



Solusoft

www.solusoft.com



At A Glance:

- **Company:** Solusoft is a business-consulting and technology services company servicing the northern Latin America and Caribbean region with IT-enabled solutions that optimize operations and increase revenue and profitability.
- **Headquarters:** Panama and Puerto Rico
- **Industry:** Business services; IT consulting
- **Challenges:**
 - Improve accounting efficiency and project profitability
 - Strengthen lead generation activities and enhance customer service
 - Optimize utilization of Solusoft's professional services team
 - Achieve operational visibility
- **Results with NetSuite:**
 - Single real-time dashboard access to comprehensive business environment
 - Minimized downtime, over-booking or under-utilizing of Solusoft's professional services consultants
 - Improved reporting of consultant, client, and accounting activities



“As a result of NetSuite and OpenAir, we ensure that consultants are not over-booked or under-utilized, that project managers always have access to the resources they need to be successful, and that our revenues streams are always recognized, realized, and recorded.”

— Glenn Tjon, Managing Director, Solusoft

Results

Since 2003, Solusoft, a regional IT consulting firm servicing northern Latin American and Caribbean countries, has been relying on NetSuite's suite of accounting and CRM software to manage the critical operations of its growing business. More recently, the company added NetSuite's OpenAir Professional Services Automation software to its IT infrastructure to enable end-to-end SaaS-based client management.

“What our NetSuite-OpenAir environment delivers,” says Glenn Tjon, Solusoft's Managing Director, “is full dashboard visibility into every pre-sales opportunity, every customer project, the time commitments of every one of our consultants, and all accounting-related activities. As a result, we can ensure that consultants are not over-booked or under-utilized, that project managers always have access to the resources they need to be successful, and that our revenues streams are always recognized, realized, and recorded.”

All lead generation, and client commitments are tracked with NetSuite—including contracts and sales orders. In addition, the solution is used to generate accounts receivables aging reports, perform profit analyses by customer, track performance milestones by project consultant and client, and even to generate invoices.

Challenges

Expanding steadily since it was founded in 1990, Solusoft outgrew its internally developed accounting system back in 2003 and decided against implementing a single purpose accounting system. Instead, the company looked for a solution that combined both accounting and CRM functionality to improve lead generation effectiveness and customer services.

In addition to a robust feature set to meet these demands, Solusoft also wanted its solution to be delivered as a service so that they could pay for the capabilities they needed—and nothing more.



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— Glenn Tjon
Managing Director, Solusoft

“We advocate cloud computing for our clients, and we walk the talk,” Tjon says. “In other words, if we think SaaS is the right choice for the organizations that engage us for our IT expertise, then it certainly is the right operational paradigm for us as well.”

Since the company is based in Panama, and serves both northern Latin American and Caribbean countries, Solusoft also needed a solution that met the unique tax, currency, and language requirements of this region.

Another challenge the company faced was identifying a solution that could integrate with its existing project planning and accounting solutions so it could optimize utilization of consultants and create a comprehensive project management environment. In addition, the company wanted a real-time dashboard to ensure that management could always have complete visibility into every phase of its operations.

Solution

Solusoft chose NetSuite because it was the only SaaS solution available in 2003 that met its full range of functional requirements.

“We initially selected NetSuite because, at the time, it was the only SaaS-based software that delivered all the features and functions of large scale ERP products, but with a price structure that was reasonable for us,” Tjon says. “In fact, what we have found is that since then competitors have been trying to play catch-up to NetSuite, not only in terms of its support for cloud computing, but in terms of functionality, stability, and reliability.”

Solusoft was so pleased with the performance of NetSuite, that it became an exclusive reseller in their geographic region one year later.

In late 2008, Solusoft extended its commitment to NetSuite by implementing OpenAir Professional Services Automation software to replace the multiple project management tools it had been using. Seamlessly integrating with Microsoft Project, the project planning software favored by Solusoft, OpenAir empowers the company to tightly manage all ongoing and future projects. Using Web Services via NetSuite’s SuiteFlex customization platform, Solusoft integrated OpenAir with its other NetSuite functionality to create a comprehensive cradle-to-grave view of all client relationships.