
NetSuite Software Case Studies



Cumula **3** Group



GROWING LIFECYCLE MANAGEMENT SOLUTION PROVIDER



25% growth since bringing in OpenAir with one less full-time administrator



85% reduction in month-end closing



Real-time visibility into project status and improved resource utilization

“The greatest benefit of OpenAir SRP is visibility. We can now make educated decisions and consistently deliver on projects.”

CHALLENGE: 20-30 day lag time in service billings; couldn't keep customers up-to-date on project costs



GROWING ENTERPRISE SOFTWARE COMPANY



200% growth since implementation



Real-time consolidation across 7 subsidiaries based on sales into 138 countries



Automated multi-currency management

“NetSuite has allowed us to build a stable and reliable financial platform to support the company through its dramatic growth.”

CHALLENGE: Manual currency conversions increased risk of error couldn't handle rapid growth with existing software



3x profit margins since bringing in OpenAir



90% reduction in project managers' monthly invoicing processes



85% cut in time for budget reports for complex, multi-client projects

“ We can accurately capture time and forecast demand. We've improved the accuracy of our estimates and reduced time spent on invoicing. ”

CHALLENGE: Manual project management prevented taking on larger and more complex projects



50-55% reduction in ERP system expenditures over 5 year period with NetSuite



Accelerated financial close process with multi-currency management and instant consolidation



Deployed to hundreds of employees at ByteMobile's 24 national subsidiaries

“ We were growing very rapidly, opening offices around the world... NetSuite has proven itself cost-effective. ”

CHALLENGE: Previous ERP solution proved too expensive to maintain as company grew



Optimize lead-to-order-to-cash processes, improve customer relationship management



Strong pipeline analysis and sales forecasting for data-driven business decisions



Accelerate monthly financial close, provide real-time visibility with summary-to-detail reporting

“ NetSuite has been a great tool for us – very flexible and a good platform for growth. ”

CHALLENGE: Needed scalability and functionality to grow the business with lean IT and admin



Real-time management and global financial consolidation of 7 subsidiaries



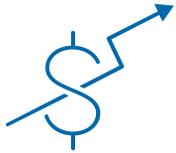
Multi-currency transactions in nearly 140 countries



Real-time business metrics with drill-down into customer, financial and opportunity detail

“ For the first time, we have a complete 360-degree view of our customers and our business. NetSuite is our system of record and it's fantastic. ”

CHALLENGE: 14 disparate applications hindered business performance/visibility, made standardized processes impossible



Achieved 20% annual revenue growth with global agility across 35 countries



Effortless financial consolidation for 35 subsidiaries around the globe



New control and transparency implemented across all divisions

“ With NetSuite, we've eliminated a lot of complexity. It gives us transparency and a single view of everything. It's a system that can grow with us. ”

CHALLENGE: Costly IT complexity; fragmented applications hampered ability to adapt quickly to business needs



Double-digit growth without adding IT staff for finance



60% reduction in staff time for billing and currency conversion



7 different currencies automatically converted and consolidated into U.S. dollars

“ NetSuite's financial reporting, compliance workflows and other functions helped us save months of staff time during our IPO process, and they continue to help us save time and money.”

CHALLENGE: Current system couldn't support international expansion, slowed financial reporting and hindered growth



WORLD'S LEADING PROVIDER OF ELECTRONIC SIGNATURE SOLUTIONS



92% reduction in revenue recognition time



Seamless integration with other solutions for budgeting and forecasting, billing, CRM, time/expense



Global business solution manages subsidiaries and multi-currency transaction worldwide

“NetSuite is a very robust, complete solution that we've integrated with other SaaS applications to improve efficiency end to end—that's been a huge improvement.”

CHALLENGE: 100,000 line spreadsheets for revenue recognition were time-consuming and painful, and hampered worldwide growth





>\$100K saved yearly



Reduction in time for processing estimates and orders



40% reduction of customer-reseller admin time with improved customer relationships

“NetSuite has given us an out-of-the-box product that lets us aggregate all data on a single platform, and we can customize it.”

CHALLENGE: Non-integrated solutions and manual processes slowed responses, reduced competitiveness



FAST-GROWING ANTIVIRUS SOFTWARE PROVIDER



8x increase in monthly E-store orders over 4 years



>85% reduction in chargebacks



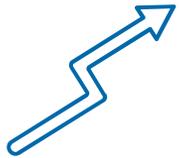
Over 1,000 customer support contacts managed daily with fewer errors and greater efficiency

“ We have been able to customize NetSuite to meet most of our needs faster and at a lower price than we would have with any other system.”

CHALLENGE: Had no unified view of customer and needed enterprise grade infrastructure without IT staff



LEADING SUPPLY-CHAIN MANAGEMENT SOLUTION PROVIDER



8x increase in visibility for long-term response planning, providing better predictability



Instant availability of reports that used to take a week



200+ hours/month saved with automated change-request interface workflows

“ NetSuite OpenAir is our foundation for global standardization! ”

CHALLENGE: Lack of processes made it difficult to grow



SPECIALTY ENTERPRISE SOFTWARE PROVIDER



80% reduction in invoice cycle time has increased cash flow



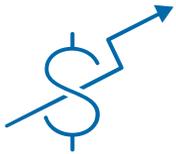
90% reduction in invoice inaccuracies



Web-based time expense access, approval workflows reduced processing time to bill the client

“Implementing NetSuite OpenAir was one of the best decisions we made.”

CHALLENGE: Manual project tracking, and lack of time expense integration slowed billing cycles



3x revenue growth since January 2010



Improved project and resource management, and project profitability tracking



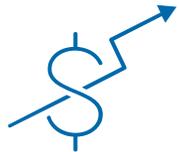
85% reduction in monthly financial close time

“If we didn't have NetSuite, we never could have grown as fast as we have.”

CHALLENGE: Manual project tracking, and lack of time expense integration slowed billing cycles



LEADING PROVIDER OF CLOUD-BASED ENTERPRISE COLLABORATION SOFTWARE



>3x revenue growth since adopting NetSuite in 2010, to \$145.8 million in 2013



Financial transparency and controls were instrumental in preparing for and executing an IPO



Multi-currency transactions in more than 12 currencies

“ NetSuite allows us to adapt to constant, fast-paced change in the business because it is so highly customizable. For a company growing as fast as we are, that’s critical.”

CHALLENGE: Disjointed processes provided little key metric visibility and no reliable system of record

KANA.

LEADING PROVIDER OF SERVICE EXPERIENCE MANAGEMENT



33% faster financial close



20% reduction in order processing time



Stable and integrated platform across three continents

“ We now trust our numbers, and that improves our ability to collaborate and make better business decisions. ”

CHALLENGE: Hairball of several disconnected systems limited visibility, impaired productivity and growth



\$150K savings/year over in-house IT costs



60% reduction in invoicing time



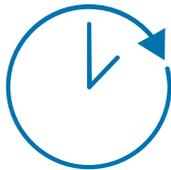
Strengthened sales force and partner channels

“ Without NetSuite's integrated architecture it would have been nearly impossible to expand as smoothly as we did. ”

CHALLENGE: Couldn't expand sales across US and Canada or add remote sales people with fragmented IT systems



Real-time reporting significantly improved client service delivery and customer insight



Anywhere, anytime access for expanding team of mobile and offshore personnel



Project management tools powered the successful integration of a recent acquisition

“NetSuite provides a comprehensive source of customer information. This expertly drives our entire business. Our sales team has the information they need to succeed.”

CHALLENGE: Accelerated growth strained existing in-house software systems and required inefficient and laborious manual data entry

Objective

SOLUTIONS PROVIDER FOR PUBLIC SECTOR
AND REGULATED INDUSTRIES



Complete global visibility across 7 subsidiaries, with real-time reporting and consolidation



3x acceleration in monthly financial close, reporting cycles reduced from 15 to 5 days



Multi-currency conversion capabilities automate transactions across multiple countries

“ NetSuite OneWorld not only meets our current needs, but gives us the scalability to seamlessly add products and solutions in the future.”

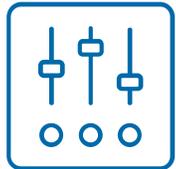
CHALLENGE: Global financial transparency limited by different accounting systems worldwide



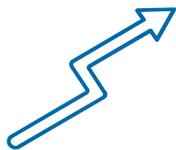
LEADING PROVIDER OF LINUX-BASED
HIGH-PERFORMANCE COMPUTING SOLUTIONS



On-demand access to real-time data and rich reporting capabilities for business users



Streamlined accounting for diverse revenue streams across usage-based/subscription models



30% increase in IT staff efficiency with lower stress and overhead than on-premise IT infrastructure

“ We're more efficient on NetSuite than we were on SAP. We have real-time visibility. It's mind-blowing how easy it is to find and access information in NetSuite. ”

CHALLENGE: Poor business visibility and high consistent costs with aging system



65% reduction in internal email, a fundamental shift in the way project teams collaborate



32% employee efficiency gain, including time previously spent performing software updates



Significant time savings for management team with real-time reporting and dashboard KPIs

“Our staff is mostly remote. We're able to connect to NetSuite from anywhere. The dividends are ongoing. We're always improving the ways the team uses the system.”

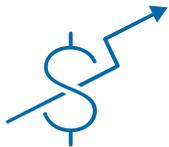
CHALLENGE: Needed to make internal collaboration more efficient, support growth



LEADING PROVIDER OF ON DEMAND IT SECURITY RISK AND COMPLIANCE MANAGEMENT SOLUTIONS



70% reduction in billing cycle



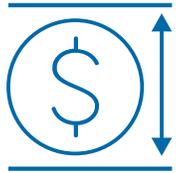
132% revenue growth



Expanded from 3 to 10 international locations and
Increased annual order volume 66%

“ In the past, we didn't know which data was up to date. Today, NetSuite functions as our data warehouse: one real-time version of the truth. ”

CHALLENGE: Financial processes struggling to keep up; siloed systems hampered international expansion



Grew 25% and saved over \$150,000 on personnel



250% revenue growth from existing customers



\$10K/month saved with integrated UPS shipping

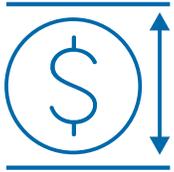
“ We couldn't live without it. We would never have been able to grow the way we've grown without NetSuite. ”

CHALLENGE: Need to respond to fast market growth, and hire geographically dispersed talent

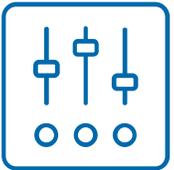


SATMETRIX™

SaaS APPLICATIONS PROVIDER



Saved \$240k in IT spend



Streamlined purchase order entry, routing, and approval; advanced billing capabilities



Integrated customer support data with sales and accounting, providing 360° customer view

“ Everything from information extraction to expense accounting to budgeting has been made easier with NetSuite. ”

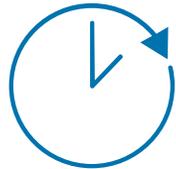
CHALLENGE: Multiple systems for ERP and CRM activities, and needed sophisticated revenue recognition support



GROWINGDIGITAL SIGNAGE PROVIDER



66% reduction in month-end closing time



Real-time data from 11 subsidiaries and 9 holding companies worldwide used for budgeting



Web-based product sales integrated with accounting, inventory and other processes

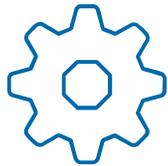
“ NetSuite helped us combine multi-company, country, language, and currency silos into one data center. We can view all this information globally or locally. ”

CHALLENGE: Needed to improve operational efficiency to stay competitive, and continue its global expansion



SIEMENS

LARGE PROVIDER OF 3D & 2D PRODUCT LIFECYCLE MANAGEMENT SOFTWARE



Automated professional services processes support 3,000+ projects in over 15 countries



Instant visibility into 2,700 resources over than 1,500 sets of skills unique product knowledge



Multi-currency capabilities streamline financial reporting for traveling professional services teams

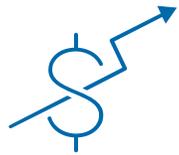
“ I doubt we could have done this with a non-web-based system. We'd have to install clients everywhere, and we'd end up in a nightmare. ”

CHALLENGE: 15 disparate professional services applications for high cost, complicated management



THE DREAM BEGINS WITH THE RIGHT JOB.

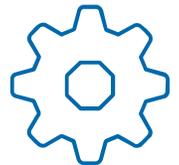
GROWING SEARCH ENGINE RESOURCE THAT FOCUSES ON FINDING JOBS



5x revenue growth since 2006 with minimal new staff in finance and administrative functions



10% reduction in new-account setup time



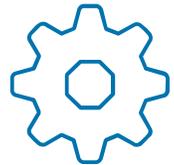
Work-queue automation reduced cost-of-service delivery to customers by 20%

“ NetSuite provided a holistic, closed-loop solution that let us scale the business dramatically, while improving processes and reducing costs. ”

CHALLENGE: Existing small-business software unable to support fast growth



Integration of accounting and professional services improved resource utilization



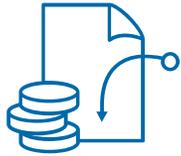
Automated time-tracking and invoicing frees time for more strategic issues



8% savings in administrative overhead

“ NetSuite freed us up to focus on higher strategic values such as efficient project management, forecasting, and revenue recognition.”

CHALLENGE: Legacy business tools and home-grown software hampered project, schedule and budget tracking



30% cut from administrative costs



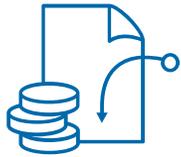
Instant visibility across customers, geographies, products, and employees



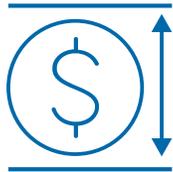
Just 6 months for international roll-out to 10 subsidiaries, with 3-month ROI

“ We needed more than just a good accounting solution. We had to responsibly manage growth. NetSuite provided exactly that. ”

CHALLENGE: Difficulty keeping up with accounting demands of 60,000 customers, complex revenue reporting requirements



Saved \$350k yearly in internal development and finance admin costs



30% improvement in profit margins



40% reduction in customer-support response times

“ We needed an enterprise-wide solution so we could scale our business without adding headcount. NetSuite is a great fit. ”

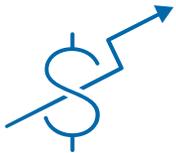
CHALLENGE: Manage efficient global growth, upgrade accounting processes inefficient and unreliable



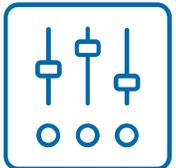
\$230M+ FAST-GROWING SOFTWARE COMPANY



Scalable cloud ERP supported strong growth leading towards an IPO



17x revenue growth since 2008; workforce has grown from 99 to over 1,200 employees



Streamlined management, financial consolidation and reporting across subsidiaries on three continents

“It was very important to have a solution that could scale and grow with us. NetSuite's an amazingly efficient way to manage our global finances and operations.”

CHALLENGE: Previous solution could not support plans for aggressive U.S. and international growth



WORLDWIDE CLOUD-BASED CUSTOMER SERVICE/SUPPORT PROVIDER



Doubled customer base from 20,000 to 40,000 across 140 countries



Real-time visibility and global financial consolidation across subsidiaries worldwide



Effortlessly manage international subsidiary finances and tax compliance in local currencies

“The ability to scale the company very quickly, with rapid introduction of new entities is very valuable. The ROI with NetSuite was much better than its closest competitor.”

CHALLENGE: Lacked scalability, flexibility and functionality to handle rapid global growth, had little agility