

Xero vs NetSuite

Xero is excellent accounting software for small businesses. But as you grow — adding entities, employees, currencies and complexity - the gap between what Xero does and what your business needs starts to widen. NetSuite is the platform businesses move to when they've outgrown what Xero can do.

Here's how the two compare.

		
Platform type	Cloud AI ERP & business management platform	Cloud accounting software
True cloud	100% multi-tenant cloud	100% cloud-based
Global reach	219 countries, 27 languages, 190 currencies	180+ countries; localised tax only in core markets (AU, NZ, UK, US, SG, CA, ZA)
Scope & capabilities	Financials plus inventory, manufacturing, projects, CRM, ecommerce, field service	Core accounting - ERP capabilities require third-party add-ons
Multi-subsidiary management	Native multi-company, multi-currency and multi-tax support	Not supported natively - each entity needs its own subscription
Industry best practices	Prebuilt SuiteSuccess methodologies for 20+ industries	No industry-specific best practices
User access & limits	Unlimited users with granular licensing	Unlimited users included in subscription
Role-based access	Granular, customisable roles supporting segregation of duties (SOD)	Limited preset roles - restricts SOD for compliance-heavy businesses
Market segment	Mid-market to enterprise (50–10,000+ employees)	Small business - best fit under 100 employees
Hosting	Hosted on Oracle Cloud Infrastructure (ANZ data centres)	Hosted on AWS
Partner app store	SuiteApp marketplace with 700+ integrations	Xero App Store with 1,000+ apps
AI & automation	AI-assisted close, reconciliation and bill capture. Claude/ChatGPT integration via AI Connector. Agentic AI roadmap rolling out 2026	JAX AI assistant (beta). Syft analytics. AI reconciliation suggestions. Anthropic partnership announced 2026
Upgrades	Two automatic upgrades yearly	Continuous updates
Ease of customisation	Extensive customisation via SuiteCloud platform - no-code tools plus full developer framework	Basic - add, edit or remove custom fields only; no native developer tools
Development	Native SuiteScript engine, REST & SOAP APIs, AI Connector for Claude/ChatGPT	REST API with rate limits (60 calls/minute, 5,000/day per organisation, 5 concurrent)
Business intelligence & data warehousing	AI-enabled NetSuite Analytics Warehouse (NSAW), enterprise-grade	Not native - requires third-party tools
Dashboards & KPIs	Hundreds of customisable real-time dashboards	Basic Xero-built dashboards with limited customisation
Native customisable reporting	Comprehensive - financials, budgeting, forecasting, complex business models	Standard reports (P&L, balance sheet, GL, cash flow) with basic customisation
Deployment	Implementation via certified partner	Self-setup or via Xero advisor
Platform expansion	Built to scale - high transaction volumes, multi-entity, 1,000s of users	Scalability ceiling - performance degrades with volume; payroll capped at 200 employees
Multi-book accounting	Native multi-book - different accounting treatments in one system	Not supported
Subscription billing	Native subscription billing - recurring revenue, usage models, automated revenue recognition	Not supported - manual workarounds or integrations required
Inventory management	Comprehensive - receiving, tracking, pick/pack/ship, lot & serial numbers	Basic stock tracking - advanced features require third-party apps
Warehouse management	Native WMS - barcoding, multi-bin, smart picking, multi-order fulfilment	No native WMS - relies entirely on integrations
Support	Global support with 24x7 coverage	24/7 phone & chat support included

Interested in learning more about NetSuite?

Get in touch with the AI ERP specialists at Annexa.

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