

Company
Satmetrix Systems, Inc.

Industry
Software; Services

URL
www.satmetrix.com

Headquarters
San Mateo, CA

NetSuite Product
NetSuite

NetSuite Users
75

Using NetSuite for
**ERP, Advanced Billing,
 Advanced Financials,
 Analytics, Revenue
 Recognition**

Satmetrix Systems, Inc.

Satmetrix Cuts Hundreds of Thousands of Dollars in IT Spending with the NetSuite Solution

“Our desire for a single, unified enterprise system quickly eliminated all of the other solutions we considered. Everything from information extraction to expense accounting to budgeting has been made easier with NetSuite.”

— Satmetrix Systems, Inc.

Challenge

- Multiple systems for ERP and CRM activities created integration hassle and limited visibility
- Lengthy professional services sales cycles created an acute need for comprehensive sales cycle management
- As a services company, Satmetrix required sophisticated revenue recognition support
- Previous on-premise solutions created costly IT overhead and staffing requirements
- Senior management created initiative to modernize internal systems, directing Satmetrix to adopt more cloud computing solutions

Solution

- Executive directive to simplify on a small number of comprehensive solutions quickly narrowed the field to NetSuite
- NetSuite provides complete account transparency to representatives and managers, including all transaction and invoice history, reducing manual reporting demand on finance staff
- NetSuite’s browser-based operation eliminates the need to push application updates to employee desktops, ensuring all users have the latest data and functionality
- NetSuite testing sandbox enables Satmetrix to quickly prototype customizations, then roll out finalized capabilities with confidence
- Customer support data now integrated with sales and accounting transactions through NetSuite Customer Center, providing 360 degree visibility into all stages of client lifecycle

Results

- Reduced size of internal IT group by half, for a total salary savings of \$240,000 annually
- Satmetrix manages offices in Silicon Valley, New York, Paris, United Kingdom, and India through the NetSuite solution
- NetSuite’s advanced billing capabilities replaced discrete spreadsheets, resulting in more accurate billing and compliant revenue recognition
- Budgeting has become significantly more sophisticated at the department level, including fully transparent and automated currency conversions
- NetSuite advanced analytics provides more powerful and less labor-intensive reporting than Excel
- Streamlined purchase order entry, routing, and approval has greatly reduced the need for after-the-fact expense approval, providing more predictable budget performance

