



Clinical Solutions

www.csdss.com



At A Glance:

- **Company:**
Clinical Solutions is a leading provider of healthcare software solutions and services for clinical decision support, informatics, triage nursing and assessment.
- **Location:** London (UK); additional locations in USA and Australia
- **Industry:** Computer Software; Professional Services; Healthcare
- **Challenges:**
 - Fast-growing company needed to consolidate all eight subsidiaries across multiple currencies.
 - Great difficulty in extracting information from legacy systems.
 - First use of an offshore team on a UK implementation project by NetSuite.
- **Software switched from:**
Sage Line 100 and QuickBooks
- **Results with NetSuite OneWorld:**
 - Went live on NetSuite OneWorld within weeks.
 - Eight subsidiaries, with approx. 100 total users, now able to handle and report financially in US dollars, Australian dollars, British pounds and Euros seamlessly.
 - Information now seen in real-time, and shared across departments, subs, countries.
 - Data has to be input only once, resulting in considerable time savings.
 - Employee expenses can be entered online, saving the purchase ledger clerk considerable time and effort.

“We now have much better access to information, the formatting is better, and employees have to enter data into the system only once, whereas before, there was duplication.”

— Dave Stanton, Finance Project Manager
Clinical Solutions

The Results:

When Clinical Solutions' five sites in the UK became fully operational on NetSuite OneWorld in September 2007, the company became one of the first to go live on NetSuite OneWorld. Since then approximately 100 employees of the fast-growing company have been using NetSuite.

Clinical Solutions, providing software for the healthcare industry and spreading across four continents, had previously been using Sage Line 100 in the UK, while the company's four other entities were on QuickBooks. Consequently, it was almost impossible to extract information seamlessly from these diverse systems.

Since Clinical Solutions' UK operations went live on NetSuite OneWorld, its subsidiary in the U.S. has begun using the HR segment to report on employees. This in turn will be rolled out to Clinical's Australian subsidiaries soon.

Because of the lack of uniformity across the countries, employees were constantly logging on to one entity for certain information, then having to log off and log on to another system for other information. NetSuite OneWorld has now consolidated all Clinical Solutions' information so that they are able to manage their multi-national and multi-subsidary operations in real-time. This is all managed by a single NetSuite account which seamlessly handles the different currencies, taxation rules and reporting needs.

Dave Stanton, Finance Project Manager for Clinical Solutions, says NetSuite OneWorld has dramatically changed the way the company can share information across its business.

"Now, many of our employees have been able to move from a data input environment to a much higher level of analysis, which means information can be used much more effectively," says Stanton.

Individual employees are able to input their expenses online, saving the purchase ledger clerk a considerable amount of work. Tracking staff data is now also made much easier

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



“ We evaluated six alternative systems and NetSuite proved by far to be the best for our needs.”

— Dave Stanton

*Finance Project Manager
Clinical Solutions*

and quicker and bank reconciliations, which used to be done within Excel, are now done within the NetSuite environment. This helps staff be more productive and executives can tap into the information in real-time across the group.

The Challenges:

Clinical Solutions' customers include NHS Direct in England and Wales, NHS24 in Scotland, various walk-in centres across England, as well as customers in Portugal, Norway, Australia and New Zealand.

As a producer of software solutions for the healthcare industry and with offices spread across four continents, each of the four Clinical Solutions sites' needs are different in terms of currency and healthcare needs, as the company's solutions direct customers to the most appropriate level of care for their particular geographical area.

This geographical complexity required software with multi-currency capabilities that would span the globe. "Our previous software couldn't help us keep our books of record in one consistent place, and definitely not with multiple offices and multiple currencies," says Stanton.

The Solution:

The NetSuite OneWorld solution was implemented by NetSuite's implementation team in Asia. This was, in many ways, a pioneering implementation for them, but the prioritization, reproduction and fixing of the minor problems which arose, were dealt with swiftly and professionally. Clinical Solutions reported being entirely satisfied with the implementation of approximately 100 total users.

"It has been a complete productivity win for us," says Stanton. "We hope to add time billing and job management to the solution soon."

NetSuite financials are being used by Clinical Solutions in the conventional way, with all eight subsidiaries operating off one account. With its multi-currency ability, Clinical Solutions subsidiaries are able to operate with US dollars, Australian dollars, British pounds and Euros seamlessly.

Having single-instance consolidated financials and the CRM component of NetSuite has alleviated all these problems, bringing the company's information into one, easily accessible and clear format which is available around the globe in real-time.



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