



Image Solutions Inc. (ISI)

www.imagesolutions.com



At A Glance:

• Company:

ISI is a global provider of software and services for electronic document processing to organizations with mission critical information.

• Location:

Whippany, N.J.

• Industry:

Computer Software; Computer/IT Services; document processing services for the pharmaceutical industry

• Challenges:

- Distributed operations across multiple professional services departments
- Rapid growth required more efficient internal operations
- QuickBooks could not meet accounting requirements

• Results with NetSuite:

- Easy and fast access to project management and accounting data
- Improved time tracking and expense management
- Increased employee utilization
- Strengthened customer relationships

“OpenAir and NetSuite have simplified and streamlined project management, time tracking, expense management, budgeting, and accounting operations across all of our services.”

— Brian Van Dine, Director of Global Services

ISI

The Results:

With staff doubling in number and revenues jumping four-fold over a three-year period, Image Solutions Inc. (ISI) achieved several objectives with Professional Services Automation (PSA) delivered software as a service from OpenAir, a NetSuite company, and NetSuite accounting. "OpenAir and NetSuite have helped us simplify and streamline our project management, time tracking, expense management, budgeting, and accounting operations across all of our services," says Brian Van Dine, ISI's Director of Global Services. "As a result, we have boosted internal productivity, increased employee utilization, enhanced our corporate image, and strengthened customer relationships."

NetSuite and OpenAir delivered these results by enabling ISI to consolidate project management and accounting operations across three different departments. The software also provided the visibility to the management and accounting data needed to improve resource utilization and thereby ensure timely delivery of contracted services.

Equally important, with OpenAir for PSA and NetSuite for accounting, ISI can create the accurate, consolidated, and timely invoices needed to boost cash flow. The software has also provided ISI with the business intelligence it needs to remain successful.

"We now have easy and fast access to management and accounting data," Van Dine says. "This data is essential for creating the revenue forecasting projections required to support — and drive — our future business development efforts."

The Challenges:

Headquartered in Whippany, New Jersey, ISI's mission is to be the leading global solution provider of software and services for electronic document processing to organizations with mission critical information. The company focuses on PDF, Web and emerging technologies, and serves clients in the life sciences, government, and other regulated industries.



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



“With NetSuite, we now have easy and fast access to management and accounting data. This data is essential for creating the revenue forecasting projections required to support — and drive — our future business development efforts.”

*— Brian Van Dine
Director of Global Services*

ISI

Growing exponentially over a period of several years, ISI faced the challenge of consolidating and updating operations that simply could not keep pace with increasing staff size and soaring revenues. "We needed to be sure we can run our operations as efficiently and effectively as possible, always delivering the services our customers deserve and expect from us, as cost-effectively as possible," says Van Dine.

Before implementing the NetSuite-OpenAir solutions, ISI's Professional Services division was fragmented into three independent departments, each with its own operational paradigm. This meant that if a single client utilized services from each department, projects were managed and paid for as if they were provided by three different companies. An unpleasant situation for clients, this fragmentation also meant that ISI was wasting a lot of resources that could have been more effectively deployed by consolidating business operations across the three departments.

At the same time, as business volume increased for ISI, so too did the number of professional staff. Managing this growth had become problematic in a segmented project management environment.

ISI also had to confront increasing accounting complexity that accompanied its growth, and found that its existing accounting software, QuickBooks, was unable to keep up with the company's expanding needs. QuickBooks was just not robust enough for ISI's expanding requirements, Van Dine says, failing to facilitate creation of monthly revenue recognition and new customer reports, for example. "Creating these reports manually could take several days of effort," he says.

The Solution:

ISI Professional Services met their challenges by implementing NetSuite for accounting and OpenAir for PSA. The company is also now actively engaged in exploring the benefits of seamlessly integrating these two solutions.

With the solutions, ISI can effectively manage its dramatically expanded business demands, optimize scheduling and timelines, and also ensure a greater degree of accuracy for all project management and accounting-related reporting. In addition, for the first time, the company can automatically create the accurate accounting and management reports it needs.

"OpenAir-NetSuite empowered us to meet our operational requirements cost-effectively, allowing us to streamline both project management and accounting tasks and providing us with full visibility to all the operational data we need to effectively manage our business," says Van Dine.

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