



Fieldglass

www.fieldglass.com



At A Glance:

- **Company:** Fieldglass
- **Location:** Chicago, IL
- **Industry:** Computer Software, Computer Services, Electronic Commerce
- **Challenge:**
 - Outgrowing disparate, on-premise software solutions for accounting and sales
 - In-house help desk software inflexible and difficult to access across the company
 - On-premise solutions too costly and slow to realize ROI
- **Software switched from:** QuickBooks, Salesforce.com, homegrown help desk software
- **Other software considered:** ACCPAC, Great Plains, PeopleSoft, Siebel
- **Results with NetSuite:**
 - Supported full-time-employee help desk headcount loss through attrition without loss of productivity
 - Expanded help desk capabilities with e-mail, customer portal, and expanded level 2 support access
 - Improved corporate reporting and sales pipeline visibility



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— Jim Holtzman, CFO
Fieldglass

The Results:

Fieldglass continues to expand its use of NetSuite as a business operations platform, enjoying a low-cost, highly available solution for both front- and back-office operations. "We're using the full gamut now, having started with CRM rolling into ERP and help desk functionality," says Jim Holtzman, Fieldglass CFO.

Fieldglass has been able to modernize its customer management, accounting, and help desk capabilities using the same, integrated solution. "We have been able to pull together our level two help desk more easily — the group which handles bug fixes and accessibility issues for our customers," Holtzman says. The on-demand nature of NetSuite makes it possible for anyone in Fieldglass, with appropriate access, to access key company information from almost anywhere, be it to act as a customer support representative or to examine the company's sales pipeline.

"Our advantages with NetSuite have been in cost savings, and the ability to take on more responsibilities. Our existing team can take on and do more than they used to do," Holtzman says. "I would make an argument that we are able to provide better service, with less people, in part due to NetSuite," adds Andy Wright, Fieldglass vice president of program services.

The Challenges:

Founded in 1999, Fieldglass is provided on-demand to a wide variety of some of the biggest names in international manufacturing, pharmaceuticals, and financial services. "We help companies manage temporary labor, from information technology to light industrial workers," Holtzman says.

 Find out more: contact NetSuite, Inc. at 1 877 NETSUITE or visit www.netsuite.com



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CFO
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Fieldglass was faced with technological challenges running its expanding business, and had some false starts with overcomplicated conventional enterprise applications which ended up as shelfware. After lowering expectations initially to a non-enterprise solution in QuickBooks, the company eventually found that it had a more dynamic business than the entry-level program could handle. "We were at a point where QuickBooks just didn't cut it. We had the beginnings of subsidiary systems coming on, which needed to be completely unconnected, and we had to make a change," Holtzman says. Fieldglass also wanted to move its time and expense management from a paper-based system to a more automated application.

At the same time, the company needed a boost to its help desk and customer management capabilities. "We had a homegrown, legacy system we used for the help desk, and while it addressed our needs early on, we were quickly growing beyond its capabilities," he says.

Replacing all of this software with a high-end conventional enterprise application was considered, but quickly rejected. "We would have needed our own database administrators, support software, and equipment, on top of an already more expensive up-front fee, and that leads to a three or four year payback," Holtzman says. "I'm frankly interested in paybacks well under three to four years".

The Solution:

Instead, Fieldglass turned to NetSuite. "NetSuite was a lower-cost solution than the behind-the-firewall solutions we evaluated, particularly because of all the elements that you need behind the firewall," Holtzman says. "It was easier to make the transition to NetSuite, and less costly."

Both the accessibility and the reach of Fieldglass's financial management has been greatly improved. "Time and expense is now captured in the NetSuite system, and the ACH functionality addressed several challenges by making it easier to pay people in a rational time period," Holtzman says. "Now we're able to build reports that anyone, with appropriate access, can view at any time. This further addressed some of our internal control procedures, as well as an important and annoying problem we had when our Manager of Revenue Analysis in Ohio had trouble getting through our VPN to use QuickBooks."

The customer support groups have also benefited quickly from the change. "We found that many customers would like to contact the help desk through e-mail. The ability to manage customer help desk requests through e-mail then became a driving need for us, along with a customer care portal allowing customers to log in and see their ticket activity," Wright says. "It was a great opportunity for us to not only engage them in the process, but to also provide self-service to our customers which allows them to check on the status of their tickets any time and any place."

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