

SuitePro Consulting & NetSuite ERP for Your Service Business

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SuitePro & NetSuite, the Right Choice for Your Next ERP Project

WHY SHOULD I USE NETSUITE FOR MY SERVICE BUSINESS?

1. NetSuite ERP

NetSuite ERP takes your business beyond traditional financial management and accounting and provides a single, unified suite of applications that connects your business across finance, sales and service to help you run your business more efficiently and make better, faster decisions.

2. Professional Services Automation

Automate, streamline, and increase project margins and profitability with the most advanced, 100% cloud-based PSA system.

3. Services Resources Planning

Scheduling is one of the most complex functions within manufacturing. For years, the challenge has always been to find a solution that has the complexity to achieve the desired results without sacrificing usability. NetSuite's Production Scheduling solution achieves this balance with features that make it possible to create a realistic schedule with minimal effort

4. Customer Relationship Management

NetSuite gives professional services companies a single repository of customer interaction enabling superior service quality with a complete 360-degree customer view.

5. Adapt To Change

Real-time business analytics and flexible business processes enable professional services businesses to monitor and respond to change with speed and ease.

6. Improve Project Profitability

Review timelines, resource needs and profitability to develop more accurate quotes and identify areas for margin improvement.

7. Drive Operational Effectiveness

Unite fragmented data, automate processes, and control costs with a single, unified application combining CRM and ecommerce with back-office ERP.

8. Improve Visibility

Achieve a comprehensive, real-time picture of your business and support timely, data-driven decisions across your organization.

What is Professional Services Automation?

ORACLE NETSUITE GLOBAL BUSINESS UNIT PIONEERED THE CLOUD COMPUTING REVOLUTION IN 1998, ESTABLISHING THE WORLD'S FIRST COMPANY DEDICATED TO DELIVERING BUSINESS APPLICATIONS OVER THE INTERNET

Project and services-based organizations are uniquely people-driven organizations. They depend on the knowledge and skills of a talented workforce to sell, staff, and deliver a range of services typically on a project or contract basis.

If your professional service automation software does not have these basic functionalities, then it's time to move over to NetSuite PSA:

- Opportunity
- Engagement
- Resource Management
- Project Management
- Project Accounting
- Time & Expense
- Invoice
- Practice



SuitePro Consulting LLC, Your NetSuite Partner

The catalyst to make the move to a modern, cloud-based PSA solution is to streamline and enhance service planning and resource management. The following figure highlights typical issues with legacy systems and processes

Manual Systems & Processes	Legacy Systems	Homegrown Systems & Processes
<ul style="list-style-type: none"> Running the business by spreadsheet Disconnected sales, service and finance processes No visibility to upcoming projects, resource needs Inaccurate information, data redundancy & reentry Time-consuming and inaccurate time & expense capture Manual and error-prone Key person dependent 	<ul style="list-style-type: none"> Out-of-date, non cloud-based legacy systems Expensive to maintain Hard to use with poor user interfaces & reporting Static, out-of-date reports Limited to no project accounting Limited to no resource management & scheduling Inaccurate information, data redundancy Limited remote, mobile support Don't support new accounting standards Don't support multi-entity, multi-currency 	<ul style="list-style-type: none"> Non-standard sales, delivery & finance processes Non-standard measurements with limited reporting Processes are not streamlined or efficient Expensive to maintain, enhance & upgrade Limited ability to change or modify to reflect new org & policy changes Don't take advantage of modern UI & reporting Limited mobile, virtual capability

Implementing an ERP for a global organization is often very challenging

KEY ISSUES

First, the business needs an ERP that meets both local and international business requirements, offers better business visibility, reduces cost, provide efficient work environment and the list goes on and on. And this is where NetSuite comes in. With NetSuite business agility, you get a 360-degree view of your business, better system security, flexibility, and scalability

Secondly, even when a business finds NetSuite, a world class business system, they would now be left with the greatest of all problems; finding an ERP implementation and solutions team that clearly understands the problems of moving internationally, while continuing to operate locally. This is often challenging, if not impossible and this is where SuitePro Consulting comes in.

At SuitePro, we implement an ERP solution that increases your international footprint, ensures global compliance, and make you even more competitive in the international scene.

How Do I Select a NetSuite Implementation Partner?

It's critical that the implementation team not only knows the product and can configure it in a way that best suits the needs of your unique business but that it can impart best practices and run training as well. It's also important to select a partner who can continually optimize the software and help the business both visualize and deliver on whatever it needs next

In considering who should implement the software, start with the following questions.

- What is our budget?
- How fast do we need the software up and running?
- Does the partner understand my business and have experience in my industry?
- Does the partner have proven tools and processes to migrate data from our current enterprise systems (or manual processes)?
- Does the partner provide templates out-of-box, and is the partner able to easily configure the software for role-specific scenarios?
- What training support does the partner provide?
- What support does the partner provide post go live?
- How will the partner enable and support additional projects and functionality in a continuous way?

Our Global NetSuite Expertise



1. Global Experience

We've implemented NetSuite in 20+ countries and 4 continents

2. US Sales Tax, EU, UK, and International VAT

We are experts in US Sales Tax, EU and UK VAT rules, just like we are in other taxes around the world. In 4+ continents and still counting

3. Duties and Customs

We understand the complex duty and custom processes internationally

4. US GAAP, IFRS and International Accounting

We are accounting/business professionals implementing NetSuite for other accounting/business professionals

5. SOX & Compliance Risk

We understand transfer pricing and other compliance risks faced by most international companies

We ensure your NetSuite business processes are fully in compliance with SOX legislations

6. Statutory Knowledge

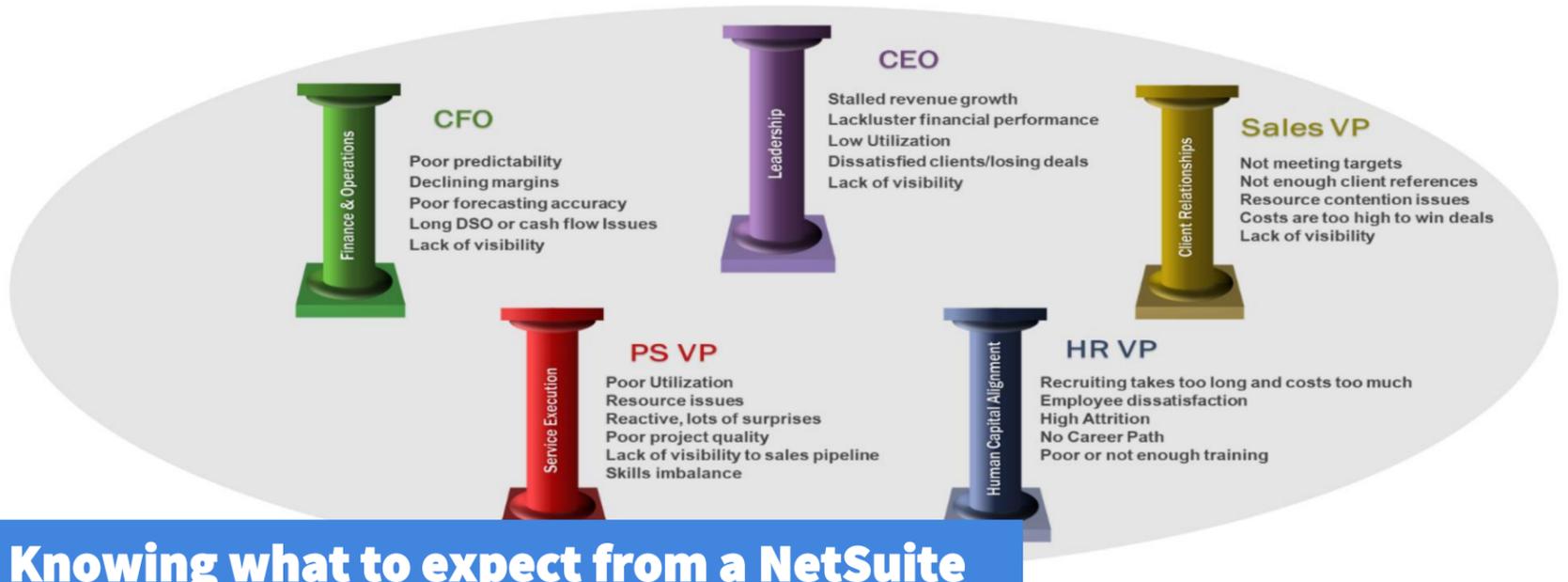
In addition to our deep expertise in IFRS, GAAP, we have also delivered complex statutory audit systems in NetSuite:

- For France – France Fichier d'Ecritures Comptables (FEC)
- For Germany – GDPdU files
- For Malaysia – GST Audit File (GAF) text file and XML file
- For Mexico – DIOT file and Electronic Accounting file
- For Portugal – Standard Audit File for Tax Purposes (SAF-T PT)
- For Singapore – IAF Text file and IAF XML file
- For OECD member countries – OECD Standard Audit File for Tax (SAF-T) XML file
- For United Arab Emirates – FTA VAT Audit File (FAF)
- For other countries – GL Data Extract

Our Numbers: 50+ Combined NetSuite Experience, 300+ NetSuite Implementations in 20+ Countries, 4 Continents

What Can I Expect from a SuitePro NetSuite Implementation?

The following figure depicts the primary buyers and influencers for PSA purchase decisions as well as the challenges PSA solves:



Knowing what to expect from a NetSuite implementation helps in deciding on an implementation partner.

WHAT SUITEPRO OFFERS

1. **Seamless handoff from sales allows implementation team to hit the ground running.**

One of the reasons companies shy away from ERP implementations is the commitment it requires from key staff. One big advantage of going with SuitePro is that the handoff from the sales team to the implementation team is just a continuation of a process already in motion. Consultants can access information from internal systems from the sales cycle and buying process that jumpstarts the implementation

With the added benefit of being able to easily connect with whoever made the sale. That provides continuity invaluable in establishing and setting expectations and goals for the implementation,

and guards against one of the parts of ERP implementations that can be a major point of unrealized success. Everyone is on the same page and has the right infrastructure and tools to communicate.

2. **Ability to set a fixed timeline and a fixed rate for the implementation.**

Establishing very clear expectations up front and experience implementing several similar process scenarios means SuitePro can reliably deliver on timelines, without scope creep or going over budget. Companies have gone live with NetSuite in as little as 30 days, and many implementations can be accomplished within 100 days.

3. **Proven data migration tools.**

Data migration can be the most time-consuming and tedious part of the ERP implementation process.

SuitePro's data migration tools and associated services that come standard with SuitePro Consulting engagements make the process of data mapping and importing data from spreadsheets into NetSuite using a CSV import tool much easier.

4. **Continual improvement in the implementation process itself.**

ERP implementations often conjure images of consultants milling around onsite and driving confusion amongst staff about what they're actually doing there. SuitePro is constantly taking steps to drive more efficiency into the implementation process, which also drives down costs and shortens timelines. As an example, customers now have the option to use Zoom for user acceptance testing (UAT) - the last step before go-live, to save the time and expense of in-person testing. SuitePro is constantly looking for ways to make the implementation process leaner and focus on actions and activities that add value for businesses.

5. **Dedicated project resources.**

Depending on the size of the customer and complexity of the implementation, the team may range from two to five people, including project management, functional and technical consultants. The consultants work with the business process owner to generate and build buy-in for the project at the earliest stages of the implementation. The consultant works to lead, personalize and tailor the solution to meet the unique process requirements of the business, being careful to balance unnecessary configuration or even customization that makes projects go over timelines and budgets without adding significant value. SuitePro consultants have the benefit of proximity to the product team as well as a deep bench of other consultants that can work quickly to answer questions or provide solutions to unanticipated issues that come up

6. **Out-of-the-box offering configured to unique business needs**

Depending on the needs of the business, the software can be configured for parent and subsidiary accounts and configured for language and currency requirements. Consultants turn on purpose-built dashboards created specifically for roles, which include reminders, shortcuts and key metrics necessary to perform their jobs. For instance, for a controller, the prebuilt dashboard allows easy access to the income statement, budget vs. actuals for AP and AR aging. The controller can pivot the report by different parameters, and further create role specific reports from those items and metrics - such as EBITA and department costs per FTE.

7. **Continued access to global support and optimization services**

SuitePro Consulting doesn't consider its job complete once the system is turned on. As part of this comprehensive process, there is an effortless transition to our customer support team, who provides hands-on product guidance, configuration support and ongoing optimization.



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What Happens After the Implementation?



During a NetSuite implementation, there is usually a baseline of functionality that the customer needs to get up and running quickly. Here is where other consultants may pack up and leave. But there are going to be more questions about the functionality in place and how to best use it.

That's why it's so important that there's a handoff between the implementation team and a team that will assist post go live. SuitePro Support team is focused less on reactive problem-resolution and more on how the business can continually optimize the existing software, gain more efficiency in its current processes, and enable new business initiatives. Businesses can pick from a number of levels of support that build upon one another as they need it

Businesses can also opt to access pooled resources or opt for a dedicated functional consultant. From there, they can gain access to a dedicated customer success manager who can then work with a team of technical consultants for additional software projects.

The cut-over to post-implementation begins during UAT, giving the SuitePro Support team a chance to view the business, its processes, and its people up close. This facilitates knowledge transfer because the implementation team is still heavily involved.

Testimonial from a CFO of a US based company operating in US, Swiss and Germany

“SuitePro is awesome, knowledge of NetSuite is very deep and great to work with. Very flexible and knowledgeable. A great asset to the implementation. It was worth the wait for NetSuite to onboard SuitePro to the project. It is good for NetSuite to have a partner with international expertise, they have definitely helped move the project along.”

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