



A Pathway to Success

SuiteSuccess for Services Organisations



With thousands of successful implementations, NetSuite has a deep understanding of businesses across all sectors and the many financial challenges they face. As the pace of change accelerates — especially for those still relying on aged, on-premises ERP systems — companies are struggling to keep up. While they strive to improve business performance and increase customer satisfaction in an increasingly competitive environment, businesses today are constantly challenged with:

- Metrics based on unreliable data.
- Duplicative and manual processes.
- Maintaining compliance and control.
- Lack of flexibility resulting in an inability to scale.
- Inability to effectively manage people and projects.

NetSuite

Built with services leading practices

- **Continuous Customer Lifecycle Engagement** to ensure seamless continuity from sales to services to support.
- **Full visibility across the organisation** to operate at the speed of modern business, drive results, and scale.
- **Industry-based leading practices** built from over 20 years of collective implementation experience to drive value from day 1.
- **Fully flexible platform** which allows for customisation to industry and business need.
- **150+ pre-built reports and pre-configured roles** with dashboards and business intelligence metrics.

“Using NetSuite in our own business has given us deep platform expertise and gives our customers confidence in their choice.”

Steve Paea, Sales Manager, Liberate I.T. Limited

As they seek to address these challenges, companies are concerned about the time and capital required to fix their back-end systems. They realise, however, that the ability to quickly adapt and scale is critical to their success. What they need is a proven solution that can rapidly accelerate the business with a modern architecture to go to the next level. *What they need is NetSuite.*

NetSuite delivers a unique set of processes, activities, and systems specifically designed to deliver value. It

provides our customers with a strong foundation to transform their business with a pre-configured solution and methodology that includes proven:

- Detailed workflows
- Pre-configured functional roles
- Dashboards
- KPIs

ORACLE | NetSuite Stairway
NETSUITE | For Services

www.netsuite.com/services

Establish

- Professional services automation
- Financials
- CRM
- Analytics and dashboards
- Revenue management

Elevate

- Advanced revenue management
- International expansion
- Approvals management
- People management
- Planning and budgeting
- Procurement

Expand

- Subscription management
- Billing and advanced revenue
- Inventory management
- Oracle NetSuite Content Cloud Service (NSCE)

Accelerate

- Talent management
- Tax management

Dominate

- Advanced planning
- Artificial intelligence
- Ecommerce
- Email marketing

These leading practices leverage NetSuite's unmatched experience and knowledge of accounting and financials processes. The focus is on enabling our customers to rapidly meet their business objectives and seamlessly scale with NetSuite.

A Proven Path to Success

NetSuite delivers a unified and phased pathway for our customers to succeed and scale their business. Here is how it works:

- The first step involves delivering a single view of customers, projects, and resources, complete with a flexible billing environment. Getting a business on a real-time platform so that all divisions are operating from a unified base, with proactive reporting and analytics, is the critical foundation. Built for services organisations with resource management, timesheet capture, project billing, and revenue recognition capabilities that leverage NetSuite's pre-configurations and leading practices, customers are able to go live on this step quickly.
- From there, customers are freed from the constraints of their legacy systems and the next step extends globalisation and the financial platform capabilities. This phase allows for international expansion. Customers are ready to tackle more complex services challenges including CRM, management of missed revenue opportunities.
- From here, effort can be invested in complex financial planning and business intelligence tools. Inventory management can be held for diversifying customers. Corporate governance is strengthened to meet increased audit requirements as the business scales.

NetSuite:

At a glance

World's #1 Cloud Business

- Used by more than 36,000 customers in 217 countries and dependent territories

Rapid Implementation

NetSuite uses the experience gained from thousands of deployments to speed ROI. Expert implementation equips customers to make the most of NetSuite and expand towards next-generation solutions.

- Implementation in weeks not months
- Proven leading practices
- Pre-built configurations
- Turnkey setup and training

Proven ROI

- 20% to 50% reduction in financial close time
- 50% reduction in audit preparation time
- 25% to 75% reduction in invoicing costs

- Ultimately, the focus turns to more innovative and disruptive strategies such as integrated marketing, enhanced customer experience through self-service, and multi-channel integration. Advanced Corporate Performance Analysis provides distributed integrated planning for the whole organisation.



NetSuite delivers a number of roles that are pre-configured to ensure rapid adoption and quick speed of implementation:

- Chief Executive Officer
- Chief Financial Officer
- Financial Controller
- Accounting Manager
- Accounting Officer
- A/P Officer
- A/R Officer
- Purchasing Manager
- Resource Manager
- Project Manager
- Services Manager
- Sales Representative
- Sales Manager
- Administrator
- Item Manager
- Employee

**Note: Roles included depend on step in the evolution.*

Delivering Transformative Results

Solution providers will often talk about ‘roles’ — however, NetSuite delivers all the tools needed from day one so that anyone can get up and running quickly with the right workbench to be successful. All of our roles come pre-configured with all the KPIs, reminders, reports, and value-driven dashboards for daily and strategic needs — proven from years of real-world use by thousands of people in similar roles.

In a study by SL Associates, companies reported stunning improvements in key performance metrics after switching to NetSuite’s cloud-based software solution.

- Actionable Business Insights: +55%-80%
- Reporting Time and Resources: -40%-55%
- Time to Close Financial Books: -45%-70%
- Audit Completion and Support Time: -25%-40%

- Time Required to Support Compliance: -25%-45%
- Accounting Staff Productivity: +25%-50%
- Collection Time for Accounts Receivable: -30%-50%
- Order Process Efficiency and Costs: +40%-60%
- Billing Efficiency: +15%-25%
- IT Support Resource Costs: -40%-65%
- Business Continuity/Disaster Recovery Costs: -45%-65%

NetSuite has packaged over two decades of experience from thousands of deployments into a set of leading practices that paves a clear pathway to success and is proven to deliver rapid business value.

Are you ready to put NetSuite leading practices to work and take your business to the next level?

To find out more, contact NetSuite on Infoapac_WW@oracle.com

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