

QuickBooks Conversion Kit



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Thank you for your interest in our **QuickBooks Conversion Kit**. If you are tired of adapting your business processes to a box application—instead of having the application adapt to your business, I encourage you to review this kit and contact us to learn more.

More than a thousand NetSuite customers have already left QuickBooks, and their related complaints, behind. We encourage you to do the same. NetSuite is the one powerful solution that automatically integrates your sales, accounting, inventory and web store; provides all users with anytime, anywhere access, and eliminates the pain of managing software—all starting at ninety nine dollars a month.

NetSuite offers everything in a single, integrated and powerful solution: sales, service, financial, payroll, inventory, order management and Web capabilities. This level of integration means you never have to swap disks or pass files, leading to streamlined workflows between individuals and departments. Using our Real-Time Dashboards, each employee also has customized views into one common set of data.

I encourage you to read this kit, which includes case studies profiling several former QuickBooks customers and NetSuite features and benefits. After you have read this, please call **1-877-NetSuite** to learn more.

Sincerely,

Zach Nelson,
CEO and President
NetSuite, Inc.



Why You Can't Afford Not to Convert From QuickBooks

QuickBooks Gives You Only a Partial View of Your Company.

QuickBooks doesn't allow you to access real-time information from all areas of your company. As a result, you must enter data in batches, rely on outdated information, and track down reports from other departments or desktop systems—all of which leads to needless inefficiency. More importantly, you don't have reliable information on sales, inventory, order statuses, accounts payable balances, or other critical data. Consequently, crucial business decisions are based on incorrect assumptions—not accurate, up-to-the minute data.

In contrast, NetSuite supports all the functions of your company by using one common data repository. With our customizable Real-Time Dashboard, both internal and external users view real-time reports and information, allowing them to respond more quickly and make better decisions.

QuickBooks Is a Point Solution. To fulfill a customer order, or provide a service to a customer, information must move easily between sales, order fulfillment, accounting and service departments. Yet QuickBooks forces you to rely on disparate applications for each key business process. Employees waste time re-entering information, which can lead to data entry errors and lost productivity. As a result, QuickBooks costs your business money and hinders timely service to your customers.

In contrast, NetSuite supports all your sales, service, back-office and Web operations. You eliminate the costly work of integrating applications, as well as the time spent re-entering information. You can then spend more time responding to customers, which further differentiates your business from competitors.

QuickBooks Forces You To Deal with IT Concerns.

QuickBooks requires you to manage and update the software yourself. But as a small company, you need to focus on your core business, not your applications. Unless you have a full-time IT department, QuickBooks can put a significant strain on your company's limited IT resources.

In contrast, NetSuite is a software service, meaning that we host the application and data in our Fortune 500 data center, giving you best-of-breed security and privacy measures. With an Internet connection, you can access the application anywhere and anytime. Even better, NetSuite handles all upgrades and maintenance for you.

QuickBooks Has Limited Functionality.

You may run a small operation, but it doesn't mean you don't face complex issues. QuickBooks limits how you run your operation, so that, very often, you're adapting your business to the application, rather than vice versa.

In contrast, NetSuite was built from the ground up to provide small businesses with robust, customizable and easy-to-use functionality. More than a mere sales, service and financial application, NetSuite provides order and inventory management, as well as dynamic Web capabilities. NetSuite also lets you create 24/7 Customer Centers to enhance customer interaction and foster long-term loyalty. Additionally, our Vendor Centers give your reselling partners views into real-time inventory, enabling them to transact with your company online. As a highly flexible solution, NetSuite also scales up as your business grows. So you no longer have to worry about how your IT infrastructure will support that growth.

QuickBooks Is a Point Solution That Doesn't Support Your Entire Company.

To fulfill a customer order or provide a service to a customer, information must move between sales, order fulfillment, accounting, service departments and more. Using QuickBooks forces you to rely on other applications for each department. Employees waste time re-entering information between departments, and information is easily lost in the shuffle or inaccurately communicated—costing your business money and timely service to your customer.

NetSuite supports all your sales and service, back-office and Web operations. You eliminate costly integration work between applications and time spent re-entering information. In the end, you are able to respond more quickly to your customers or clients needs—further differentiating your business from your competitors.



NETSUITE

SMALL BUSINESS

NetSuite Small Business offers the industry's first and only:

- Integrated order management
- ERP and CRM integrated with ecommerce

NetSuite Small Business includes:*

• Sales and Contact Management

- Lead management
- Communication automation
- Sales pipeline tracking
- Quote generation
- Group calendaring and collaboration

• Productivity Tools

- Executive Dashboard and KPIs
- File Management and Sharing
- Import/Export of Records
- Outlook and Palm Sync
- Anytime, Anywhere Web Access
- Customizable Reporting

• Order Management

- Order processing
- Fulfillment

• Accounting and ERP

- General ledger
- Accounts receivable
- Accounts payable
- Time and billing
- Inventory management

• Employee Management

- Reporting
- Executive dashboard
- Employee records
- Expense reporting

• Web Presence

- Web site and ecommerce
- Online vendor center
- Online customer center

*Some features sold in add-on modules

NetSuite Small Business is the only online business application that streamlines both front- and back-office operations for growing businesses. NetSuite Small Business automates all key business processes—from lead generation to sales orders to product shipment—across your entire company. Since all data is held in a single system, you can access one real-time view of all crucial business metrics, allowing you to make better, faster decisions in an increasingly competitive landscape.

As a Web-based, hosted solution, NetSuite Small Business reduces your total cost of ownership (TCO). There is no software to install, no hardware to purchase and maintain, and no complex upgrades over time. NetSuite's team of IT professionals manages your maintenance, support, and upgrades at our world-class data center. As a result, you can focus on running your business, while NetSuite runs your software.

Why NetSuite Small Business?

Unify Business Processes Across Your Company

With a single, integrated business application, your employees no longer have to re-enter data in different systems, rectify inconsistent or inaccurate data, or do complex system integrations. Just like your larger competitors, you can automate key business functions across all your departments, including sales, finance, purchasing, order fulfillment, and employee management at a price you can afford.

Get an Instant Snapshot of Your Business

NetSuite Small Business is the first product to offer customizable dashboards so you can see your key business indicators right now. View what your sales are today, how many leads you had today vs. yesterday, and who your top customers are this month—all with dashboards.

Manage Your Business, not Software

As much as 90% of the cost of software is tied to managing it after it's bought. With NetSuite Small Business, there's no hardware or software to install—all of those costs are eliminated because NetSuite manages it for you at our world-class data center.

Anywhere, Anytime

With access anywhere through an internet connection and a browser, you and your employees can manage your business virtually anywhere.

Built for Your Business

Since NetSuite Small Business designed specifically for growing companies, it offers affordable pricing and fast implementation. In addition, our advanced customization features allow for tailored workflow configuration and modular implementation, as well as customized business processes matched to your industry requirements.

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



Aeris.net

www.aeris.net



At A Glance:

- **Company:** Aeris.net
- **Location:** San Jose, CA
- **Industry:** Wireless Communications Solutions
- **Challenges:**
 - Needed sophisticated accounting system with accounts payable/receivable integrated into general ledger
 - Needed solution to support the company as it continues to grow
 - Needed customer case tracking system integrated with sales force automation
- **Software switched from:** QuickBooks, ACT!, and an internal customer case tracking system
- **Other software considered:** Salesforce.com and Saratoga Systems
- **Results with NetSuite:**
 - Saves \$3,000 a month in outside AP/AR bookkeeping services
 - Saves over \$100,000 a year in IT salary for one additional employee
 - Saved nearly \$100,000 in third party CRM software purchase and license fees



“The biggest bang for the buck today is in how much better we communicate between departments and how effective we are at solving customer issues.”

— Peter Stone,
CFO, Aeris.net

The Results: Integration Leads to Savings

By using NetSuite, Aeris.net was able to bring all of its accounting functions in-house, thus saving \$3,000 a month in outsourced accounting fees and several employee hours a month. Once the system was deployed, Aeris.net began using other modules to enhance operations throughout the company.

In the Network Operations Center, the customer case tracking feature alone saved the company from hiring a systems analyst—a \$100,000 per year position, plus provided Aeris.net with better tools to serve its customers. According to Aeris.net CFO Peter Stone, “There is no dollar value that can be placed on resolving customer issues quickly.”

Aeris.net also deployed NetSuite’s sales automation application instead of purchasing another CRM system, a savings of at least \$100,000, plus integration time, Stone estimates.

The Challenge: Accounting Woes

Aeris.net is an emerging high tech company that operates the largest two-way wireless network in the Western Hemisphere for remote intelligent devices. Since launching commercial service four years ago, the company has over one hundred customers located throughout North America with over half a million devices on its network.

“We quickly outgrew the internal systems we adopted only a few years ago,” Stone says. “It was becoming increasingly clear that we needed to upgrade, automate and integrate the customer service, sales and accounting functions of the company.”

Aeris.net decided to tackle its problems systematically. The first problem was the current accounting system—QuickBooks coupled with an outside accounting firm. The company was using QuickBooks to keep track of its invoices and accounts payable. However, limitations in the system forced the company to hire an outside accounting firm to maintain the general ledger.

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



“We wanted to ramp up as quickly as possible—in a matter of weeks. NetSuite’s Professional Services department was invaluable in that effort. They provided us with several training sessions, and after a few troubleshooting calls we were ready to go. The software is really easy to use.”

— Peter Stone,
CFO, Aeris.net

“Our accounting department would add up the invoices and payments and tell the outsourced accountant what number to plug into the general ledger. Not only was this manual accounting very error prone, it was also time consuming and far more expensive than it should have been,” Stone says.

“We had to monitor the outside accountant very closely,” Stone says. “Also, when mistakes were made—because it was a manual system with a lot room for human error—it would take a significant amount of time to correct. Oftentimes, we would send our accountant to the accounting firm’s location to reconcile accounts.”

Once Aeris.net made the decision to migrate to NetSuite, the company wanted to go live as soon as possible—within a matter of weeks in fact. Stone credits NetSuite’s Professional Services division as invaluable during the implementation. “We had several training sessions, and after a few troubleshooting calls we were ready to go. The software is really easy to use.”

Aeris’s accounting department quickly became up to speed with NetSuite’s accounting module. “It was everything we expected and more, with sophisticated capabilities,” Stone said.

The Solution: Spreading NetSuite’s Benefits throughout the Company

But this was only the beginning of the Aeris.net-NetSuite story. Once Aeris’s accounting department was satisfied with its accounting implementation—the main reason it originally selected NetSuite—it quickly realized the CRM, marketing and service modules could have a similar effect in other operations.

For starters, the company had abandoned its CRM deployment with Saratoga Systems when they discovered the program could not meet the company’s demands. “We were promised a product that could be customized to meet our customer service, sales and accounting requirements, but the Saratoga product didn’t have functionality or integration capabilities that we thought it did,” Stone says.

The company decided to utilize the NetSuite sales force module for better visibility into its pipeline. “We considered Salesforce.com briefly but decided to go with NetSuite for the integration of the back office and the front office,” Stone says.

Aeris.net increased its licenses of NetSuite to include its sales force, marketing and customer service staff, a move that ultimately saved the company at least \$200,000 a year.

“Our customer service department discovered the customer case feature and it changed the way we operate that department,” Stone says. “Customers would call in with a problem that might span two employee shifts to resolve. We had developed an in-house trouble ticketing system, which we had outgrown. It became difficult to maintain and share trouble tickets so it was hurting our ability to keep track of customer issues. With NetSuite’s customer case tracking system anyone can pick up an issue right away and work

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on resolving an issue no matter who took the call or where the previous shift left off. The system also enables managers to keep track of 'hot' issues."

By using a single system that tied accounting, sales and customer service together, the NetSuite products enable the sales managers to view information about their customers, including a new opportunity for tracking accounts. And because the program is web enabled they can view information from any where at any time.

"NetSuite helps us to deliver incalculable returns in customer goodwill. More importantly, the value of the cost savings we achieved is just the beginning. NetSuite will be able to support our needs as our business continues to grow. And the biggest bang for the buck today is in how much better we communicate between departments and how effective we are at solving customer issues," said Stone.



Projector Doctor

www.projectordoctor.com



At A Glance:

- **Company:** Projector Doctor
- **Location:** Poway, CA
- **Industry:** Services
- **Challenges:** Repair company needed to replace an inefficient back-end system and a website that lacked ecommerce capabilities
- **Software switched from:** Quickbooks, Excel
- **Results with NetSuite:**
 - Single, integrated system that has improved business processes
 - Web sales are expected to increase by 20 percent



“As we add to the Knowledge Base, we’ll be able to cut down on troubleshooting time and improve customer service ... NetSuite has enhanced the company in so many ways.”

— Dean Mitchell, Partner

Projector Doctor

The Results: Projecting Growth

Projector Doctor, a parts and repair company for high-tech projectors, anticipates Web sales to jump 20 percent, thanks to NetSuite. Business is growing annually at a 15 percent clip. And Projector Doctor is fully prepared to handle this growth.

“NetSuite substantially improves the infrastructure and valuation of our company,” says Dean Mitchell, partner at Projector Doctor. “Because of automation and business-process efficiencies, we’re able to handle growth without having to hire a boatload of people.”

Web-based NetSuite scales to meet the challenges of a growing business without skyrocketing client-server costs. Mitchell estimates he’s saved Projector Doctor at least \$100,000 every year simply by choosing NetSuite over a client-server solution. The latter, of course, requires hardware, software and an IT staff to support it.

The Challenges: Fixing Faults

Projector Doctor, which repairs electronic projectors from a range of manufacturers, such as Proxima and InFocus; and provides replacement lamps, cables and other spare parts; realized that it needed to replace its inefficient e-business system, too.

Projector Doctor was using Quickbooks Pro to run its back-end operations and track jobs. Everyone from sales people to accountants, repair teams to logistic groups, needed to tap into the system. “We were constantly having someone in one department sign off so that another person in a different department could get in,” recalls Mitchell.

Making matters worse, Quickbooks Pro’s inventory management tools lacked sophistication. Projector Doctor houses 3,500 SKUs in a 2,500-square foot warehouse. Efficiently finding parts within the warehouse is key to repairing projectors quickly. But Quickbook’s Pro only showed that parts were “inside our four walls,” says Mitchell. “We had to keep a parallel

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“NetSuite substantially improves the infrastructure and valuation of our company.”

— Dean Mitchell, Partner

Projector Doctor

system, using Excel spreadsheets, to track where things were internally. And anytime you have a parallel system, you run into reconciliation issues... it's just a waste of time.”

Much of Projector Doctor's replacement-parts sales come through its website. Web sales constitute 25 percent of overall revenue. But the old website didn't have e-commerce capabilities and, of course, wasn't integrated with back-office systems. Consequently, three employees took orders over the telephone and via faxes, and then re-keyed them into the system. “The bigger problem is that people today expect to be able to do everything online,” Mitchell says. “If they can't, they'll shop elsewhere.”

The Solution: High-Tech Remedy

Mitchell decided to upgrade to NetSuite. The NetSuite team took Projector Doctor's existing Quickbooks files and loaded them into NetSuite. The process took less than a day. NetSuite's inventory management tool also eliminated redundant Excel spreadsheets. “We're not only able to find everything but even track where components are in the repair process of a given job,” Mitchell says.

NetSuite's Web store enables customers to search for certain parts and place orders online. The information is automatically fed into the back-end system for fulfillment, invoicing and inventory adjustment. With a more efficient system, Mitchell expects sales over the Internet to spike.

Now Projector Doctor is looking to do more with NetSuite, namely NetSuite CRM. The tool enables Mitchell to track leads and prospects. He can also set up marketing campaigns and track related costs and results. “In the past, we would spend marketing dollars in a particular direction and really have no way to determine whether or not we got our money's worth,” he says. “Now, as we gain new business, the system tracks those revenues so that we can compare them to our expectations.”

As a repair business, Projector Doctor also plans to leverage NetSuite as a data repository of best practices. When its technicians find new ways of repairing equipment, NetSuite will record them for future use. “As the system gains knowledge, we'll be able to cut down on troubleshooting time and improve customer service,” Mitchell says. “NetSuite has enhanced the company in so many ways.”

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



Home America Lending, Inc.

www.homeamericaloans.com



At A Glance:

- **Company:** Home America Lending, Inc
- **Location:** Santa Ana, CA
- **Industry:** Financial Services
- **Challenges:**
 - To grow its business, Home America Lending needed an accounting solution to meet strict financial reporting controls inherent in mortgage industry while allowing multiple users access to different portions of the system
 - Needed an integrated solution that could provide front-office functionality/CRM
- **Software switched from:** QuickBooks; Great Plains
- **Results with NetSuite:** Will save between \$75,000 and \$100,000 annually in IT costs with NetSuite while achieving the financial controls necessary to support company expansion



“We don’t want to branch out without knowing we are going to have very strong financial controls in place. Our viability as a company could be at stake. NetSuite will provide us with those capabilities.”

— Hossein Pourmand, CFO

Home America Lending

The Results:

Without the tight financial controls inherent in NetSuite, Home America Lending would not be able to move forward with its aggressive growth plans to expand from Southern California to several other cities and states, according to Hossein Pourmand, chief financial officer of the mortgage lender.

In addition, NetSuite will allow the company to save between \$75,000 and \$100,000 per year in IT costs alone, while boosting the efficiency of the paper-intensive loan processes core to company operations.

“Each one of these company owned branches needs to maintain their own financial books separately and then roll up to corporate,” Pourmand said. “We don’t want to branch out without knowing we are going to have very strong financial controls in place. Our viability as a company could be at stake. NetSuite will provide us with those capabilities.”

The Challenges:

The recent dip in interest rates and subsequent boom in home loan refinancing boosted the business of Home America Lending’s retail and wholesale divisions, resulting in the company quickly outgrowing the functionality of QuickBooks, according to Pourmand. While he looked at Microsoft’s Great Plains software, he rejected it because of its costly price tag.

Because the mortgage industry is highly regulated, Pourmand had lofty requirements for an accounting solution.

“The mortgage banking business is very number intensive,” he said. “From a financial reporting perspective, the whole banking industry is highly regulated. We need to maintain accurate records and books, and we have to have audited financials very frequently to submit to various state and federal regulatory agencies. We need to have very accurate and updated financials.”

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



“There are a lot of ways I can grow my business in the future with NetSuite’s ability to allow me to better track information and data about customers.”

— Hossein Pourmand, CFO

Home America Lending

In addition, the company’s expansion plans not only required the tight financial controls, but also a system that would allow the field offices to maintain their own individualized books that could then be rolled up to the corporate office.

The Solution:

Ultimately, Pourmand opted for NetSuite as the best choice for a Web-based integrated front and back office solution that provided all the extensive accounting functionality he needed today for expansion with features like Customer Relationship Management he could tap in the future.

“We decided that NetSuite would give us the capabilities we were looking for right now, but also there was a lot of good scalability. For example, the home mortgage banking industry is a very competitive one, and one of the key differentiation strategies is customer service. There are a lot of ways I can grow my business in the future with NetSuite’s ability to allow me to better track information and data about customers.”

In addition, NetSuite will help eliminate some of the costly errors associated with many of the traditional manual loan processes, Pourmand added.

“One of the things that happens in the mortgage industry is data gets handled way too many times. As a result, errors occur, which can be eliminated via automation. On loan documents, everything has to be perfect. Even the slightest, tiniest mistake can send someone back to the drawing board for a whole new set of documents.”

Finally, Pourmand rests easier knowing that he will not have to make a substantial investment to protect his financial data, but can instead rely on NetSuite for that crucial service.

“With financial data and a company our size, I didn’t have to go and invest time and effort and money in terms of having a massive back-up system for my very critical financial information. NetSuite does that for me. I can sleep better at night knowing my data is secure, and I’m not going to walk in and find my system crashed and half my data was wiped out. I view it as a turnkey solution.”

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



Poulter Company

www.poultercompany.com



At A Glance:

- **Company:** Poulter Company
- **Location:** Dallas, TX
- **Industry:** Wholesale, Retail
- **Challenges:**
 - Manage retail, wholesale, manufacturing, and recycling operations in one system
 - Reduce inventory buildup
 - Reduce downtime and expense caused by Internet hacks and exploits
- **Software switch from:** QuickBooks
- **Other software considered:** Great Plains, MAS 90
- **Results with NetSuite:**
 - All business operations fully accounted for, including recycling
 - Full inventory visibility and transferability leading to reduced stocking levels
 - Using NetSuite on Macintosh computers is saving over \$1000/mo in computer maintenance [origin: \$50/mo and 20 users mentioned]



“I’m able to monitor what’s going on better. It’s allowing us to compare what one branch is doing versus another branch, and consolidate taxes and the balance sheet, which we weren’t able to do previously.”

— Preston Poulter, Vice President

Poulter Company

The Results: Floored By NetSuite

Poulter Company of Dallas, TX adopted NetSuite in November 2003 and has seen improvements in visibility, inventory carrying, and operational costs, says company Vice President Preston Poulter.

With the help of NetSuite’s accurate inventory tracking and forecasting, Poulter can reduce the amount of money tied up in unsold product. The company currently holds two months of sales revenue in inventory, and the company is well on its way to meet its target to cut that figure in half. “The main reason for accumulating that much was a lack of information, so we’re looking at being able to reduce inventory by a lot,” says Poulter.

By using NetSuite on Apple Macintosh computers, Poulter has dramatically reduced exposure to virus attacks that had plagued the company’s packaged software system. Overall, NetSuite’s efficiencies represent part of Poulter’s plan to cut labor costs up to 20 percent in the months ahead, as well as improve revenue tracking for growing areas of the business. “Before, we were not even accounting for our recycling program,” says Poulter.

The Challenges: One Business, Many Opportunities

Poulter Company has grown from a humble flooring supply company to a flexible, booming business by constantly looking for new opportunities. “Wherever my father saw a profit opportunity, he would set up business,” says Poulter.

But the diverse nature of the business, which has grown to include manufacturing, wholesale, retail, and recycling operations in ten locations, posed a problem for most conventional business application platforms. “That’s one of the things which made it difficult to choose a software package. If we were just in distribution, there were a lot of accounting packages, but they couldn’t handle manufacturing.” The company’s carpet pad

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“QuickBooks was just the wrong application for us. We had too many branches, and when we thought we could host it on our server and have different branches use VPN, the application functioned too slowly to be of any use.”

*— Preston Poulter, Vice President
Poulter Company*

recycling service was particularly troublesome to fit into other systems, because the input of raw materials and the output of finished goods flows differently than a standard manufacturing process.

Standing pat was also no option. “QuickBooks was just the wrong application for us. We had too many branches, and when we thought we could host it on our server and have different branches use VPN, the application functioned too slow to be of any use,” says Poulter. “Just getting a balance sheet became quite challenging.”

The Solution: NetSuite On the Ground Floor

Poulter Company implemented NetSuite to provide a unified accounting and inventory system for its diverse interests, permitting the firm to focus on growth instead of balance sheet headaches. To speed adoption and improve the quality of information coming from the field, Poulter decided to streamline his desktop computers to favor low-hassle systems.

“I started to look for a computer that was low maintenance, with not much upkeep, and selected the Macintosh,” says Poulter. The company had been victimized by some Windows security holes, and Poulter reached the limit of his patience. “We had our server hacked a couple of times, we had problems with viruses, and we had to pay a \$50 per month maintenance fee for adware, spyware, and virus protection on each machine.”

Poulter decided to purchase eMac computers for each location running NetSuite. The eMacs access NetSuite through the Mozilla browser, which provides protection against certain exploits and vulnerabilities that the company had encountered with Internet Explorer. “Inexperienced computer users will click on things that caused Internet Explorer to accidentally download adware,” says Poulter. This eventually made the PCs unusable until a costly paid visit from an IT support consultant could be scheduled.

Poulter now manages sales, inventory and inter-company inventory transfers, along with recycling operations, purchasing, and accounting on NetSuite. The ease-of-use of the Macintosh combined with the intuitive interface offered by NetSuite has allowed the company to capture more performance information at the point of transaction without additional training. “I’m able to monitor what’s going on better,” says Poulter. “It’s allowing us to compare what one branch is doing versus another branch, and consolidate taxes and the balance sheet, which we weren’t able to do previously.”

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



2004 OVERALL RATING:



NetSuite Outscores Intuit's QuickBooks in Industry Shoot-out Of 10 Accounting Products Reviewed Only NetSuite Receives Perfect 5-Star Score in All Categories vs. Intuit's 4 Stars

NetSuite from NetSuite Inc. is an online business and financial application designed for small businesses. NetSuite easily integrates front and back office applications to make running your business a lot easier. Complete access for one user along with limited access for five other users costs \$1,400. Additional full users are \$50 per month with a limit of five. The program also has a limit of 50,000 transactions that can be processed per month.

Expandability, Modules & Scalability—5 Stars

NetSuite includes the following modules: a completely integrated GL, AP and AR, Time and Billing, Inventory Management, Payroll, Sales Force Automation, Group Calendaring, Web Site and Web Store, and Reporting. It comes with excellent importing and exporting capabilities, including XML importing, *.CSV exporting, the ability to import Quicken files and, for e-Commerce businesses, the ability to import Yahoo orders. Various customization options are also available, including record types, lists, entity and item fields, and entry and address forms. If your company finds itself close to exceeding the transaction limitations, you can easily upgrade to one of NetSuite's other online products designed for larger businesses.

Ease of Use—5 Stars

Setting up users and company information is a formidable task, simply because NetSuite offers users varying levels of information. Setting up all system users is the first step. All authorized system users are assigned a specific job function and given the appropriate system access. Only functions relating to that person's job will appear on the screen. This eliminates unauthorized system use and access.

Once all users are entered in the system, you can begin setting up company, accounting, customer, employee, and inventory information. In the transactions option, each task is easily laid out, where users simply click on the appropriate option. Instead of being module-driven,

NetSuite is function-driven, which means in order to enter a journal entry, you would click on transactions and all categories would be displayed with the appropriate transaction links. This makes it much easier to navigate the system, particularly for new users. Each authorized system user also has an interactive calendar for scheduling projects and keeping track of important due dates. Under the Activities option, you can create an event list, record tasks and phone calls, and update your calendar. You can also create templates for e-mail, faxes, letters and *.PDF files.

Training & Support—5 Stars

NetSuite offers links to a variety of training and support options, including several user guides such as CRM basics, Customer Service, Payroll, Online Bill Pay and a Custom Code Developer's Guide. A Help feature is also available that includes a Glossary and user tips. Support policies for NetSuite include NetCare Gold, which features unlimited telephone support, 24 hours a day, seven days a week. Silver and Bronze plans are also available, which offer e-mail support and access to NetAnswers, the online database.

Audit Trail, Integrity & Accountant Control Tools—5 Stars

NetSuite has one of the best system security options I have seen. Users can have full or limited access to the system, and anything the user does not have rights to will not appear on their Dashboard. Users can be restricted or given access to transactions, reports, lists and setup functions. It also contains an Audit Login Trail. By choosing the user name, you can view exactly when and where the user went in the system. The user homepage, also known as the dashboard, contains a variety of information useful for both businesses and their accountant, including key performance indicators for web site users, Income and Expense Graphs, a Cash Flow Statement, and Sales Tax Liability Reports.

Reporting—5 Stars

A tremendous variety of reporting options is available. All system reports can be customized by clicking on the Customize button at the bottom of the screen. An option is also available to e-mail or export the report, along with printing the report or the current page. NetSuite includes the following reports: an Income Statement Summary or Detail, Comparative Balance Sheet, Trial Balance, Expense and Net Worth Graphs, AP and AR Aging Summaries, Sales Forecast by Customer Detail, Budget vs. Actual, Inventory Valuation Reports, Inventory Revenue Summary, Payroll Liabilities Report, Payroll Summary

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



by Employee, Earnings Summary, a Deductions Summary by Employee, Quarterly and Annual Tax Reports, and Federal Unemployment Reports.

Company Vision

NetSuite, Inc. has combined front and back office operations into a sophisticated program that is affordable and suitable for small businesses. NetSuite listens to its users, incorporating customer suggestions throughout this latest version. With 24-hour, 7-day-a-week support, this is a company that doesn't forget its users once the product is purchased.

2004 OVERALL RATING: ★★★★★



By Kathy Yakal, February 17, 2004

Product: NetSuite

• **Company info:** NetSuite Inc., www.netsuite.com.

A Satisfying Business Suite

Going beyond its accounting roots, NetSuite 9.1 incorporates a very capable small-business accounting product with ERP, CRM, and e-commerce functions.

NetSuite has remained exceedingly easy to use as it's grown; its deceptively sleek, simple interface holds exceptional power and customizability. New features in Version 9.1 include enhancements to the site's Dashboard, better handling of Web site customers and the site itself, a new self-service support center, and more.

NetSuite's list-based layout keeps navigation zippy. Overviews of each section of the site—Home, Transactions, Lists, Reports, Setup, and Support—offer quick lists of their features. Links to all of your setup chores are on one screen; you can import data in several formats, including QuickBooks, Quicken, and XML.

Accounting functions are comprehensive. You can track customers, vendors, payroll, and inventory. Records are exceptionally detailed, as are transaction screens (purchase orders, inventory assembly, expense reports, and so on). A new Inventory feature streamlines data entry for items with multiple options, like colors and sizes. A thorough list of reports provides vital business management information, and this version includes new report options.

NetSuite makes critical enterprise information available in one central location. You can set permissions so that employees, customers, and vendors have access only to their pertinent information. NetSuite also offers tools for building integrated Web sites based on the item records you've already compiled in the accounting application. Data flows back and forth, so your records are always up to date.


This back-office integration also makes NetSuite an effective CRM application. Your sales force can track leads and prospects, manage

estimates and orders (with real-time access to inventory), and follow the history and post-sale interactions with customers.

If you need more than accounting, this suite is worth a try.

EDITOR RATING

Highest Score ● ● ● ●

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