



Prople Inc.

www.propleinc.com



At A Glance:

- **Company:** Business Process Outsourcing company that combines Process, People and Technology into strategic solutions for its clients.
- **Headquarters:** PMakati City, Philippines
- **Challenges:**
 - Required comprehensive, scalable, cost effective and Web-based solution.
- **Results with NetSuite as a Customer and Partner:**
 - Prople uses NetSuite for its BPO operations as well as to deliver NetSuite to customers as part of its outsourcing solution.
 - Unified internal operations on a single, integrated platform.
 - Expanded Prople's back-office services portfolio.
 - Can deliver BPO services 20 to 30% more cost effectively to customers—and plough margins back to grow and deliver better customer service.
 - Planning to expand usage to CRM and Services Management.



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—Joaquin “Jajo” Quintos
President and CEO of Prople

Challenges

Prople is a business process outsourcing company based in the Philippines, specializing in back office finance and accounting solutions. With a global client base and professional specialists who speak four languages, Prople values consistency and uniformity wherever it can be found. But the company ran its operations on a disconnected jumble of stand-alone applications and spreadsheets, limiting visibility and growth opportunities.

“It is very difficult to be effective when you are running multiple technology platforms,” says Joaquin “Jajo” Quintos, president and CEO of Prople, and formerly president of IBM Philippines, where he pioneered its Software and Services divisions. “Early on, we decided to choose a single, solid platform to operate on. NetSuite was the clear choice.”

Although Prople's internal service delivery staff has experience with Oracle and SAP, often performing transactions on behalf of clients using their Oracle or SAP installations, Prople wanted a next-generation approach designed for growing companies. In particular, Prople wanted a scalable platform for its target clients who preferred to avoid building large IT organizations for managing business applications and infrastructure.

“The market for BPO services among Fortune 100 companies is dominated by large service providers. It is not Prople's intent to compete in that market,” Quintos says. “Our target clients are in the mid-market. We wanted a solution that would be appropriate to mid-market companies.”

 Find out more: contact NetSuite Inc. at +632.856.3888



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Solution

Prople was looking for a partner that would enable it to scale and grow both domestically and internationally. The company had already been exposed to NetSuite through clients who already used the solution, making NetSuite an easy choice. The company quickly came up to speed with NetSuite’s full range of accounting, benefits, and payroll administration processes.

After adopting NetSuite for its own needs, Prople saw a new opportunity to partner with NetSuite and usher its own clients to the cloud solution. “Our relationship with NetSuite cuts across three dimensions—we are users of NetSuite for our internal operations, we work with clients who operate their businesses on the NetSuite platform, and we are a partner in recommending NetSuite to our clients as our technology platform of choice,” Quintos says.

Internally, NetSuite has helped Prople manage its growth, while also giving the company a new arrow in its professional services strategy. “NetSuite has helped us establish more operational stability and cost efficiency. NetSuite has put us in a solid position for growth.” Quintos says. “Our previous application did not provide us the capabilities we needed to support our growth plans.”

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