Epicor Kinetic vs Dynamics 365 Business Central

Korcomptenz

Executive positioning: Business Central fits smaller and less complex Epicor manufacturers that value faster implementation, Microsoft 365/Power Platform integration and simpler administration more than Epicor's deeper discrete manufacturing, APS and shop-floor specialization.

Primary source basis	Where the incumbent is strongest	Critical caution
Workbook-first	Deep discrete/MTO manufacturing; APS/ planning and production management; Flexible cloud/on-prem/hybrid deployment plus Prism AI	Do not position Business Central as automatically deeper than Epicor in manufacturing, scheduling or industry functionality. This is typically a simplification or ecosystem-standardization move.

Full 36-criterion comparison

Source column basis: supplied workbook | Target column basis: supplied workbook. Material 2026 changes are called out immediately after the table.

Comparison criterion	Epicor Kinetic	Dynamics 365 Business Central
Business & functional fit		
Business Requirements	Epicor Kinetic is an enterprise solution designed to aid businesses in manufacturing, distribution, retail, and services. The software focuses on improving growth and enhancing customer experience. Epicor offers strong inventory management and process monitoring capabilities that are beneficial for manufacturers and distributors. However, its complex functionality may prove challenging for some users, necessitating a comprehensive onboarding process. Its software interface, while functional, isn't always described as the most intuitive, and may benefit from a more user-friendly design.	Microsoft's SMB/lower-mid-market ERP, built on the Dynamics NAV codebase and re-platformed for the cloud. Positioned below D365 F&O in the Microsoft stack - full finance, supply chain, light manufacturing, project and service management in one product. Best fit: single-entity to modest multi-entity manufacturers/distributors (roughly 20-300 users) that want Microsoft ecosystem fit without F&O's cost and implementation depth.
Finance	Basic financial capabilities are available, solution is robust from an accounting standpoint. Some limitations on costing, bank reconciliation, check payments, complex workflows, budgeting control Limited financial reports, audit workbench However, customization of the finance module is difficult and building custom workflows and there are clear constraints around financial reporting.	Solid core GL, AP/AR, fixed assets, cash management, budgeting and multi-currency. Dimensions available for reporting flexibility, though less powerful than F&O's dimension framework at scale. Multi-entity consolidation exists but is materially lighter than F&O or SAP; large or complex consolidations typically need an ISV (e.g. eOne, Jet Reports) or Power BI overlay. Regulatory/localization depth is strong in NA/ Western Europe, thinner elsewhere versus F&O.
Supply Chain	Supply chain offiering from Epicor is very strong, however end to end solutioning is difficult as key components are missing Bolt-ons will need to be reviewed and inducted Highlights: Supply relationship management and supplier collaboration capabilities, real time data analytics Limitations: No quality management module,	Inventory, warehousing (basic to intermediate bin/pick/put-away), purchasing, sales order management and item tracking are solid for single/few-site operations. Warehouse management stays at directed put-away/pick level - no wave processing, license-plating, or advanced slotting; F&O or a WMS ISV is the usual next step. Advanced demand planning and multi-echelon planning are not native.

Comparison criterion	Epicor Kinetic	Dynamics 365 Business Central
Manufacturing	Strong manufacturing capabilities especially mixed mode manufacturing; focussed on Discrete manufacturing Also provides agile manufacturing capabilities Integrated with excel - able to upload real time data	Native discrete and light process/mixed-mode manufacturing: BOMs, routings, production/assembly orders, subcontracting, basic capacity planning. Good fit for job-shop and light assemble/make-to-order environments. No native MES, no advanced/finite scheduling, and complex multi-level engineering change control is thinner than F&O, IFS or Infor - ISV add-ons (e.g. for APS or shop-floor data collection) commonly fill the gap.
Planning	Sound planning processed aligned with automotive manufacturing processes - MRP, MPS, Infinite and Finite capacity scheduling,	Requisition worksheets and basic MRP support straightforward, single-site demand patterns adequately. No advanced/AI-driven demand forecasting or multi-site supply planning; complex planning needs push toward F&O or a bolt-on planning ISV.
Integration Capabilities	Sound architecture for integrations Strong integration capabilities Rest API Robust integration with other point systems	Strong native fit within the Microsoft stack - Power Platform (Power Automate, Power Apps, Power BI), Teams, Outlook, Dataverse - plus a REST API and AL extension model for custom integration. Third-party/non-Microsoft integrations rely more heavily on the partner ecosystem (Docentric, Jet Reports, iPaaS tools) than a built-in enterprise integration bus like Azure Integration Services in F&O.
EDI Capabilities	Available	Available primarily via ISV add-ons (e.g. SPS Commerce, DiCentral) rather than a native EDI engine; adequate for standard trading-partner requirements but adds a line item to TCO.
Industry Relevance	Suitable for Manufacturing, Retail and Distribution companies	Broad horizontal fit - manufacturing, distribution, professional services, retail, nonprofit - with a large AppSource ISV ecosystem for vertical gaps. No deep, purpose-built vertical editions the way Infor, IFS or Epicor offer.
Technology, architecture & extensibility		
Technology	Almost cloud native but not entirely Smart client available	Cloud-native SaaS on Azure (on-prem/self-hosted still available); built on the AL extension language (successor to C/AL), which keeps customizations upgrade-safe compared to legacy NAV modifications.
Implementation, commercial & adoption		
Ease of Implementation	Complex to implement and maitain	Fastest and typically lowest-cost implementation of any ERP in this comparison at its target company size - pre-built industry/regional configurations and a large accelerator ecosystem shorten timelines. Rapid deployment can mask scope creep on manufacturing complexity; organizations that outgrow BC's ceiling face a genuine re-platform (usually to F&O), not an in-place upgrade.
Flexibility to Customize	Flexible to customize and tailor to needs	Extension-based model (AL, similar in philosophy to F&O's X++ extensions) keeps customizations upgrade-safe - a meaningful advantage over legacy on-prem ERPs with core-code modifications. Ceiling on customization depth is lower than F&O; heavily bespoke manufacturing logic is a signal to consider F&O instead.

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Scalability	Sound and dependable cloud offering Limited support for disaster recovery can impact business continuity Unable to autoscale No automated failover Unavailability of data clustering, load balancing which can impact performance Poor load balancing	Scales well within its target band (SMB to lower-mid-market); Microsoft has not published the same enterprise-scale benchmarks as for F&O. Practical ceiling is company complexity (sites, entities, transaction volume) rather than a hard technical limit - most organizations that outgrow BC do so on functional depth, prompting migration to F&O.
Deployment Method	Cloud - partially	Cloud (Microsoft-hosted SaaS) is the default and actively promoted path; on-premises/self-hosted (“on-prem” tenant) remains available for regulatory or connectivity-constrained scenarios.
Licensing Model	Subscription	Per-user subscription with two tiers - Essentials and Premium (adds manufacturing and service management) - materially lower per-user cost than F&O. Device licenses available for shared shop-floor terminals.
Usability	Learning curve too long for users Impactful UI	Consistently rated among the more intuitive ERPs for first-time users; UI shares design language with other Microsoft 365 apps, which shortens the learning curve for organizations already on Microsoft tooling.
Security	Limited multi factor authentication Poor role based access controls Poor single sign on Limited capabilities of data masking and data encryption Poor row level secruity SOC 2 Type 1 and Type 2 support is limited	Standard Microsoft cloud security stack - MFA, role-based access control, Azure AD/Entra ID identity, data encryption at rest/in transit, GDPR/SOC compliance inherited from the Azure platform. Less granular row-level security configurability than F&O.
Localizations and Regulations	Support for localization is limited	Strong coverage across roughly 40+ countries directly, with partner-built localizations extending reach further; depth per country is generally lighter than F&O’s localization framework.
Innovation & AI		
Emerging Technologies	Available	Available - inherits the broader Microsoft AI/Copilot and Power Platform investment roadmap.
AI/ML	Limited	Copilot capabilities are embedded across core workflows (sales, cash flow forecasting, demand forecasting via Copilot in Business Central) and expanding release-over-release; underlying depth is lighter than F&O’s Supply Chain Insights but is advancing quickly.
IoT	Available	Available principally through Azure IoT and Power Platform integration rather than a native shop-floor IoT module.
Generative AI	Limited	Available and expanding fast - Microsoft’s 2026 release wave has pushed an “Agent Designer” allowing customers to build and test their own AI agents directly inside Business Central (e.g. monitoring overdue invoices, flagging purchasing exceptions), alongside Copilot-assisted workflows across finance and supply chain.
Low code/No code platform support	Available	Available and a genuine differentiator - full native access to Power Apps, Power Automate and Power Pages for citizen-developer extension, tightly integrated rather than bolted on.

Comparison criterion	Epicor Kinetic	Dynamics 365 Business Central
Ecosystem, roadmap & market position		
Partner Ecosystem	Average partner ecosystem - only midlevel partners available	One of the largest ERP partner ecosystems globally by partner count, reflecting Microsoft's broader channel; AppSource carries a deep library of vertical ISV solutions to fill functional gaps.
Training Material Availability	Easily available training material	Extensive and easily available - Microsoft Learn, in-product guided help, and a large body of partner- and community-produced training content.
Future Roadmap	Strong roadmap - acquisition strategy	Strong and fast-moving - twice-yearly release waves (April/October) with Microsoft's AI and Copilot investment flowing directly into BC; 2026 release wave 1 (Apr-Sep 2026) centers on agentic AI (Agent Designer), finance/ reporting depth and supply chain/manufacturing refinements.
Focus Industries and Sectors	Three pillars - Retail, Distribution and Manufacturing	Broad horizontal coverage - manufacturing, wholesale distribution, retail, professional services, nonprofit - extended into deeper vertical fits via the AppSource ISV ecosystem rather than native vertical editions.
Others	Very similar architecture to Infor LN Suite Changed ownership multiple times - maybe lacks stability Long time player been around from over 50 years Excels in data analytics and integrations	Common upgrade/downgrade path in the Microsoft stack: organizations frequently start on BC and graduate to F&O as complexity grows, or move from legacy Dynamics GP/ NAV/SL onto BC as those products age out of mainstream investment. Best positioned in RFPs as the value/speed play against F&O, NetSuite, Acumatica and Sage - not against SAP or Infor.
Risk, competitive context & customer profile		
Risks	Reporting capabilities are limited Difficult to update and maintain Multi-tab functionality is not available License structure complicated, may have a huge impact on TCO Require major change management from the customer	Functional ceiling on complex, multi-entity, multi-site manufacturing - customers that scale past it face a genuine re-platform to F&O rather than an incremental upgrade. Heavy reliance on ISVs to fill WMS, EDI, APS and deep vertical gaps adds integration surface area and vendor-management overhead that should be scoped explicitly in any proposal.
Major Competitors	Infor LN Suite	NetSuite, Acumatica, Sage Intacct/Sage 200, Odoo, SAP Business One (SMB/lower-mid-market); Dynamics 365 F&O and Epicor Kinetic as customers scale up.
Typical Deal Size / Customer Profile	Mid-market manufacturers, distributors and retailers, typically 100-1,000 employees, with particular strength in discrete/mixed-mode manufacturing and CPQ-heavy sales processes.	Small-to-lower-mid-market, typically 20-300 users and single-entity to modest multi-entity operations; the most common Microsoft-stack entry point before F&O.
Implementation Duration by Complexity Tier	Complex to implement and maintain per the existing sheet's own assessment, with a longer user learning curve than most peers at this tier - budget accordingly relative to BC or Acumatica-tier expectations.	Standard/template-led deployments: roughly 3-6 months. Multi-entity or manufacturing-edition scope with ISV integrations: 6-12 months - fastest and most predictable timeline range in this comparison at its target size band.

Comparison criterion	Epicor Kinetic	Dynamics 365 Business Central
AI maturity, analyst view & operating considerations		
Copilot / AI Agent Maturity	Epicor has been rolling out generative-AI assistant capability (Epicor Prism/AI-driven insights) across Kinetic, though public maturity signal is lighter than Microsoft's or SAP's copilot programs.	Actively maturing - the 2026 release wave introduced Agent Designer for customer-built AI agents (e.g. monitoring overdue invoices, flagging exceptions) alongside Copilot-assisted cash flow forecasting and sales workflows; earlier-stage than F&O's but advancing quickly given shared Microsoft AI investment.
Analyst Recognition (Gartner / Forrester / IDC)	Named a Leader in Gartner's Cloud ERP for Product-Centric Enterprises Magic Quadrant (2025 cycle) and IDC MarketScape for mid-market SaaS/ cloud-enabled ERP (2024).	Covered under Microsoft's broader Dynamics 365 placement as a Leader in Gartner's Cloud ERP Magic Quadrants; less frequently analyzed as a standalone entry separate from F&O in top-tier analyst reports given its SMB focus.
Exit / Contract Flexibility	Standard mid-market subscription/ perpetual mix depending on deployment; no distinguishing flexibility feature identified relative to peers.	Standard Microsoft cloud subscription; AL extension model (vs. legacy C/AL modifications) improves data/logic portability somewhat, though genuine platform switching still requires a full re-implementation.
Mobile / Offline Capability	Strong shop-floor data collection and mobile CRM/field capability given the platform's manufacturing-operations heritage.	Native mobile app covers core transactional workflows; offline/shop-floor data collection depth is lighter than F&O's or Infor's dedicated warehouse mobile tooling.
Sustainability / ESG Reporting	Not a headline capability in available product material; sustainability messaging is lighter than SAP's, D365's or IFS's dedicated ESG modules.	A sustainability module exists (aligned with Microsoft Cloud for Sustainability) but with less depth than F&O's Sustainability Manager, reflecting BC's lower-mid-market scope.

2026 secondary-research refresh

- Epicor Kinetic 2026.100 is current and remains cloud-focused while retaining on-premises/hybrid deployment flexibility.
- Epicor Prism has evolved into embedded vertical AI agents for manufacturers and distributors, including business-communication/RFQ workflows. AI should be treated as a real incumbent strength.
- Epicor remains strong in discrete/make-to-order manufacturing; the target migration story is broader global ERP/ platform standardization, not a claim that Kinetic lacks manufacturing capability.
- Microsoft positions Business Central in 2026 as a comprehensive, AI-powered business management application for small and mid-sized organizations across finance, supply chain, manufacturing, projects and service. It is not merely a finance package, but it remains a different complexity tier from Tier-1 enterprise ERP.
- Business Central 2026 wave 1 materially strengthens the incumbent workbook view of manufacturing: Premium includes production BOMs, routings, work/machine centers and production orders; Microsoft also introduced Quality Management and expanded subcontracting capabilities in 2026. Complex APS, MES, highly advanced warehouse automation and very large multi-site manufacturing can still require ISVs or a higher-tier ERP.
- Copilot and autonomous agents are now a major part of the Business Central roadmap. Microsoft documents Payables and Sales Order agents, broader Copilot skills, custom agent development and MCP-based agent integrations. Copilot and agents are available to Business Central online customers.
- Power Platform and Dataverse integration is deeper than a simple connector story: Business Central integrates with Power Apps, Power Automate, Power BI, Power Pages and Copilot Studio, and supports Dataverse synchronization, virtual tables, webhooks and business events.
- Localization reach is broader than a short list of Microsoft-authored country packs suggests. Microsoft combines Microsoft-led local functionality with partner localization apps across many additional markets; country-specific depth still needs validation for a live rollout.
- Sustainability Management has become a substantive Business Central capability, including emissions, water and waste metrics, Scope 3 value-chain tracking, CSRD-related reporting support, CBAM/EPR-related capabilities and new sustainability APIs in 2026.

- Microsoft changed Business Central US list pricing effective November 2025: Essentials is $80/user/month and Premium $110/user/month when paid yearly; regional prices and actual commercial terms vary. Premium adds manufacturing and service management.
- Starting in September 2026, Microsoft is moving new Dynamics 365, Power Platform and Dataverse capability disclosure from traditional release plans to the always-on AI at Work roadmap. Avoid using twice-yearly release waves as a permanent roadmap differentiator.

Recommended migration story

Business Central fits smaller and less complex Epicor manufacturers that value faster implementation, Microsoft 365/Power Platform integration and simpler administration more than Epicor's deeper discrete manufacturing, APS and shop-floor specialization.

Where the incumbent can still be the better fit

- Deep discrete/MTO manufacturing
- APS/planning and production management
- Flexible cloud/on-prem/hybrid deployment plus Prism AI

What not to claim

Do not position Business Central as automatically deeper than Epicor in manufacturing, scheduling or industry functionality. This is typically a simplification or ecosystem-standardization move.