

NetSuite OpenAir

The World's #1 Cloud Professional Services Automation Solution

Key Benefits

- Annual revenue per employee: 10% higher.
- Annual revenue per billable consultant: 9.8% higher.
- Percent of quarter revenue target in backlog: 5.7% higher.
- Percent billable employees: 5.6% higher.
- Billable utilisation: 4.3% higher.
- Employee attrition: 1.1% lower than the rest.

Source: Service Performance Insight Benchmark Survey, 2014

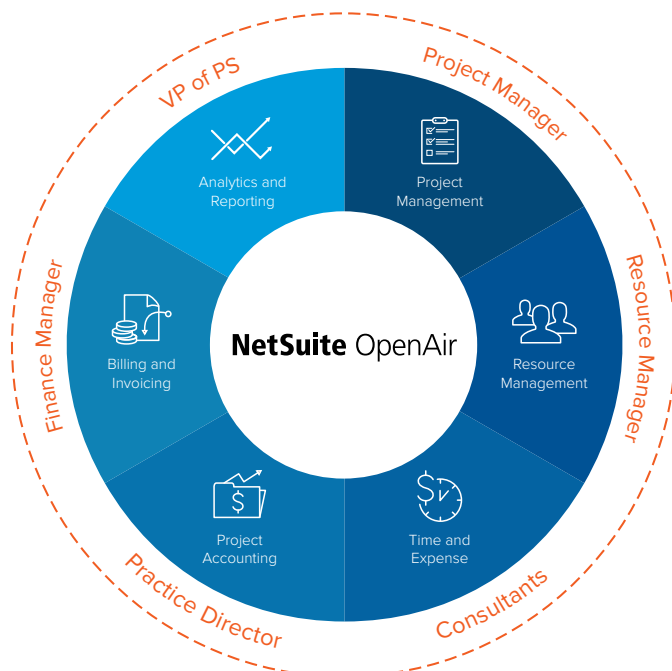
NetSuite OpenAir is the world's No. 1 professional services automation (PSA) solution. From resource management and project management, to time and expense tracking, project accounting and advanced billing and invoicing, NetSuite OpenAir supports the entire professional services delivery lifecycle with a powerful Software-as-a-Services (SaaS) suite.

NetSuite's solutions for professional services are used today in more than 1,500 professional services organisations worldwide—from small and mid-sized services businesses to some of the world's largest and most complex services organisations.

Why NetSuite OpenAir?

NetSuite OpenAir is proven to quickly drive tangible results—increasing resource utilisation, project margins and on-time project delivery while driving down IT costs, decreasing project accounting and overhead, and expediting billing cycles. NetSuite OpenAir helps improve invoicing accuracy, streamline revenue recognition and increase visibility into your services organisation.

NetSuite OpenAir also empowers the mobile services organisation with anytime, anywhere access in the cloud, supporting users where they work—on the go, at client sites or remotely. Running a global services business? NetSuite OpenAir provides realtime access for organisations with global services pools and multi-currency, multi-subsidiary, multi-taxation and multi-language requirements. With NetSuite OpenAir, you can find the right resource for each and every project, regardless of their physical location, and easily bill their time in the project currency while accounting for the hours in the resource's local currency—all from a single system.



“NETSUITE OPENAIR HAS GIVEN US A LOT MORE TRANSPARENCY AND A MORE STRUCTURED WAY TO DO BUSINESS WITH CLIENTS IN TERMS OF MILESTONES AND PROJECT AND RESOURCE MANAGEMENT WHILE CAPTURING THE TIME AND EXPENSE WE INCUR.”

Jardine Lloyd Thompson Australia

Key Features

Project Management

NetSuite OpenAir provides highly efficient web-based project management capabilities that enable you to improve on-time project delivery and project profitability by making it easy to manage, update and report on project status from anywhere at any time. It gives managers clear, real-time visibility into project dynamics and enables them to model “what if” scenarios to optimise price, billing rates, staffing and overall project profitability.

Resource Management

NetSuite OpenAir allows you to manage your most valuable resources across the globe more effectively, giving you the advanced resource optimisation functionality you need to make sure that the right resources are working on the right projects, at the right time. Increase resource utilisation and maximise project success by easily managing and deploying resources to projects according to project needs, employee skills, experience and availability, all based on real-time project timelines.



NetSuite’s OpenAir’s graphical resource booking chart provides a graphical window into resource availability, location and more.

“WE WERE GROWING AT A REVENUE RATE OF 40% PER ANNUM, AND AT TIMES WE ACTUALLY TURNED DOWN BUSINESS DUE TO AN INABILITY TO PROPERLY RESOURCE JOBS. NETSUITE OPENAIR DID WONDERS NOT ONLY FOR OUR PROJECT DELIVERY BUT ALSO OUR CLIENT SATISFACTION. WE ARE NOW ABLE TO RUN REPORTS IMMEDIATELY AND SHARE PROGRESS, CHANGES IN SCOPE, AND ISSUES WITH OUR CLIENTS.”

Waugh Infrastructure Management

Project Accounting

Flexible project accounting enables efficient monitoring and management of project revenues, expenses and profitability over the lifetime of the project, while ensuring the project is on time and on budget. NetSuite OpenAir provides a powerful billing engine that ensures clients are billed accurately and on time to improve cash flow. Sophisticated revenue recognition functionality enables separation of revenue types and the ability to recognise revenue appropriately.

Timesheet Management

With NetSuite OpenAir, quickly and easily create detailed timesheets, whether in the office or on the road, using a web browser, offline client or mobile device. Advanced time tracking tightly integrates with project management, enabling seamless time tracking by project, phase, task and more.

Expense Management

Automate and streamline the entire expense management and reimbursement cycle. NetSuite OpenAir provides powerful expense management that enhances employees' productivity by enabling them to submit expenses from anywhere, via web or mobile device, including using their iPhone or Android to photograph a receipt. Expense management ties seamlessly to project accounting, eliminating questions and effort around expense allocation, customer billing and managing foreign currency conversions.

Professional Services Dashboards and Reporting

NetSuite OpenAir provides dashboards and reporting that give every manager personalised access to key metrics. Dashboards and reports can be easily configured, giving everyone instant access to vital information, with self-service to answer ad hoc questions on the fly.

“I DOUBT WE COULD HAVE
DONE THIS WITH A NON-
WEB-BASED SYSTEM.
WE’D HAVE TO INSTALL
SOFTWARE CLIENTS
EVERYWHERE, AND WE’D
END UP IN A NIGHTMARE.”

Siemens

Integrate with Enterprise Systems

NetSuite OpenAir Connect integrates seamlessly with your existing front-office and back-office business systems. Gain all the benefits of the cloud without sacrificing the technology investments and business processes already in place. Increase efficiency with an end-to-end solution that minimises manual processes between services and the broader organisation, accelerates cash flow, improves accuracy and provides comprehensive visibility through integrated services resource planning (SRP).

- Front-office system integration creates a seamless flow of information from sales to quote to services execution via prebuilt integration with CRM and SFA systems.
- Back-office system integration helps continue the flow of information straight through to the back office via prebuilt integration with common accounting and ERP applications.

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