



Engineering Lifelong Customer Success

NetSuite SuiteSuccess



NetSuite SuiteSuccess delivers an agile and staged pathway for our customers to succeed by engaging with them continuously throughout their lifecycle and keeping them on an upward trajectory. Here is how it works:

- **Build:** A complete suite to support the modern business including ERP, CRM, PSA, omnichannel commerce and business intelligence built on the #1 global cloud platform. Continually updated with leading edge capabilities and technologies to support all of our industries.
- **Engage:** From the initial sales contact through services and support leading practices for each industry and role are delivered including workflows, KPIs, reports, dashboards and metrics. Flexibility to personalise on SuiteCloud platform. Value is added at each stage of the engagement.

Empowering Entrepreneurs to Build Legendary Businesses

- Ensure success through a consultative approach with the customer that spans their entire lifecycle from recommendation to evaluation to go-live and finally support.
- Leverage our unparalleled expertise amassed over two decades and over 20,000 implementations across the globe.
- Deliver an agile and staged approach for our customers to achieve their business vision.
- Provide actionable insights with hundreds of pre-built reports and dashboards pre-configured by role.

“Our team at NetSuite has been nothing short of spectacular. They provided us with a smooth, on-time and rock solid delivery of our new ERP.” Dave Ullmann, Director of Ecommerce, Lindemann Chimney

- **Consume:** Intelligent staged approach via our industry stairway allows you to consume capabilities based on what the business needs. Re-imagined consumption model drives faster time to value, better ROI and greater user adoption. Go from zero to cloud in 100 days.
- **Optimise:** Continuous engagement, continuous update and additions of leading practices, continuous release of new features, continuous evaluation of partnerships, and continuous movement up the stairway. Always on the latest release, always adding value.

Business Challenges and Traditional Implementation Approaches

With tens of thousands of successful implementations, amassed over two decades, NetSuite has a deep understanding of global

businesses across all industries and the many challenges that they face. As businesses strive to improve their performance and increase customer satisfaction in an increasingly dynamic and competitive marketplace, they are simultaneously struggling with:

- Lack of real-time visibility into their business
- Metrics based on unreliable data
- Difficulty implementing new business models
- Challenges with geographic expansion
- Manual processes that cannot scale
- Challenges with compliance
- Rigorous audit requirements
- Challenges consuming new technologies

SuiteSuccess

Our company mission is to make software easier to implement and run. SuiteSuccess is a core tenet that crosses all lines of business.

SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery and Services teams so that we sell what we deliver and deliver what we sell.

We changed the way we work as a company—how we build software, how we deliver software and services, and how we manage the relationship.

We transitioned from asking clients what they want to being more advisory—we offer leading practices in their industry.

We have different sales and delivery motions for each vertical and subvertical by market segment—Starter, Emerging, Midmarket and Corporate.



Businesses today are painfully aware of the limitations of their existing systems but are wary of making any changes due to the pitfalls associated with traditional software implementations that include:

- Tedious and lengthy cycles
- Ballooning cost
- Implementation fatigue
- Business disruption

Wearisome implementations are an industry-wide challenge. NetSuite has always been leaps ahead of the vendor pack due to our proven track record of taking our customers live in weeks versus months and in some cases years. Now, we're even better.

NetSuite shatters the paradigm of traditional implementations via a transformative model that is designed to help our customers realise their business vision in record time.

We deliver a unique set of processes, activities and systems expressly designed to deliver rapid value. We provide our customers with a robust foundation to transform their business with a pre-configured solution that includes:

- **Industry expertise** with more than 3,000 hours' worth of industry-leading best practices already built into the system.
- **Pre-defined roles** to jump start business activation.
- **Dedicated** process flows and KPIs tailored to your business already built in.
- **Turnkey** set up and training.
- **Ability to immediately adopt** over 250 reports, dashboards and business intelligence built on role-based Leading Practices for your industry.

Zero to Cloud in 100 Days

NetSuite packages the experience gained from tens of thousands of deployments worldwide amassed over two decades into a set of leading practices. These practices pave a clear pathway to success and are proven to deliver rapid business value. Intelligent, staged implementation begins at sales contact and spans the entire customer life-cycle so that there is seamless continuity from sales to services to support.

Customers are equipped to make the most of their NetSuite investment quickly as they see rapid and real business benefits. This allows them to expand towards next-generation solutions in an agile fashion to meet changing business needs.

NetSuite allows you to break free from the shackles of finite implementations and vendor lock-in, and propel your business on software that is always current.



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

- CEO
- CFO
- Controller
- Finance Executive
- Sales Executive
- Marketing Executive
- IT Manager
- Administrator

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

Delivering Transformative Results

Vendors will often talk about 'roles' and 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. Whatever the job function, it will 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 at similar businesses.

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

360° visibility	+ 55%-80%
Order process efficiency	+ 40%-60%
Reporting time	– 40%-55%
Time to close	– 45%-70%
Audit completion	– 25%-40%
IT support resources	– 40%-65%

“SuiteSuccess is a huge benefit for us.” Art Szporak, Controller, Lindemann Chimney

At NetSuite, innovation is at the core of what we do and how we deliver value to our customer. The majority of vendors in the marketplace today still focus on selling products, solutions and professional services to cobble parts together. NetSuite differentiates itself from the competition by taking the uncertainty out of conventional software implementations and delivering tangible business outcomes to our customer.

Are you ready to put NetSuite's transformative model to work and take your business from zero to cloud in 100 days or less?

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