

BATTLE CARD

1C

Competitor overview

1C is an ERP system originally developed in Russia which has gained certain popularity in Russian-speaking communities, mostly in the ex-USSR countries. Having strong ties to the Russian government, they have managed to re-brand and change legal structure to avoid sanctions and continue to offer the software within the EU and even Ukraine.

Software is very Windows-oriented and very "table-oriented", where most of the interface can be considered as outdated and very Excel-alike. Any adjustments are difficult to achieve through setup alone and often requires individual programming, done by partner (even such things as setting up Form Templates). Has stability issues and crashes. It does not support cloud deployment. Software is not intuitive and seems hard to learn. Almost any automation is done by manually running maintenance-like functions. Some simple things are done in a very complex way, for example, unit serial number support at the level of entry is very time consuming and complex, selling an asset requires multiple complex actions. The system lacks strong controls - during demo it was observed in several instances of negative stock balances, 0 stock but remaining cost (both negative and positive) etc.

They are struggling to implementing version 8.11 of the software already for several years and have not been able to do so. Consultant told during the demo that version 8.11 is not yet ready, it is almost impossible to analyse cost price in it, has stability issues etc. and because of that they are still implementing version 8.10.4. In multiple cases will require several softwares which are integrated with each other through manual file exchange, for example, "trading" and "bookkeeping" are 2 separate systems. Version 8.10.4 is still "patched" by its partner on regular basis, every 3 months delivering an "update".

Product comparison

Functionality	Competitor	SERP	Description
Database	Optional	Optional	Does it require another software for the database?
Email sending and receiving	Standard for sending, receiving is not supported	Standard	Is it possible to send and receive emails from the system, and is another software required?
Deployment method	Client, in case of hosted, has to use Remote Desktop connection	Client, App and web client	How does the user use the system? Client, web client, App?
Supported OS	Win	Client: MacOS, Win, Android, iOS Server: Linux, Win, MacOS	What OS can be used to run clients and the server on?
Licensing model	Subscription and purchase + maintenance	Subscription	What is the licensing model (subscription, purchase and maintenance, transaction based, free, other)?
Cloud infrastructure support	Not supported	Public and private, scalable	Can the infrastructure run on the cloud?
BI functionality	Not available	Flex.bi	Are there any BI tools available?
Webshop	Bitrix integration in standard, otherwise custom developed data exchange with API	Module, integrations	How can a Webshop be implemented?
Integration methods	API, file exchange	REST API, web requests, file exchange	How can the system be integrated with other products/systems?

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Functionality	Competitor	SERP	Description
Integration options	Have currency exchange rate imports, bank file import and export, contact lookup, EU VAT lookup, integration with fiscal devices, governmental tax report uploads.	Go to: hansaworld.com	What integrations are available in the product?
Verticals	In most cases, it is a different software on the same platform, sometimes modules (e.g. Production is a module, POS is a separate system)	Modules, same software	How are verticals developed (same software or integrations)?
CRM	Very limited built-in task system	Built-in module	Is CRM available?
Customizations	Have their own Eclipse based programming language EDT	HAL	How can customizations be made?
Additional software	Usual for Windows infrastructure, often VPN or (and) remote desktop	None	What additional software is required to run the ERP (e.g. Active Directory, Share Point)?
Version updates	Automated patches, versions as new software with new implementation	Automated, optional	How are system updates done?
Languages / localizations	Russian, English, Latvian, Lithuanian, others. Don't have Estonian. Depends on partner who translates and implements	37 languages, 42 localizations	Is the product available in other languages and localized in different countries/regions?
Product delivery strategy	Through partners	Through partners	How is the product implemented and delivered to the end customer?
Upscaling	Often requires implementing and integrating another product. Users can be added once subscribed / purchased	Subscribe and use, unlimited users, localisations	How can the product be upscaled?

SWOT analysis

Top strengths	Top weaknesses
<ul style="list-style-type: none"> ■ Native Russian language with strong roots in Russian speaking communities ■ Ugly, but very strongly configurable reports and browse windows ■ In some countries lobby protection to get legislation requirements 	<ul style="list-style-type: none"> ■ Outdated and complex interface ■ Strong dependence on local partner, limited partner network ■ Limited and low level automations and set-up possibilities, a lot has to be done with programming (even form templates) and between multiple integrated softwares (e.g. bookkeeping in separate software)

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Top opportunities for us	Top threats for us
<ul style="list-style-type: none">■ Sanctions (although they have registered their company in EU, they still have Russian roots)■ Customers not able to switch to version 8.11 and staying on morally and technologically outdated version 8.10.4■ No CRM, approvals, limited verticals	<ul style="list-style-type: none">■ Strong localisations■ Low price per hour from partners (e.g. in Latvia 50 EUR/h even without bargaining, possibly could lower to 40 or even less)■ In Russia (and closely related countries) strong governmental lobby