
- Its unified platform encourages collaboration.

Cons

- No function to view EML files, IMAP back-end is a bit buggy.
- Plugins often generate various errors.
- The reporting for customized fields doesn't work, only default reporting does.

Apptivo

Software description

Apptivo is a powerful sales & marketing tool which offers 60 business apps providing the tools including lead management, an opportunity pipeline with intuitive dashboards, campaign management, and flexible workflow tools including marketing automation. Everything is completely accessible from Android or iOS devices and integrated with Office365 & G Suite. Apptivo apps also include CRM, integrated email marketing, help desk, invoicing, project management, procurement,

and more. All these apps are designed to revolve around the CRM, providing a complete 360° view of each customer.

Details

Founded in - 2010

Country - Located in the United States

Website - www.apptivo.com

Free Demo - Yes

Featured in -

(Captterra's) Top 20 Real Estate CRM Software (2020)

(Captterra's) Top 20 Customer Relationship Management Software (2020)

(Captterra's) Top 20 Contact Management Software (2020)

Deployment -

- ✓ - Installed - Mac
- ✓ - Installed - Windows
- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4.2/5 (99 reviews)

Capterra - 4.4/5 (498 reviews)

Goodfirms - N/A

Significant Features

- Calendar/Reminder System
- Document Storage
- Email Marketing
- Internal Chat Integration

- Marketing Automation Integration
- Mobile Access
- Quotes/Proposals
- Segmentation
- Task Management
- Territory Management

Pros

- Customer support is really helpful and they send you screenshots to direct you
- You can custom almost everything.
- Apptivo functions/Apps are very well integrated forming a strong foundation for reliable and accurate information to manage your business.

Cons

- Office 365 integration is a bit faulty.
- Does not allow you to delete categories (when no longer needed) in which a contact is assigned to.
- Some of the templates are hard to customize

Zoho One

Software description

Zoho One offers you the full-featured, enterprise editions of the entire Zoho suite. Zoho One is a company management system and a wholesome business management software that includes more than 40 business applications with complementary mobile apps so you can run your entire business from one suite. This means being able to reach customers, balance your books, grow sales, and work in productive and collaborative ways from any device, and all of this using a single login and password. Simply connect multiple apps to allow different teams to work together productively.

Details

Founded in - Zoho corp. 1996

Country - Located in the United States

Website - www.zoho.com

Free Demo - Yes

Best for - Small and Mid Size Business, Non-Profits, Public Administrations.

Featured in - (Capterra's) Top 20 Business Management Software (2020)

Deployment -

- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4.3/5 (11,205 reviews)

Capterra - 4.4/5 (60 reviews)

Goodfirms - 4/5 (1 review)

Significant Features

- Manage almost every aspect of your business in one system
- Fosters collaboration with online document storage and sharing
- Automate personalized business workflows
- Billing & Invoicing
- CRM
- Employee Management
- Financial Management
- Inventory Management
- Marketing Management
- Project Management
- Purchasing
- Time & Expense Tracking
- Training Management
- Vendor Management
-

Pros

- Very well suited for the growth, organization and outreach of small and medium-sized businesses.
- Zoho understands customer demands and wants to help the SMB market play like a Fortune 100 company.
- You can sync your data between products so that it will be there for you to use in another product.
- You can use the Admin Panel to open each product when needed.

Cons

- Some of the functions are limited and you need to customize it using their scripting tools and api.
- Accounting not syncing well with banks.
- Support isn't the most helpful.
- Workflow, layout, and wording within some of the apps can be a little confusing.
- Zoho One is missing Zoho Connect (external community) and Zoho Commerce as part of the package.

Todo.vu

Software description

Todo.vu is a cloud-based productivity suite offering a unique blend of time tracking, contact management, task management, and billing functionality. It is well suited for consultants, and freelancers who strive to achieve improved efficiency, quality, and transparency. Todo.vu is totally free for freelancers.

Todo.vu works like a simple company management software, allowing you to track your work across multiple projects, break projects down into tasks and subtasks, categorize those tasks and subtasks, set multiple billing rates for different projects, and also define billable and nonbillable hours. The solution syncs with iCal, Office 365 and Google Calendar to import and display deadlines and meetings on a single calendar. It brings both integrated customer relationship management and project management in one place with a beautiful and intuitive user interface.

Details

Founded in - 2014

Country - Located in Australia

Website - www.todo.vu

Free Demo - Yes

Best for - Freelancers, consultants and small agencies

Deployment -

- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4.4/5 (12 reviews)

Capterra - 4.3/5 (36 reviews)

Goodfirms - N/A

Significant Features

- Intuitive user interface
- CRM
- Focused communication
- Project Management
- Sync tasks with any calendar
- Marketing Management
- Real-time updates
- Time tracking and billing built-in
- Invoicing

Pros

- Amazing support that listens to feedback.

- It logs the time and provides a checklist for doing the tasks.
- Todo is one of the best options available for a basic task manager to time tracker to help you become more efficient.
- Easy to get accustomed to
- Very intuitive UI

Cons

- Cannot set up recurring tasks and, task durations for things that might take more than a day to complete
- Sometimes it can be a little confusing.
- The UX is bit bad lacks the feel of using a modern app.
- There is no mobile app for it.

NetSuite

Software description

NetSuite, the world's #1 cloud ERP solution, is now providing a unified business management suite used by more than 40,000 large, mid-sized, and small fast-growing businesses to streamline all back-office processes, like ecommerce automation, CRM, and accounting. Its Cloud CRM solution gives you the power to automate your marketing, salesforce, and Customer Service Management. NetSuite empowers businesses by reducing IT costs and eliminating operational inefficiencies with built-in business intelligence, multiple levels of reporting, and real-time enterprise-wide KPIs that will be displayed on the dashboard -- allowing you to focus on revenue-generating decisions rather than worry about your back-end systems. With comprehensive functionality and industry-specific support for a broad range of industries means NetSuite works the way your business works.

NetSuite offers various toolsets:

- NetSuite CRM
- NetSuite OpenAir
- NetSuite Global Business Management
- NetSuite PSA and many more

Details

Country - Located in the United States

Website - www.netsuite.com/portal/home.shtml

Free Demo - Yes

Best for - ideal for fast-growing businesses, across all industries.

Deployment -

- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 3.9/5 (1138 reviews)

Capterra - 4.1/5 (723 reviews)

Goodfirms - 4/5 (21 reviews)

Significant Features

- Billing & Invoicing
- CRM
- Financial Management
- Inventory Management
- Order Management
- Performance Metrics
- Project Management
- Purchasing
- Scheduling
- Time & Expense Tracking
- Training Management
- Vendor Management

Pros

- Mobile-enabled, cloud-based, and social
- Easily accessible reports and KPIs
- Highly customizable and flexible.

- Effective resource management, timesheet, project accounting, and expense management.
- Multiple currencies and taxation rules, subsidiary management, financial consolidation.
- End-to-end eCommerce management

Cons

- CRM and Support Case management is limited, and riddled with issues.
- Email infrastructure is a bit messy with outages given no urgency.
- Takes a little getting used to.

Microsoft Dynamics 365 Business Central

Software description

Microsoft Dynamics 365 Business Central is a comprehensive business management solution that brings the full power of Microsoft Dynamics NAV to the cloud. It offers an end-to-end solution for managing, forecasting and reporting finances, project planning and tracking, and supply chain optimization to enable businesses to take streamlining of their business operations, automation and customer engagement, sales, and service to a new level!

It offers you an opportunity to easily upgrade from entry-level accounting software and legacy ERP systems. Dynamics 365 Business Central offers great value to your business because it integrates seamlessly with other Microsoft cloud services such as Office 365. You can also customize or extend the software to fit the needs of your specific industry with Power Apps, Power Automate and Power BI.

Details

Founded in - 1975

Country - Located in the United States

Website - www.microsoft.com

Free Demo - No

Best for - small and medium-sized businesses.

Featured in - (Capterra's) Top 20 Enterprise Resource Planning Software (2020)

Deployment -

- ✓ - Installed - Windows
- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 3.5/5 (28 reviews)

Capterra - 3.7/5 (85 reviews)

Goodfirms - 3.8/5 (8 reviews)

Significant Features

- CRM
- Financial Management
- Inventory Management
- Performance Metrics
- Project Management

Pros

- Robust software to support accounting processes.
- You can easily customize title colors or have distinctive features to stand out..
- From price quotes to invoices, it allows you to keep a track of the progress of each transaction.
- A great solution for dynamic job management.

Cons

- Owing to its immense list of features it could take a while to learn how to use it.
- Lacks features such as automatic invoices from multiple vendors

Monday.com

Software description

Monday.com, previously known as dapulse is an award-winning project management and collaboration platform that helps teams plan and execute complex projects together efficiently. Its flexible and easy to use task and team management tools allow your organisation to onboard any team onto the project, communicate, share documents internally and manage multiple projects. Monday offers a variety of productivity features such as time-tracking, workflow automation, automated notifications, dependencies, an integrated kanban board, multiple views and calendar integration.

It offers unlimited boards with an integrated timeline feature where users can effectively collaborate and track recurring tasks and project progress across multiple boards. Monday.com integrates with various third-party management applications such as Google Drive, Google Calendar, Dropbox, JIRA, Pipedrive, MailChimp, and more. This system also allows users to share specific information with external guests such as clients or freelancers.

Details

Founded in - 2014

Country - Located in the United States

Website - www.monday.com

Free Demo - Yes

Best for - Its customization capabilities and an intuitive interface makes it suitable for any project and business across any industry.

Featured in -

(Capterra's) Top 20 Forms Automation Software (2020)

(Capterra's) Top 20 Strategic Planning Software (2020)

(Capterra's) Top 20 Sales Force Automation Software (2020)

(Capterra's) Top 20 Lead Management Software (2020)

(Capterra's) Top 20 Resource Management Software (2020)

(Capterra's) Top 20 Product Management Software (2020)
(Capterra's) Top 20 Social Media Management Software (2020)
(Capterra's) Top 20 Workflow Management Software (2020)
(Capterra's) Top 20 Task Management Software (2020)
(Capterra's) Top 20 Project Portfolio Management Software (2020)
(Capterra's) Top 20 Professional Services Automation Software (2020)
(Capterra's) Top 20 Project Management Software (2020)
(Capterra's) Top 20 Remote Work Software (2020)
(Capterra's) Top 20 Collaboration Software (2020)

Deployment -

- ✓ - Installed - Mac
- ✓ - Installed - Windows
- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4.6/5 (1386 reviews)

Capterra - 4.6/5 (2191 reviews)

Goodfirms - 4/5 (7 reviews)

Significant Features

- CRM
- Employee Management
- Financial Management
- Inventory Management
- Marketing Management
- Order Management
- Performance Metrics
- Project Management
- Scheduling
- Time & Expense Tracking
- Training Management
- Vendor Management

Pros

- Easy to create a workflow or Board, add participants to it and follow the progress of multiple tasks with ease.
- Monday's desktop and email notifications alert you on any activity
- Offers desktop and mobile app versions.
- It allows external users to view the workspace without having to purchase a license.
- Easy to visualise tasks and see the workload of you and your team

Cons

- Absence of a repeating or scheduled task
- The sheer complexity of the offerings has kept many users at bay.
- As the use increases and boards become larger and the interface becomes significantly slower.

Scoro

Software description

Scoro is an all-in-one cloud-based business management software ideal for small to midsize companies in advertising, consulting, IT and other industries. It provides a control hub that displays all the calendar events, pending tasks, account information, KPIs, and more on a single screen allowing you to streamline and manage work more efficiently and be organized in every aspect of your business.

With Scoro scheduled tasks for day, week or month will automatically populate in a task list and the user can see the task changes in real time. It allows for different levels of access to be granted. Its budgeting and invoicing capabilities include sending clients an initial invoice, advanced reporting documents and labor cost tracking. Scoro integrates well with Microsoft Outlook, Dropbox, Microsoft Dynamics, and MailChimp.

Details

Founded in - 20

Country - Located in

Website - www.

Free Demo -

Deployment -

- ✓ - Web-Based, Cloud, SaaS

G2 - /5 (reviews)

Capterra - /5 (reviews)

Goodfirms - /5 (reviews)

Significant Features

- Manage your entire business within a single interface
- Manage quotes, contacts, and invoices seamlessly
- Plan and track work with unlimited projects
- Track time and bill for completed work accurately
- Real-time customizable KPI dashboards
- Customer management & sales pipeline
- Detailed reports on every aspect of your business
- Quoting and invoicing with pre-set templates and automation
- Project, task, and time management
- Shared team calendar & meeting scheduling

Pros

- All main functions any company would need are all present.
- Visualization of the dashboard is quite useful
- Comfortable to use with small screen devices as the entire interface is restructured, still allowing you to see all your data but in an optimised screen.
- The flexibility of this platform works for you rather than you having to 'fit' into someone else's system.

Cons

- Absence of contacts synchronization with gmail

- Project management is still missing a few interesting features.
- Its sales pipeline does not track time when status of quote was changed

Odoo

Software description

Odoo is a fully integrated, customizable and an open-source suite of enterprise management applications that covers Manufacturing, CRM, Inventory, Project Management, Sales, Accounting and many other business needs allowing you to fully automate your business processes. Odoo's interconnected modules provide an integrated experience allowing users to automate many manual processes. Odoo's depth of integration help reduce redundant manual processes. All business functions are kept in one place allowing your teams to collaborate with other departments from one unified platform.

Details

Country - Located in the United States

Website - www.odoo.com/

Free Demo - Yes

Best for - The software is flexible and can be adapted to the needs and budgets of SMEs as well as large corporations.

Featured in -

(Captterra's) Top 20 Purchasing Software (2020)

(Captterra's) Top 20 Sales Force Automation Software (2020)

(Captterra's) Top 20 Real Estate CRM Software (2020)

(Captterra's) Top 20 Lead Management Software (2020)

(Captterra's) Top 20 Production Scheduling Software (2020)

(Captterra's) Top 20 Website Builder Software (2020)

(Captterra's) Top 20 Issue Tracking Software (2020)

(Captterra's) Top 20 Restaurant POS Software (2020)

(Capterra's) Top 20 Point of Sale Software (2020)

(Capterra's) Top 20 Event Management Software (2020)

Deployment -

- ✓ - Installed - Mac
- ✓ - Installed - Windows
- ✓ - Web-Based, Cloud, SaaS
- ✓ - iPhone / iPad
- ✓ - Android

G2 - 4.3/5 (148 reviews)

Capterra - 4.2/5 (369 reviews)

Goodfirms - 4.3/5 (18 reviews)

Significant Features

- Billing & Invoicing
- CRM
- Employee Management
- Financial Management
- Inventory Management
- Marketing Management
- Purchasing
- Time & Expense Tracking
- Training Management
- Vendor Management

Pros

- Unique framework with strong technical foundations
- Quick look at your business with dashboards
- Real-time communication makes way for better collaboration
- Accurate forecasts
- Automate activities based on your sales scripts: calls, quotations, and meetings
- Provides a pretty good user experience and the python backend is really useful.

Cons

- Excessive customization makes it difficult to use and costs a lot to implement
- Accounting in some countries is faulty.
- Multiple languages aren't available
- Lack of organization in the documentation.