



## House of Antique Hardware

[www.houseofantiquehardware.com](http://www.houseofantiquehardware.com)



### At A Glance:

- **Company:** House of Antique Hardware creates and sells high quality reproduction antique hardware and lighting spanning the 18th to 20th century.
- **Location:** Portland, OR
- **Industry:** Retail; eCommerce

*“NetSuite has been fundamental in our ability to grow from a garage-based Internet start-up to a healthy business poised for growth to the next level.”*

— *Tim Iburg*  
*Operations Manager*  
*House of Antique Hardware, Inc.*

### Challenges:

- Lack of IT structure impeded company growth; too much time wasted on minute tasks such as internal cross-checks, communication and updates.
- Accounting, purchasing / fulfillment and Web teams were working in their own silos of information with no single view of the company as a whole. Crucial information which could have been useful for analysis, forecasts and savings was nonexistent or overlooked.

### Software switched from:

- QuickBooks, customized website and order processing.

### Results with NetSuite:

- House of Antique Hardware now runs its entire business on NetSuite: inventory, purchasing, CRM, ecommerce and accounting departments now all work from the same data.
- Basic tasks such as looking up past orders, tracking inventory and costs, and updating the website, which used to be time-consuming, are now easily accessible.
- Through customization, NetSuite Professional Services enabled House of Antique Hardware to adapt the application to suit their business needs.
- Company executives now have crucial information at their fingertips. By using customization via NS-BOS, cases and saved searches extensively in NetSuite, company is able to dynamically pull information they need anytime, anywhere.
- Since moving to NetSuite, sales have grown 100% while staff costs have only gone up 50% — an equivalent of two full-time employees in savings.



 Find out more: contact NetSuite Inc. at 1 877 NETSUITE or visit [www.netsuite.com](http://www.netsuite.com)