



GODLAN, INC.

TEC Accreditation and Customer Satisfaction Report: Achieving Gold as an ERP Service Provider

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Principal Analyst | February 2025

TEC Accreditation and Customer Satisfaction Report

The TEC Accreditation and Customer Satisfaction Report assesses service providers' customer satisfaction levels through detailed surveys and interviews with real clients. TEC awards accredited status to only those companies that excel in client service. Our reports provide an overview of the service provider, a description of each customer's project, and transparent reporting of our findings.



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ABOUT TEC'S ACCREDITATION AND CUSTOMER SATISFACTION PROGRAM

What Is the TEC Accreditation and Customer Satisfaction Report?

When adopting or modernizing any aspect of their enterprise software stack, organizations look to hire a **software service provider**—a vendor, value-added reseller (VAR), channel partner, implementer, systems integrator, or consultant—with the capabilities to provide high-quality services to achieve their goal.

As a prerequisite to this endeavor, organizations must conduct an evaluation of what a service provider can offer, the quality of their services, and their experience in providing these services. The TEC Accreditation and Customer Satisfaction is a program that enables:

- Software **service providers** to highlight the quality of their services through a real-life customer user satisfaction evaluation using a data-driven and proven approach.
- Potential users or customers to learn from their peers about how the service provider has delivered the services and satisfied these companies' needs.

Designed with an impartial and data-backed approach, the program asks the service provider's clients to respond to TEC's detailed client satisfaction survey and conduct an interview with TEC's principal analyst. The service provider is neither involved in the distribution or receipt of the client surveys nor has an opportunity to review or alter the ratings they receive from past customers.

The survey focuses on rating the quality of the services provided and the performance of the project team on several specific points, including deployment, project management, quality assurance, and more.

This rating, combined with data from the service provider, makes it possible to provide objective, data-driven insight into the service provider and to obtain both the **CSS (Customer Satisfaction Score)** and **CRS (Customer Recommendation Score)**, and their accreditation report.

Once the program has been completed, TEC awards the TEC Accreditation and Customer Satisfaction seal, report, and status to only those companies whose client surveys reveal a sustained trend of above-average customer satisfaction.

Want to know more about the TEC Accreditation and Customer Satisfaction Program? Contact us at analystservices@tec-centers.com.

ABOUT THIS TEC ACCREDITATION AND CUSTOMER SATISFACTION REPORT



Technology Evaluation Centers (TEC) is pleased to announce that [Godlan, Inc.](#) has successfully completed TEC's Accreditation and Customer Satisfaction Program for 2024, achieving a gold accreditation status, due to its more than 10 validated references.

Godlan, Inc. has successfully completed the TEC Accreditation and Customer Satisfaction Program for 11 years. This involves separate analysis and new references for each edition, up to and including the year 2024.

This report reflects the results of the customer satisfaction review completed over the past 11 years in which TEC has surveyed a group of the service provider's customers and has been able to evaluate the overall customer satisfaction regarding Godlan's work as a partner of Infor for the upgrade and/or implementation of Infor SyteLine ERP systems.

The report also provides a complete analysis and reporting of the survey findings, clearly establishing how Godlan achieves its current CSS and CRS scores.

The report contains the following elements:

- A general profile of software service provider Godlan
- A summary of Godlan's customer customers and projects
- A full analysis of the data collected from customer surveys, along with:
 - Presentation and explanation of the Customer Satisfaction Score (CSS)
 - Presentation and explanation of the Customer Recommendation Score (CRS)
 - A full analysis and scoring based on the information provided by Godlan's customers
 - A summary of Godlan's accreditation results

For more information about Godlan, Inc. and the services the company offers, see [Godlan's profile on TEC's IT Directory](#).



INTRODUCTION

With more than 25 years of experience helping companies with their enterprise software evaluation, selection, and transformation endeavors, TEC has established itself as an objective partner for many companies looking to evaluate and select the best enterprise software fit for their organizations and as a reliable source of information regarding the state of the enterprise software industry.

As enterprise software experts who maintain an impartial position, TEC does not endorse service providers, vendors, or products beyond verifying claims. Rather, it provides quantitative comparisons to industry averages and describes qualitative factors such as a software's user interface or a provider's client service patterns. This objectivity is why software providers trust TEC to conduct unbiased analyses of their products and services, which are then presented transparently to the market.

In this case, we're compelled to note that Godlan stands out to our team of analysts. Godlan's commitment to excellence in client service, product knowledge, and industry expertise has been confirmed to TEC through interactions with many of their clients, not one of them standing in exception.

It is therefore our pleasure to issue the TEC Accreditation and Customer Satisfaction Report for Godlan describing what we've come to know about the service provider's record of success and how that information was obtained.

ABOUT GODLAN

Godlan, Inc. is a Michigan-based partner of Infor that specializes in implementation, consulting, and other services for Infor SyteLine ERP (also known as CloudSuite Industrial), mainly for manufacturing clients. In business since 1984, Godlan has been working exclusively with SyteLine ERP software, from the product's original development by Symix, through several name changes and owners, until the product line was acquired by Infor in 2005. Since then, Godlan has established a very positive and productive relationship with Infor.

Godlan is not only a software distributor but also an Infor Gold Channel Partner. The roles of the software developer and partner differ from those of the typical developer-VAR relationship model. The client executes a software contract directly with Infor, whose responsibilities include ongoing development, support, and maintenance of the Infor SyteLine ERP product, while Godlan provides pre-sales resources, solution architecting, vision and facilitation of software implementation, technical support through implementation, best practices consulting, along with deep industry expertise.



Godlan's Market Overview

While their primary geographic market is the United States, Godlan has performed more than 1,000 Infor SyteLine ERP installations throughout the United States, Mexico, the UK, and Canada. They work with manufacturers of all sizes, but Godlan's primary focus is midsize discrete manufacturers. Godlan's goal is very simple, ensuring customer success through amazing partnership.

Godlan's industry focus is directly related to SyteLine ERP's embedded strengths, which include discrete production, configurable product, and make-to-order manufacturing.

Godlan has worked with many customers in multiple industry verticals within the arena of manufacturing and manufactured goods distribution.

The major solutions that they specialize in are as follows:

- aerospace and defense
- specialty and recreational vehicles
- boats and shipbuilding
- automotive (OEM and aftermarket)
- high-tech and electronics
- medical devices
- rubber and plastics
- metal fabrication
- industrial equipment and machinery
- furniture and fixtures
- general and industrial manufacturing
- military and government contractors

In addition to serving these industries, Godlan offers solutions for customers that operate in recipe and process-based manufacturing through Infor's Process Manufacturing Pack for the SyteLine ERP solution.

Godlan is diligent regarding their clients' needs and implementation processes, and this results in customer success. Godlan has received many awards and credentials over the years, including multiple Infor SyteLine Partner of the Year awards, Infor Circle of Excellence, as well as Inc. 5000 America's Fastest Growing Companies. Godlan offers the largest SyteLine ERP Professional Services team in the world, and this team continues to grow.

Godlan provides a variety of services to their clients, including:

- Infor SyteLine ERP installation and implementation
- Infor SyteLine ERP training and technical support
- consulting in manufacturing, business process improvement, solution implementation, and project management

- network and database administration
- lean manufacturing consulting and education
- digital transformation consulting
- Industrial IoT (IIoT) / Smart Factory

Thanks to their extensive manufacturing expertise and technical knowledge, Godlan also provides product development services including implementation services for Infor Birst, Infor's business intelligence and analytics solution. They also facilitate sales-to-manufacturing through their partnership with CPQ, offering [CPQ & Guided Selling](#) alongside Godlan's proprietary products:

- Godlan [Navigate](#)—A structured and business-focused services collaboration solution.
- [Prophecy IoT](#)—Godlan's Industrial Internet of Things (IIoT) and analytics solution.

We invite you to read more about Godlan's IoT solution, Prophecy IoT®, in [this product review report](#) by TEC Principal Analyst in BI & Data Management, Jorge García.

According to Godlan, the company's competitive advantages are as follows:

1. **Deep industry knowledge in manufacturing**—Godlan has a solid internal company structure; the company's consultative professionals boast many certifications, including MBA, CPA, CPIM, and PMP. Individuals have an average of 10 years of experience in manufacturing and operations management.
2. **Lowest total cost of ownership (TCO)**—Infor SyteLine ERP, built on the Microsoft.Net open development platform, has industry-specific functionality out of the box, minimizing the need for customizations. Additionally, customizations can be stored as metadata, allowing them to be carried forward in version upgrades, further reducing software costs. Infor SyteLine ERP boasts the lowest TCO of leading ERP packages.
3. **Beauty as a competence**—Infor's proven business applications deliver innovative new capabilities in the areas of social business, mobility, analytics, and integration, as well as major enhancements across all of Infor's product lines. Godlan believes that enterprise software should host an experience as comfortable as the software used at home or socially. The company's vision for enterprise software boils down to three fundamental principles: it must feel natural, it must be meaningful, and it must be enjoyable. It's about not only making pretty products but also delivering benefits that improve everyday experiences.

4. **Configure, price, quote**—Godlan is the exclusive partner in the Infor community designated as CPQ Micro-Vertical experts, Certified in CPQ, and is a designated “CPQ Cross-Sell” partner. Infor CPQ provides a holistic approach to the design, production, and sale of customized products. CPQ enables “Guided Selling,” which increases sales, accuracy, and customer satisfaction. No matter how straightforward or complex the manufacturing scenario is, Godlan helps customers respond quickly and accurately to their customers’ demands with the implementation of CPQ. CPQ allows manufacturers to produce customized products on the tightest of schedules to the most stringent customer specifications, and also provides an error-free purchasing experience.
5. **Various deployment models**—Godlan provides a variety of deployment options for products: on-premises perpetual license, software as a service (SaaS) or cloud, fully hosted (or cloud) perpetual license, or a hybrid option to suit customers’ business needs.
6. **Digital transformation**—Godlan implements Prophecy IoT®, their leading IIoT solution, in competitive manufacturing environments. As global manufacturing processes become more complex, especially in high-volume industries, the need exists for a state-of-the-art IIoT solution that provides real-time insight and analytics into plant operations. By linking shop floor machine data with ERP data, Prophecy IoT® has successfully bridged the IIoT gap for small to midsize companies by focusing on improving efficiency, reducing machine downtime, reducing human error, and providing advanced analytics.

Godlan, Inc. has achieved TEC’s Gold Accreditation for their ERP implementation services in the discrete manufacturing industry, where the company works to provide rapid deployment at a lower TCO than their competitors.

CLIENT PROJECTS

TEC surveyed and interviewed 11 of Godlan's clients, asking them to rate and comment on the quality of services received throughout the software implementation project, the service provider's maintenance and support services, and the overall project management, knowledge, and professionalism of the service provider's team.

CLIENT REFERENCES SNAPSHOT

	REF ONE	REF TWO	REF THREE	REF FOUR	REF FIVE	REF SIX
INDUSTRY	Aerospace/ defense equipment manufacturing	Design and packaging	Aerospace/ defense equipment manufacturing	Industrial products manufacturing	Medical device manufacturing	Aerospace/ defense equipment manufacturing
ANNUAL REVENUE	\$51 to \$250 million (USD)	\$51 to \$250 million (USD)	\$51 to \$250 million (USD)	\$10 to \$50 million (USD)	\$51 to \$250 million (USD)	\$10 to \$50 million (USD)
CONCURRENT USERS	201–500	51–100	26–50	1–25	26–50	26–50
COMPANY HQ	US	US	US	US	US	US

	REF SEVEN	REF EIGHT	REF NINE	REF TEN	REF ELEVEN
INDUSTRY	Discrete manufacturing	Electronic/ High-tech components manufacturing	Pharmaceutical/ Healthcare manufacturing	Manufacturing/ Welding machines	Manufacturing/ Sensing products
ANNUAL REVENUE	\$10 to \$50 million (USD)	Less than \$10 million (USD)	\$10 to \$50 million (USD)	Less than \$10 million (USD)	\$10 to \$50 million (USD)
CONCURRENT USERS	26–50	1–25	26–50	1–25	51–100
COMPANY HQ	US	US	US	US	US

PROJECT SUMMARIES

PROJECT 1

DESCRIPTION

SyteLine ERP implementation.

This implementation was aimed at establishing the foundation for SyteLine ERP adoption by the other lines of business at the company and to allow for the necessary scalability and flexibility to adapt to the changing nature of the company's business needs. The project included the following goals in addition to the usual timeline and budget stakes:

OBJECTIVES

- To develop a usable enterprise business system and reduce the complexity of the existing web of custom applications through the use of out-of-the-box functionality.
- To have a minimal business impact and fully comply with all regulatory and customer data requirements.
- To develop expert knowledge in a team of subject matter experts (SMEs) and information technology (IT) staff in order to conduct system development following implementation and execute system training across the organization.

PROJECT 2

DESCRIPTION

SyteLine ERP upgrade.

In addition to upgrading the current version of SyteLine ERP to the latest version, the project aimed to:

OBJECTIVES

- Streamline the dock-to-stock process.
- Improve production planning and scheduling processes.
- Improve forecasting and customer service processes.

PROJECT 3

DESCRIPTION

SyteLine ERP upgrade.

In addition to upgrading the current version of SyteLine ERP to the latest version, the project mandate was to:

OBJECTIVES

- Implement Advanced Planning and Scheduling to improve those processes.
- Implement Shop-Trak to improve production reporting and cost analysis.

PROJECT 4

DESCRIPTION

SyteLine ERP upgrade.

In addition to upgrading the current version of SyteLine ERP to the latest version, the project aimed to:

OBJECTIVES

- Leverage SyteLine Portals for 360-degree access to information.
- Bring a new software acquisition onto the SyteLine ERP system in an accelerated time frame.

PROJECT 5

DESCRIPTION

SyteLine ERP implementation.

This project would serve as the foundation of the company's wider adoption of SyteLine ERP in their other business operations in the US and Europe. In addition, the following goals governed the project:

OBJECTIVES

- Grow the business through the creation of loyal customers by allowing staff to quickly and accurately handle all customer inquiries.
- Run the business using the most current and well-tested technologies.
- Use business systems with the scalability and flexibility needed to grow and adapt to changing business needs.

PROJECT 6

DESCRIPTION

SyteLine ERP implementation.

The client chose to replace their DOS-based legacy ERP system with Infor SyteLine ERP. The project also needed to ensure:

OBJECTIVES

- Integration with the parent company's ERP software.
- Improvement and optimization of internal business processes.

PROJECT 7

DESCRIPTION

SyteLine ERP implementation.

This manufacturer needed to phase out two ERP systems that were supporting three businesses that had recently amalgamated. Specific needs and goals included:

OBJECTIVES

- Extensive customization of job order handling for optimal use of the Advanced Planning and Scheduling module.
- Careful planning and ambitious timeline targets for a two-phase rollout (one for each ERP being replaced); the second go-live was achieved three months early, allowing the company to start a new year with their new ERP system completely implemented.

PROJECT 8

DESCRIPTION

SyteLine ERP upgrade.

SyteLine ERP upgrades from legacy software with a perpetual (hosted) model to a multitenant software-as-a-service (SaaS) model. Specific goals included:

OBJECTIVES

- Realize better service-level responsiveness by leveraging Infor's multitenant SaaS support capabilities.
- Repurpose former 9.00.30 modifications for CloudSuite Industrial (CSI) v10 environment by leveraging Dataviews as much as possible.
- Gain the efficiencies of Infor's multitenant update cadence.

PROJECT 9

DESCRIPTION

Syteline ERP upgrade/re-implementation.

This manufacturing company had been running an older version of SyteLine on premises for several years. As part of their digital transformation, they were not only upgrading to the latest version of CSI SyteLine but also migrating their CSI SyteLine instance to the cloud (within Infor's multitenant SaaS environment). Their specific objectives included:

OBJECTIVES

- Have a more robust business continuity plan as it relates to disaster recovery.
- Adopt best-in-class business processes in the areas of Quote to Cash, Procure to Pay, and Plan to Produce.
- Incorporate better tracking and visibility for both their raw materials inventory as well as finished goods inventory.
- Implement a quality system to track all defects (material and nonmaterial) within the system.
- Achieve more accurate and timely reporting of production by accessing machine-level data directly and integrating to CSI SyteLine.

PROJECT 10

DESCRIPTION

SyteLine ERP upgrade.

SyteLine ERP upgrade and transition from an on-premises environment to a multitenant SaaS environment. Specific goals included:

OBJECTIVES

- Leverage SyteLine Portals for 360-degree access to information.
- Bring a new software acquisition onto the SyteLine ERP system in an accelerated time frame.
- Realize better service-level responsiveness by leveraging Infor's multitenant SaaS support capabilities.

PROJECT 11

DESCRIPTION

Syteline ERP upgrade/re-implementation.

As part of their digital transformation, this company was not only upgrading to the latest version of CSI SyteLine but also migrating their CSI SyteLine instance to the cloud (within Infor's multitenant SaaS environment). Their specific objectives included:

OBJECTIVES

- Leverage SyteLine Portals for 360-degree access to information.
- Bring a new software acquisition onto the SyteLine ERP system in an accelerated time frame.
- Realize better service-level responsiveness by leveraging Infor's multitenant SaaS support capabilities.

TEC'S CUSTOMER SATISFACTION ANALYSIS AND SCORING

The following section is dedicated to presenting analyses of data collected from Godlan's customers for the creation of this report. The findings, presented in the form of graphs, are corroborated by expert opinion, and depict two key elements of this report:

- **The Customer Recommendation Score (CRS)**—measures/scores the willingness of customers to recommend the service provider to their peers.
- **The Customer Satisfaction Score (CSS)**—measures/scores the overall level of satisfaction perceived by the service provider's customers.

Additionally, the section highlights other potential attributes of the service provider worthy of mention, including the number of qualified references and the industries the service provider shows experience in.

THE CUSTOMER RECOMMENDATION SCORE

Godlan has shown consistent levels of acceptance within all customers TEC has had the opportunity to interview and survey. One key aspect of the recommendation criteria is its overall level across almost all customers, giving Godlan not only a high score but also a consistent one.

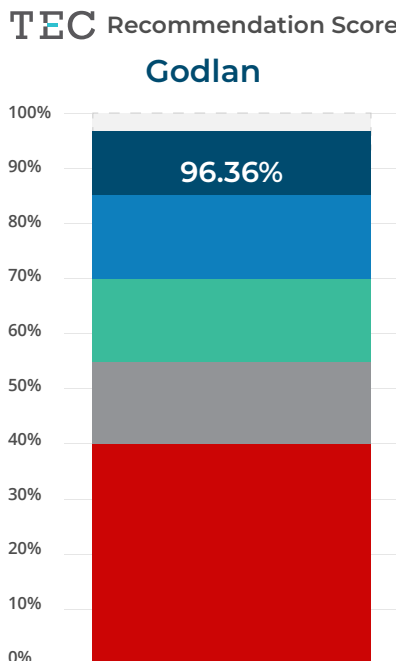


Figure 1. The Customer Recommendation Score

With a recommendation score of 96.36%, Godlan's customers have expressed a strong willingness to recommend the service provider to their peers. Moreover, this score gains more relevance considering that Godlan has been consistently accredited through an 11-year period.

Godlan has thus been able to retain high levels of service over time and even across customer organizations of different sizes operating in different industries. This is no small achievement on the part of Godlan.

THE CUSTOMER SATISFACTION SCORE

During the 11 years that TEC has had the opportunity to measure Godlan's implementation and consultancy services, customers have pegged Godlan's performance between "exceeded expectations" and "greatly exceeded expectations." This represents tremendous success and consistency in a competitive and demanding landscape, where high-quality services are expected at every stage of the implementation process.

As a result, the following Customer Satisfaction Score (CSS) shows how Godlan not just exceeds but delights customers with a high level of customer service and experience during all stages of the project—from pre-, post-, to actual deployment.

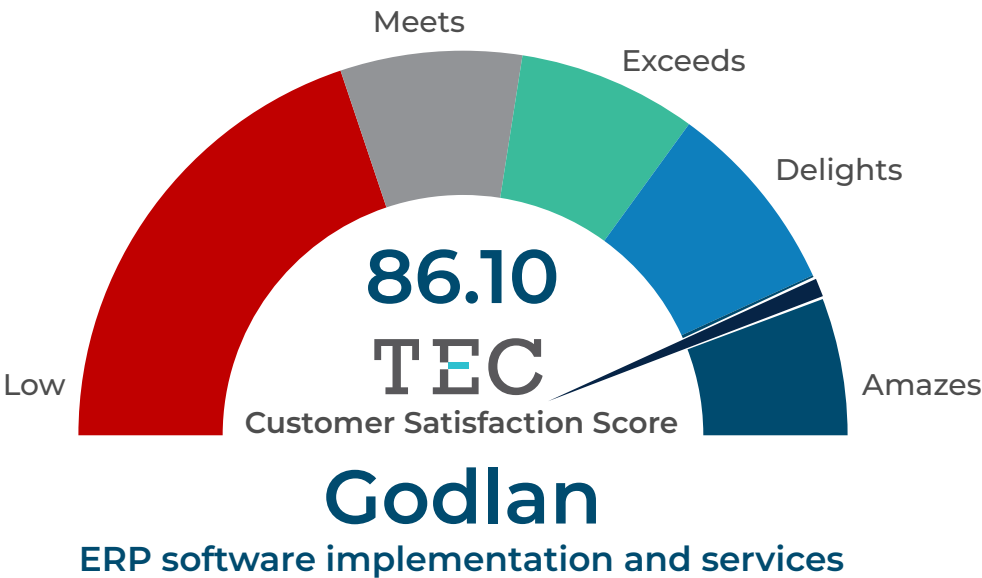


Figure 2. The Customer Satisfaction Score

Godlan stands out in their service delivery and support during implementation and post-implementation in their actual service achievements, as reported by real customers over long-term engagements. The services provided by Godlan are demonstrably outstanding, as shown in a more detailed analysis of results in the following sections.

CUSTOMER SATISFACTION DATA ANALYSIS

The following section provides a more detailed representation of the results obtained through the customer surveys, along with customer interviews. We present the customer satisfaction score for the following dimensions of services received:

- Overall Customer Satisfaction (Scores)
- Services received during project implementation
- Service delivery and support during project implementation
- Maintenance after implementation
- Overall project during implementation

Customer Satisfaction with Services Received During Project Implementation

This section gathered information pertaining to the services provided by Godlan during the software implementation process. The survey provided 26 questions relating to this area including rating the following:

- How was the mapping (business process to functional requirements) conducted?
- How was data cleansing performed?
- How was change management conducted?
- System management
- System performance
- Application support service quality

The customer satisfaction score for services received during project implementation below shows a score of 86, a high and consistent result across the implementation process from 11 customers.

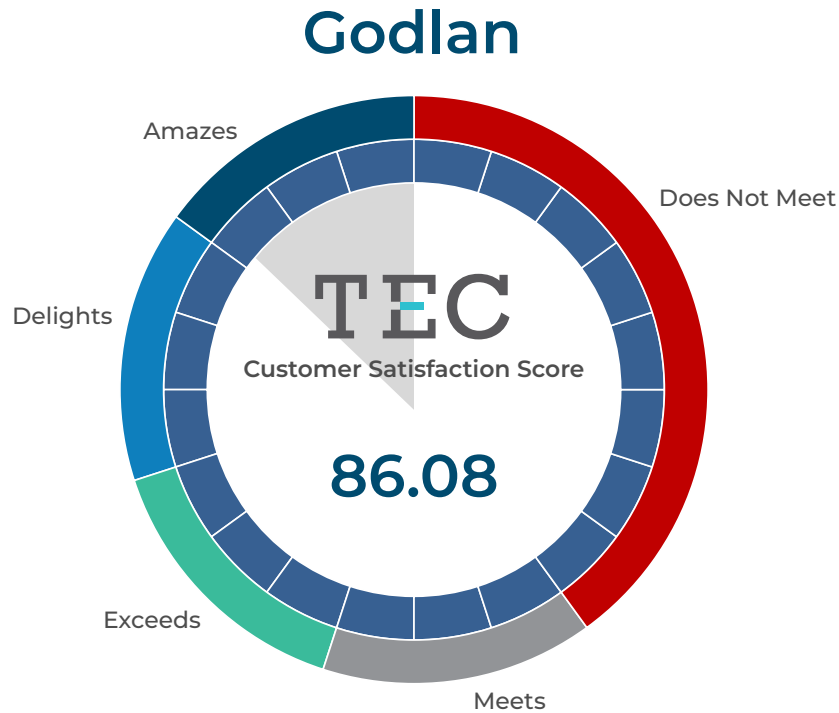


Figure 3. CSS for Services Received During Project Implementation

This high score is also shown consistently across every customer referenced during the accreditation process, with only one exception. Customer 9 expresses an average of 70% or more level of satisfaction during the crucial stage of software implementation.

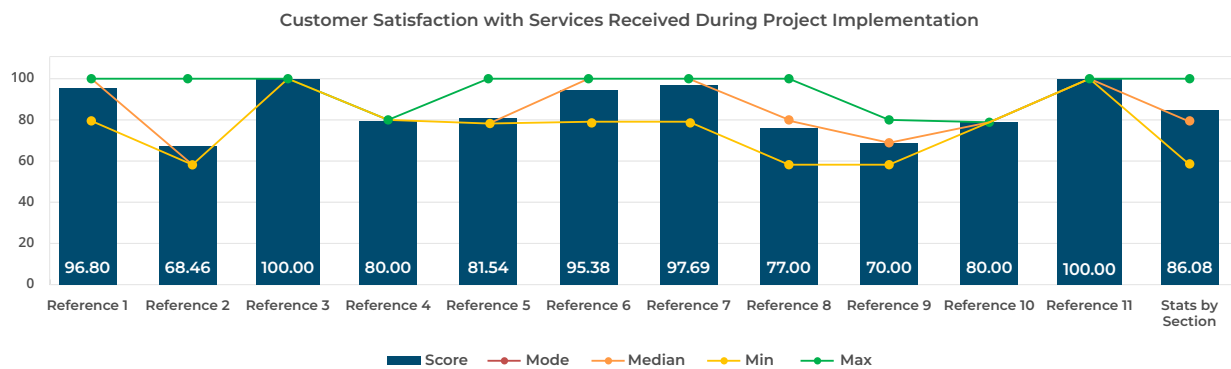


Figure 4. Services Received During Project Implementation by Reference

"Integration with our existing system was our main and biggest concern. I was impressed by Godlan's emphasis on not only executing the implementation plan but also helping to map out how we could get our own customers and users on board. They had pragmatic suggestions and plans to help us make sure the investment was used well by our customers." – Windows & Doors Manufacturer

Customer Satisfaction with Service Delivery and Support During Project Implementation

Another key aspect during the implementation process has to do with how the service was delivered. This section surveyed customers 12 questions such as:

- Was the service delivered as promised?
- Were commitments met?
- What was the quality of after-sales support?
- What was the quality of the training provided?

In this regard, it is notable that Godlan's approach to implementing a new business solution is based, as Godlan mentions, upon the philosophy that:

"An implementation is only successful when it enables a company to achieve its stated business objectives."

According to Godlan:

"Simply installing software, even an enterprise system, and training users on its use provide little guarantee that a company will be more competitive in the marketplace, let alone realize a sufficient return on its investment."

Consequently, Godlan has achieved a high score of 87.27 within this section, providing evidence of its consistent high-quality delivery of services.

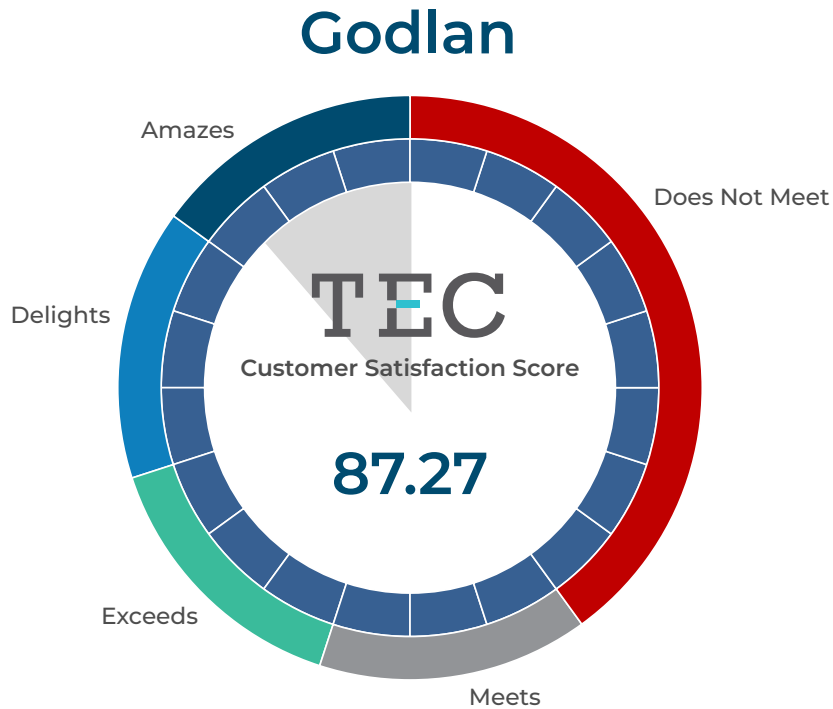


Figure 5. CSS for Service Delivery & Support During Project Implementation

Godlan's implementation philosophy to achieving success is to first identify the critical challenges and then adapt rapidly.

This is shown in the following chart, with consistent results across all customers interviewed.

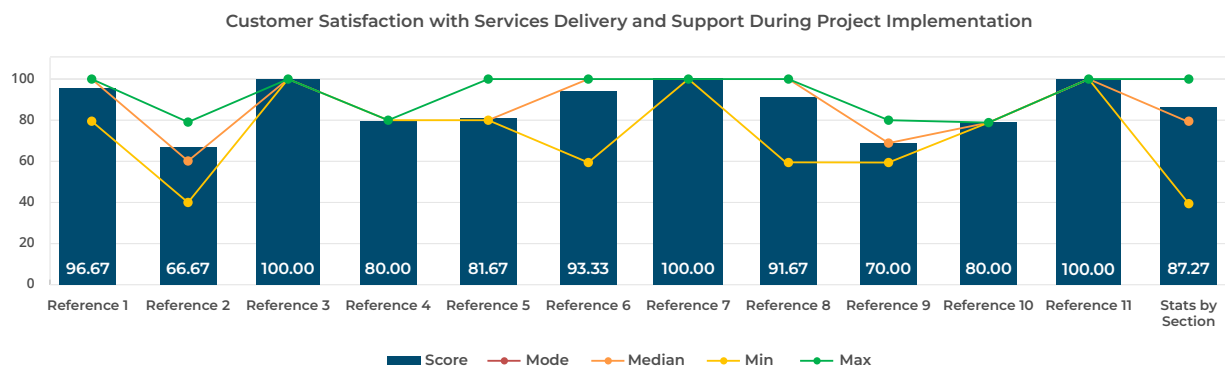


Figure 6. Service Delivery and Support During Project Implementation by Reference

"Responsive team that knew the business and the product very well. They were also very upfront on pricing, very transparent." – Windows & Doors Manufacturer

Customer Satisfaction with Maintenance After Implementation

This section of the survey allowed for an assessment of how Godlan’s IT staff handled the maintenance process, how easily they could apply changes, and how fast the support staff was able to respond to post-production issues.

Thanks to a solid Professional Services organization (PSO), Godlan offers efficient and effective maintenance and consulting services after the Infor SyteLine implementation has been completed, maintaining reliable services throughout the software operation process of the organization.

Consequently, Godlan has been able to achieve a reliable and consistent customer satisfaction score of 86.36 for post-implementation maintenance and services.

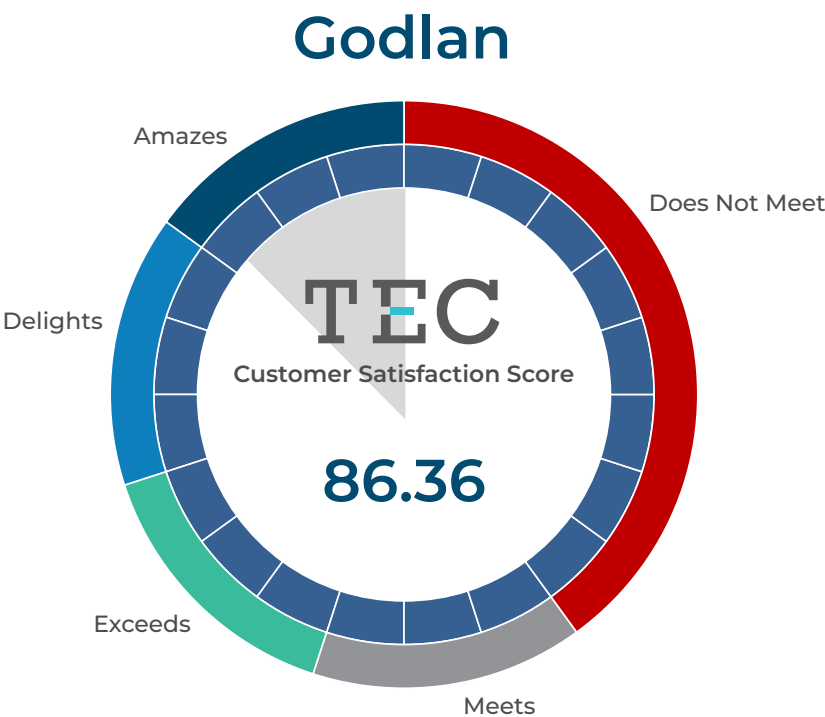


Figure 7. CSS for Maintenance After Implementation

The survey responses from Godlan’s 11 customers confidently assess and analyze Godlan PSO’s level of Infor SyteLine ERP implementations as well as the ensuing software usage, showing that Godlan provides reliable post-implementation services.

The following chart depicts the individual customer satisfaction scores for each customer, showing Godlan’s high performance levels of post-implementation services.

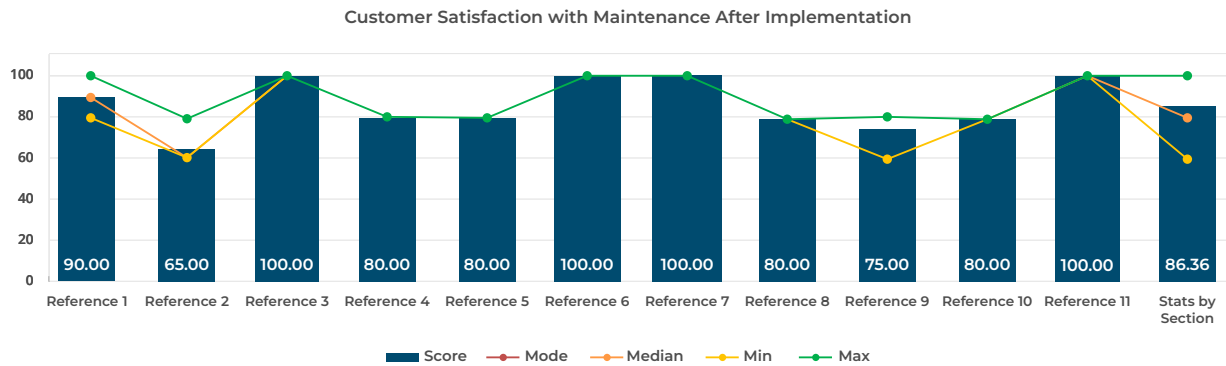


Figure 8. Maintenance After Implementation by Reference

"Godlan put in the time to ensure that our entire team understood all the nuances of how the upgrade and new modules would impact our organization. They likewise made sure that their team had a clear understanding of our needs. They addressed all of our industry-specific requirements and never made us feel as though it was a burden." – Pharmaceutical and Healthcare Manufacturing

Customer Satisfaction with Overall Project During Implementation

In this fourth dimension of service assessed, TEC evaluates the overall satisfaction levels customers have over the entire duration of the implementation project. Survey questions in this section relate to the following:

- How easy it was to turn the project over to users
- How easy it was to perform modifications
- The quality of the provider's quality testing procedures
- The accuracy of the provider's estimates for project costs and resources
- The way project challenges were handled
- The provider's project management performance

One key aspect of Godlan's approach to implementation success has to do with an emphasis on collaboration between the company and their customers. Godlan enables close collaboration between both teams throughout the entire project, from its preparation to its completion, allowing for interactions and proactive handling of issues, minimizing risks, and effecting immediate problem resolution.

In this section, Godlan attained an overall CSS of 84.68, which signals a strong acceptance on the way Godlan handled their projects, according to customer references.

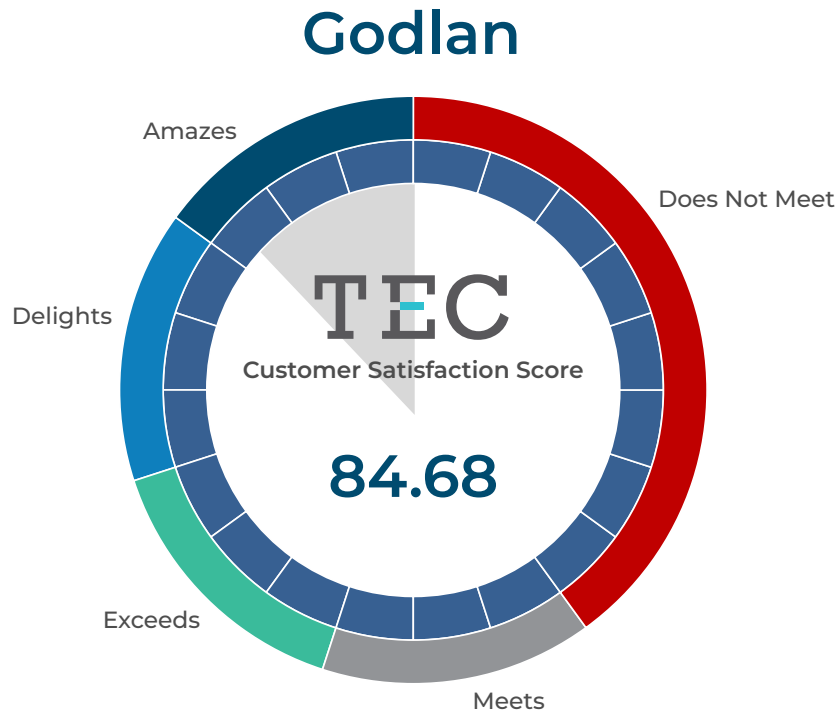


Figure 9. CSS for Project During Implementation

To describe this score in a more specific way, the following chart shows the score for each reference, where we can see the myriad high scores, particularly for customer references 1, 3, 7, and 11.

It is possible then, with these results, to understand and, perhaps even justify, the willingness of Godlan's customers to not only engage in long-term commitments with the service provider but also be willing to recommend Godlan to their peers (see the recommendation score further above).

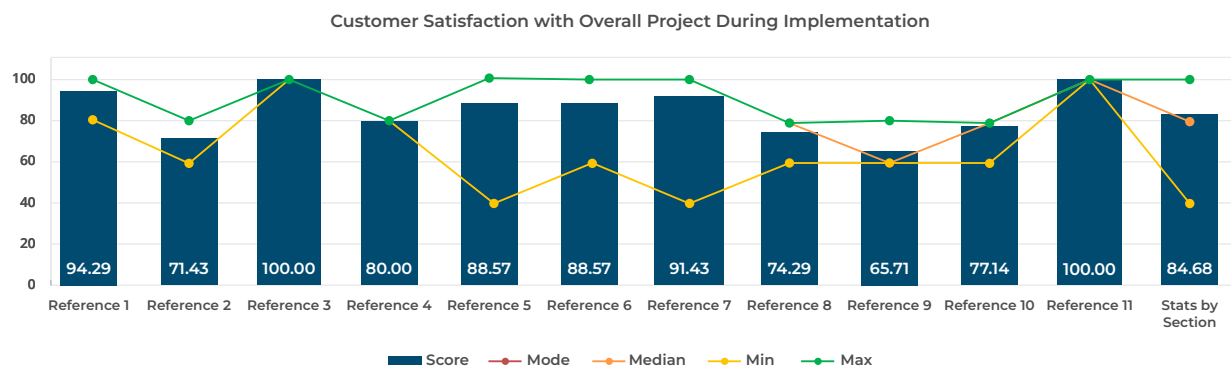


Figure 10. Overall Project During Project Implementation by Reference

"Their sales reps performed extremely well on conveying the specific value the software could bring to us, especially compared to Microsoft's and SAP's teams. Godlan showed a strong understanding of our industry and its particulars, and they took that into account the whole way through." – Defense Manufacturing

Overall Customer Satisfaction (Scores)

If we look at the average customer satisfaction score across these 11 customer references, Godlan achieves a high score of 86.10. The green line in the chart below depicts the CSS across customer references, and except for reference number two, we can see a consistently high score overall across Godlan's customers and a confirmation of Godlan's solid service offering throughout the software implementation process.

The results provide confirmation of Godlan's availability of a highly skilled and experienced team of business and technology professionals to provide high-quality and reliable software implementation services for Infor's SyteLine line of enterprise ERP solutions.

The findings also underscore the service provider's understanding of each customer's needs and a commitment to supporting their customers in every step of their implementation journey.

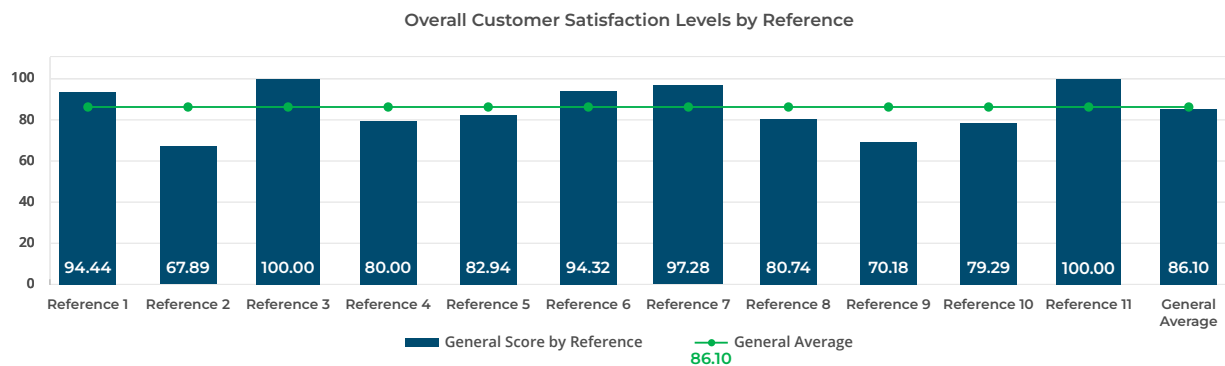


Figure 11. Overall Customer Satisfaction Levels by Reference

"Godlan was reassuring in their follow-up to make sure everything was progressing as planned and that all needs were met. Their consultants were goal oriented and helped to keep the project on track." – Electronic and High-Tech Components Manufacturing

GODLAN'S 2024 CUSTOMER SATISFACTION EXCELLENCE

The following summary highlights key insights into customer satisfaction, industry expertise, and global reach. Godlan's scores demonstrate why they stand out as a trusted provider in the ERP and manufacturing sectors, and why they've earned TEC's Gold Accreditation seal in Software Implementation.

TEC

Customer Satisfaction Accreditation 2025

Accreditation in Software Implementation

A Proven Record of Exceptional Service Quality

Customer Satisfaction Score: 86.10

Accredited References: Eleven

Enterprise Software Area: ERP

Industry Expertise: Manufacturing

Provider's location: USA

Recommendation Score: 96.34%

Service: Software Implementation

Software Offering: Infor SyteLine ERP

Business Segment: SMB

Market: US, MX, CAN & UK

GODLAN

Service Provider Accredited Since 2013

QUESTIONS & ANSWERS WITH GODLAN

As part of the accreditation process, TEC had the opportunity to speak with *Bobby Rudder, VP of Marketing and Communications for Godlan*, to shed more light on Godlan as an organization and the state of the manufacturing industry.



Bobby has over 25 years' experience in delivering state-of-the-art enterprise technology platforms including ERP, CRM, and mobile applications to the business and enterprise-level markets. In recent years, he has been focused on ERP integrated tightly with IIoT, CRM, and CPQ for the manufacturing industry.

TEC: What are Godlan's core values as a service provider?

Bobby Rudder (BR): Our core values are encapsulated in the name we chose for our company:

- **God honoring**—God has a lot to say about business. Therefore, Godlan believes it only makes sense that we subscribe to His principles in our own business conduct.
- **Outstanding products and services**—Godlan intends to represent and deliver only the best products and services. Quality and excellence must be the hallmarks of who we are.
- **Delivering results**—Customers must see benefits in doing business with Godlan. It is what they expect. It is what Godlan expects to provide.
- **Loyalty/leadership**—Loyalty reflects a depth of relationship. Leadership reflects a willingness to be out front, a take-charge mindset.
- **Always customer focused**—Customers want answers. Are you committed to excellence? Can you be trusted? Do you genuinely care about them? Yes, Yes, and Yes!
- **Never complacent**—Godlan has a passion for excellence. Where can we improve? What does it take? How can it be done? How can we set an ever-higher standard?

TEC: What have your clients taught you? How has Godlan grown and changed over the past several years?

BR: Our every action must be executed with excellence. Our clients' time is precious, and it is important that Godlan consistently meet and/or exceed our customers' expectations. As a result of input from our clients, Godlan continues to expand our professional services organization to meet their needs. This expansion includes growing both the size of Godlan's professional services organization, which has grown exponentially in the past five years, and our core competence in areas that are important to our clients. An excellent example is the development of our Prophecy IoT® offering, bringing a state-of-the-art IIoT solution to any-size client.

TEC: How are newer technologies—the Internet of Things, increasing automation, and digital transformation, in general—impacting manufacturing practices and ERP for manufacturing software?

BR: The technologies you mentioned are having an incredible impact on manufacturing today. Godlan has developed from the ground up an Industrial IoT solution called Prophecy IoT®. Shop floor and machine-level data has some value on its own, but combining it with ERP system information creates business intelligence that leads to true digital transformation. Prophecy IoT® provides value by delivering actionable information from the production floor to the top floor of management. The use of ERP, IIoT, CPQ, 3D visualization, and other solutions, combined with our omnichannel capabilities, allows us to approach manufacturing performance holistically and truly equip manufacturers so they can dominate their market space.

TEC: What do you see happening in the US manufacturing sector in the next several years?

BR: We are continuing to see growth in manufacturing including an increase in onshoring, and we are seeing companies fully embrace a multitenant SaaS subscription deployment model, simplifying connectivity, reducing physical hardware responsibilities, and ensuring an "always current version" model to mitigate some of the increasing cybersecurity risks.

TEC: What is it about the partnership with Infor that contributes to Godlan's success?

BR: By partnering with Infor, Godlan is empowered to sell and implement one of the leading ERP solutions in the marketplace—Infor SyteLine ERP. Our relationship with Infor grants our staff access to state-of-the-art sales, pre-sales, and implementation training and certification by Infor's education and training organization.

TEC: What are you most proud of accomplishing as a company over the past couple of challenging years?

BR: We are proud of our team, which achieved Partner of the Year with Infor, again last year for the 4th year in a row. We continue to experience exponential year-over-year growth in sales (14 consecutive years), customer satisfaction, employee count, and annual revenue. In addition, one amazing attribute of our business is that we consistently go ["Beyond the Norm"](#) for our customers and employees. Over the past 4 years, Godlan's employees have worked together to provide 19 clean water wells and over \$90,000 in contributions to improve lives around the world.

TEC: What are Godlan's added areas of focus for 2025?

BR: Godlan is expanding focus on omnichannel for manufacturers in 2025 to empower our customer interactions and enhance satisfaction. In addition to shop floor performance and accuracy, the areas of sales, marketing, and customer satisfaction are critical for today's leading manufacturers, and Godlan has the consulting talent and solutions to enable organizations to excel in all of these areas.

GODLAN—DETAILED PROFILE

The following provides an understanding of Godlan, Inc. and the types of professional services the company offers. This information is also available on the [TEC IT Directory](#).

Products Supported

Infor SyteLine ERP

Regions Supported

North America

Application Areas

Accounting and financial management
Asset management
Business intelligence and data management
CPQ (Configure Price Quote)
Customer relationship management
Enterprise resource planning
Human capital management

Industrial IoT
Information management and collaboration
Product configuration management
Product lifecycle management
Project and process management
Supply chain management

Industries Supported

Automotive & OEM
Boat & Shipbuilding
Furniture & Fixtures
High-Tech & Electronics
Industrial & Capital Equipment
Machinery
Medical Device

Metal Fabrication & Stamping
Military & Government Contract
Rubber & Plastics
Specialty Vehicle & RV
Tool & Die
Window & Door

Departments Supported

Accounting and finance

Administration

Customer service

Engineering and design

Facility management

Human resources (HR)

Information technology (IT)

Logistics

Maintenance

Marketing

Operations

Planning

Production

Purchasing

Quality control

Research and development

Sales

Security

Warehouse or inventory control

Services Offered

Application support

Business management

Business needs assessments

Business process modeling

Business process re-engineering

Change management

Consulting

Customization

Data cleansing

Data conversion

Data migration

Defining system requirements

Disaster recovery

Exchange management

Hardware and infrastructure

Implementation

Implementation audits

Implementation services

Integration issues

IT infrastructure design and planning

Mapping (business process to functional requirements)

Market intelligence

Optimizing performance

Programming services

Project management

Reporting services

Security

Service level agreements

Software licenses

Software selection

Support channel services

System evaluation and comparison

System management

Tender preparation and vendor selection

Testing and rollout of an application

Training

Understanding industry trends



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