



CUSTOMER SUCCESS: SUITEREVIEW

Maximizing the value of NetSuite

Since going live with your NetSuite solution, you've seen lower costs, easier upgrades and have seamless access to integrated data. Moving to cloud has also freed you from dealing with IT infrastructure so you can focus on the core of your company's success: *its business strategy*.

Your solution is part of that strategy—which is why you should be getting exactly what you need out of it. You've reaped the benefits from implementing NetSuite, but like any solution, circumstances may change.

SuiteReview Solutions

Templated, fixed cost, repeatable solution(s) that can:

- **Review** the currently implemented solution.
- **Analyze** the solution's health.
- **Understand** the alignment of need to result.
- **Understand** future directions.
- **Recommend** strategy for improvement.

What you implemented may no longer be enough, and it's time to re-evaluate and realign your solution to meet your business needs.

Over time, companies may be dissatisfied with their solution because they:

- Do not believe they are getting the maximum value from it
- Have not invested in it for many years/months
- Are not leveraging all of its possible capabilities
- Have purchased new businesses or have new lines of business
- Feel it is over customized and too highly integrated
- Feel their system is not performing as it should
- Are concerned about its future scalability

As part of NetSuite's Customer Success offerings, SuiteReview was created to address these concerns by:

- Assessing the current solution
- Understanding pain points and future needs
- Assessing technical health
- Providing a roadmap for improvement
- Looking at the situation holistically
- Providing a path to success
- Executing to the plan

How it Works

You've invested in NetSuite, we want you to maximize that investment. Through a series of one-on-one interviews and workshops with key users and stakeholders on your team, we focus on your business goals, your future plans, the key processes and policies to support these goals. We look at your solution and understand how you are using it, how it is configured, customized, integrated, where there is complexity, where you've invested, and finally the quality of the data in the solution. By understanding these, we can better determine how your solution can support your business needs now and into the future. This holistic approach to understanding your business will enable us to document your needs, target functionality and any existing gaps in your solution.

SuiteReview provides a solutions-specific health and alignment review for functional and technical performance analysis.