# NetSuite 10.0 Highlights

Businesses today are looking for technology solutions to help them raise the visibility of their Web site, streamline their customer processes, increase organizational productivity and deliver world-class service to their customers. In addition, they have the need to efficiently manage their financials and streamline their back office operations to make the most of G&A resources while increasing their order processing capacity and maintaining inventory controls so they can compete more effectively on a global level.

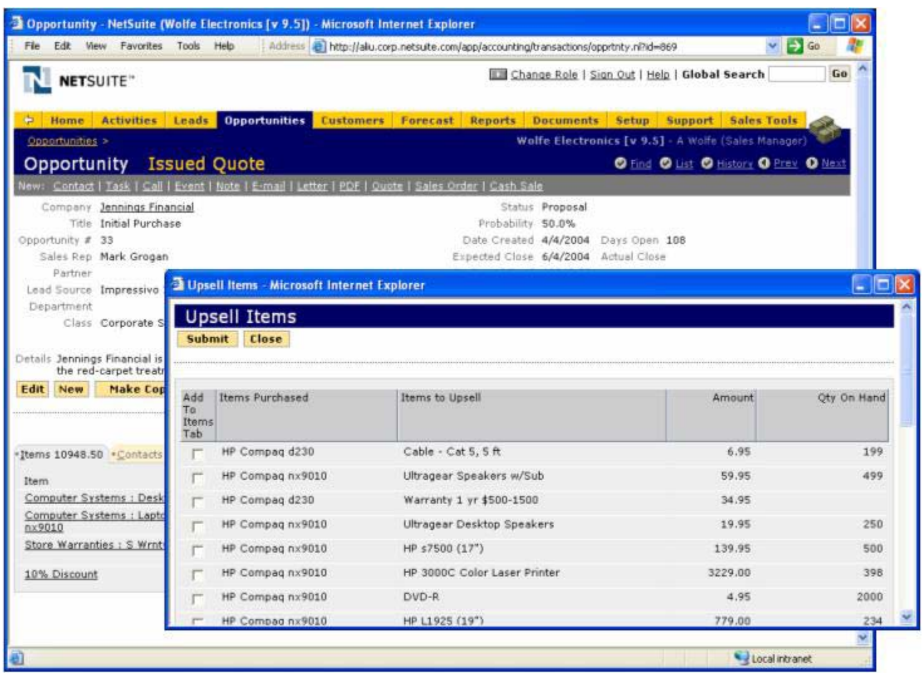
To help with these goals, NetSuite Inc. is pleased to introduce Version 10.0 of its product family including NetSuite Small Business™, NetCRM™ and NetSuite™ with NetERP & NetCommerce.

Version 10.0 builds on NetSuite's concept of a single system that integrates all business functions from Web site and ecommerce automation to back-office operations – such as accounting, employee management and order processing – to front-office activities – such as customer service, sales force management and marketing automation for companies with 1 to 1,000 employees.

## CRM Product Highlights

### ✓ Market with intelligence with automated upsell heuristics, follow up workflow, and sales assistance

Mining purchase histories of existing customers can uncover great up-sell and cross-sell potential. Now it's easier than ever to find and follow up on these hidden opportunities with the wizard and workflow capabilities of Upsell Manager. Sales has access to up-sell recommendations during the sales process with a single click so offering additional products that are tailor-matched to what the customer is already interested in is a breeze. And with cross-sell recommendations on a per customer basis, everyone in your organization can become a sales person!

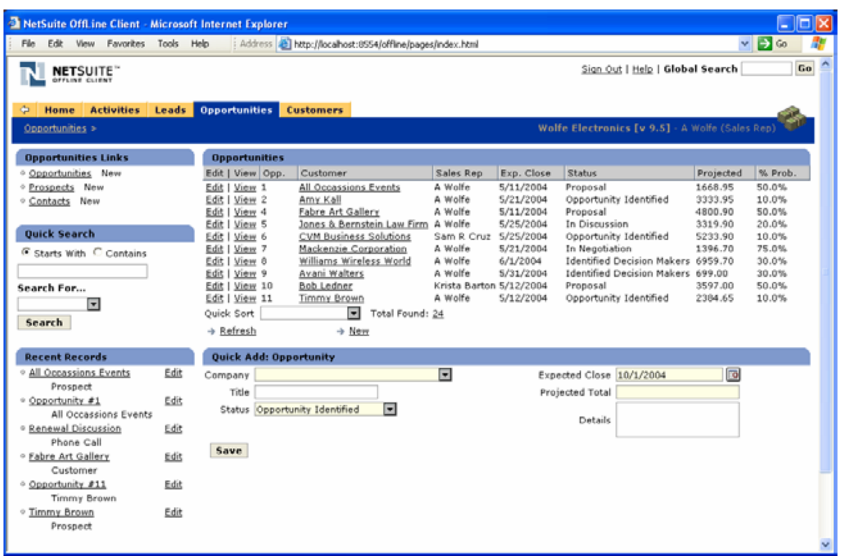


## ✓ Advanced Forecasting adds flexibility and reliability across the entire sales organization

Sales managers know that quite often, the most accurate sales forecast lives in the minds of their sales reps. Sales reps best know the state of the deals they are working and can best predict what they will likely close for the month or quarter.  With Version 10.0, Advanced Forecasting provides a simpler way to capture this forecast information.


## ✓ Increase sales rep productivity in the field with offline sales access

Can't find an internet connection while traveling? With the NetSuite Offline Client, debuting shortly following Version 10.0, you can stay productive even when disconnected, performing your normal pre-call and post-call follow up activities and then synchronizing those changes once you get back to the hotel or office.

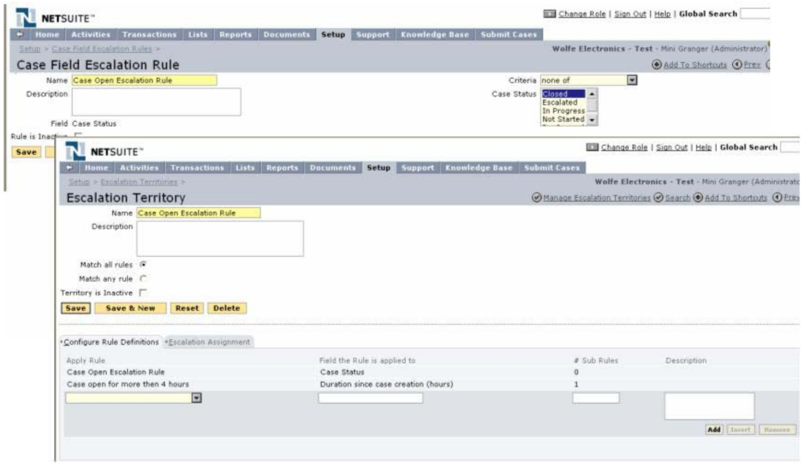



## ✓ Allow your customers to report a problem, request information or schedule a sales call by simply sending an email that is captured as a case

Customers can now request support or information at any time by simply sending an email to a designated address in addition to using the online forms in the Customer Center or calling customer support. The email sent will be analyzed and a case created on behalf of the customer. An automatic reply will be sent confirming receipt of the email and the case number for the case created. This simplifies and streamlines the process of case creation as well as handling requests for product or price information, follow-up sales calls or any such requests by routing the case based on the address the email was originally sent to. This reduces phone wait time to talk to the right people and offers yet another low-cost alternative for submitting requests.

## ✓ Escalation rules engine ensures customer support issues are resolved within service level boundaries

Responding in a timely, effective manner is critical to the success of your organization. To meet and exceed customer expectations you need to track and measure how quickly you are reacting to customer issues and also escalate to higher levels of support and management on cases that are not resolved in a timely manner. Case escalation rules can be set to alert managers and other interested parties to ensure that you have adequate time to address potential problems thereby meeting the service levels contracted with your customers.

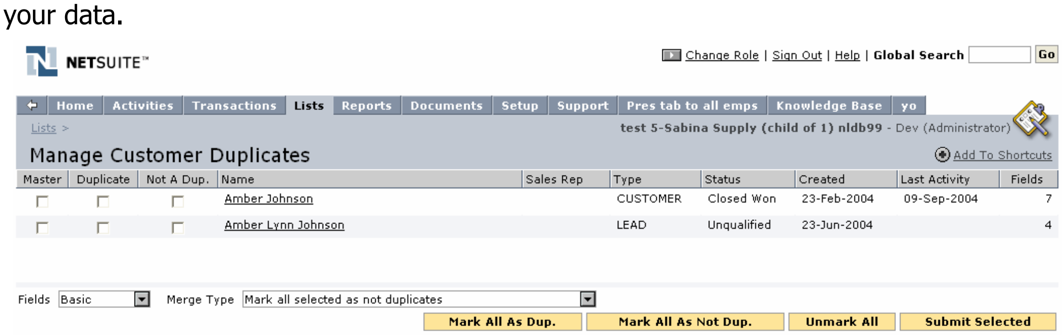



## ✓ Get rid of embarrassing spelling errors in communications with customers

You no longer need to cut and paste text into text editors just to make sure there are no spelling errors in text, emails or anything that is visible to your customers or internally. Before a message is sent it can be checked for spelling mistakes and the spellchecker can also be used to look for errors in text fields that customers will see such as cases and solutions. Clicking on the Spell-check icon will highlight all the words that are not recognized and options will be suggested. It allows for replacing just that word or all occurrences of the word or to simply ignore the spelling of the word in question.

## ✓ Ensure clean data in your system with duplicate detection and merge

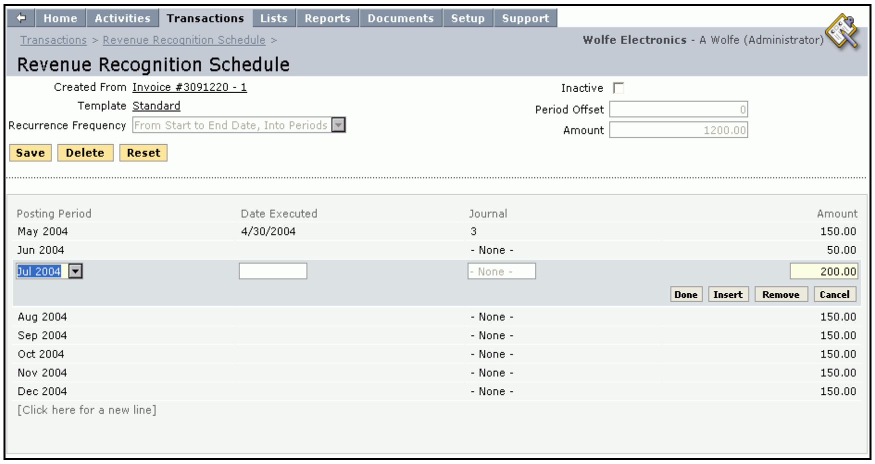
With marketing, sales, support, and other departments all working with leads, prospects and customers, the existence of duplicate records becomes an on-going battle. To help address this issue, Version 10.0 includes duplicate detection and merging capabilities. You can select from an assortment of criteria used to identify potential duplicates, which will then be flagged at the individual record level as well as in a bulk-processing mode. The bulk-processing mode allows you to merge and delete duplicates en masse. The individual record level is helpful for sales reps, marketing managers and support reps alike to know there's a potential duplicate when working with someone. The ability to merge those duplicates is however controlled by permission level since there will probably be a few select individuals within your organization who will process duplicates, ensuring the integrity of your data.



## ERP Product Highlights

### ✓ Ensure accurate revenue recognition according to compliance guidelines

Some businesses defer income from their sales and only recognize the revenue as services are delivered. NetSuite's revenue recognition feature allows you to attach amortization schedules to your sales; a reminder notifies you when it is time to recognize revenue and post a journal entry for all the schedules that are due in that period. There are also reports to provide detailed visibility on the status of your deferred revenue.

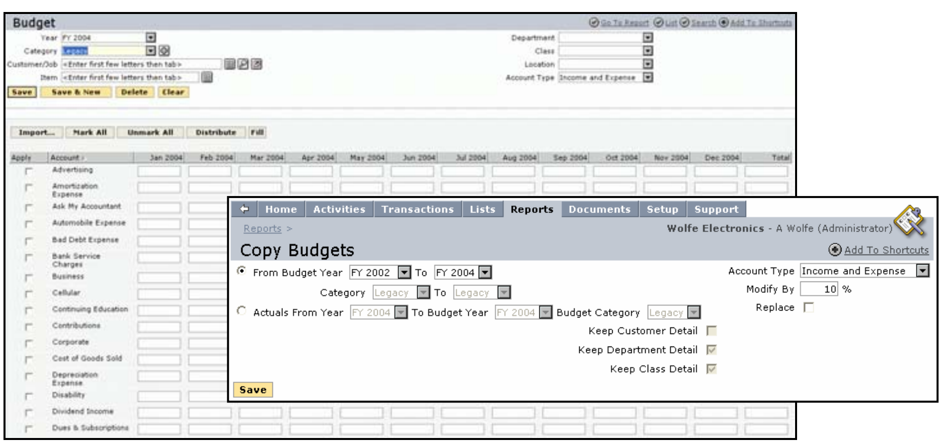



### ✓ Easily distribute overhead costs across different accounts, classes, departments and locations with expense allocation

Allocations can be set up as dollar amounts or on a percentage basis, and post the appropriate journal entry for you. You can also schedule an allocation to recur, like a memorized transaction, and get a reminder when it is time to post an allocation journal entry.

### ✓ Plan for business success while keeping track of progress against budgets with advanced budgeting tools

In seconds, you can set up new budgets based on previous budgets or financials, and budget categories allow you to set up multiple budget scenarios for the same criteria. Creating budgets manually is easier and faster now within NetSuite, in a spreadsheet format that allows you to enter budgets for all your accounts and periods on one screen. Finally, if you have a more complex system for creating or updating budgets externally, you can quickly import/export budgets in and out of NetSuite.

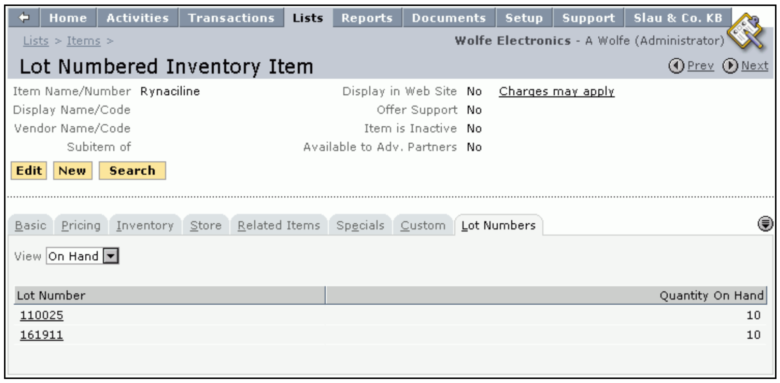





NETSUITE
ONE SYSTEM. NO LIMITS.

## ✓ Build, buy and sell inventory tracked by lot number

A complete history for each lot number is maintained through the product's life cycle. You can also assign an expiration date to each lot number and enter notes about it. Lot items track the specific cost for each lot as products are bought and sold and lot numbers must be entered when building or receiving a lot into inventory, and when fulfilling orders for a lot item. You can even set up a warning to let you know when an item you're fulfilling is about to expire. And NetSuite's sophisticated transaction search functionality makes it simple to view the entire history of a lot as it moves through your system and to customers, making recall warnings extremely easy to handle.

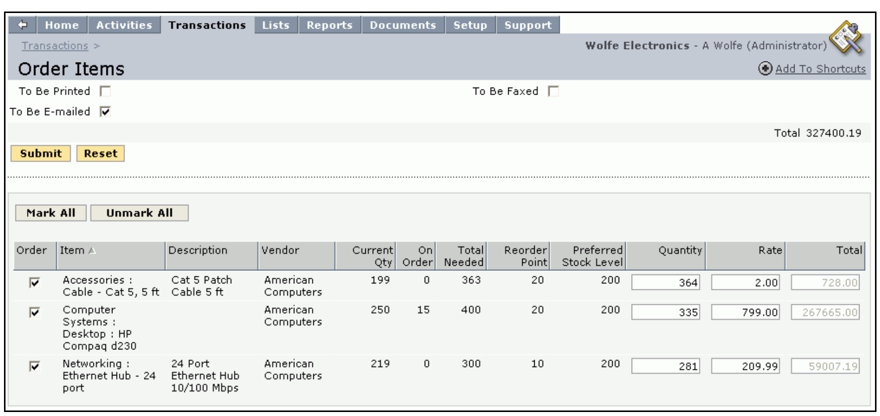



## ✓ Conveniently manage inventory and order fulfillment with advanced inventory commitment

Stock on hand is committed to specific sales orders, which allows you to automatically commit new shipments received into inventory to your back orders. You can adjust which orders your stock on hand is allocated to for each item from one worksheet.

## ✓ Simplify inventory ordering for restocking with inventory bulk ordering

Enter a preferred stock level and reorder point for each item, and NetSuite does the rest, providing you a list of items at or below the reorder point and suggesting the quantity to order, based on your preferred stock level and any open back orders. Then, with one click, you can generate purchase orders for all inventory items needing to be replenished.




## ✓ Easily manage 'just in time' inventory ordering with special orders

Similar to drop shipping, you can create a special order purchase order automatically from a sales order. When the purchase order is received, the items are automatically committed to that sales order.

## ✓ Include non-inventory, other charge and service items when building assembly groups for more flexibility in item management

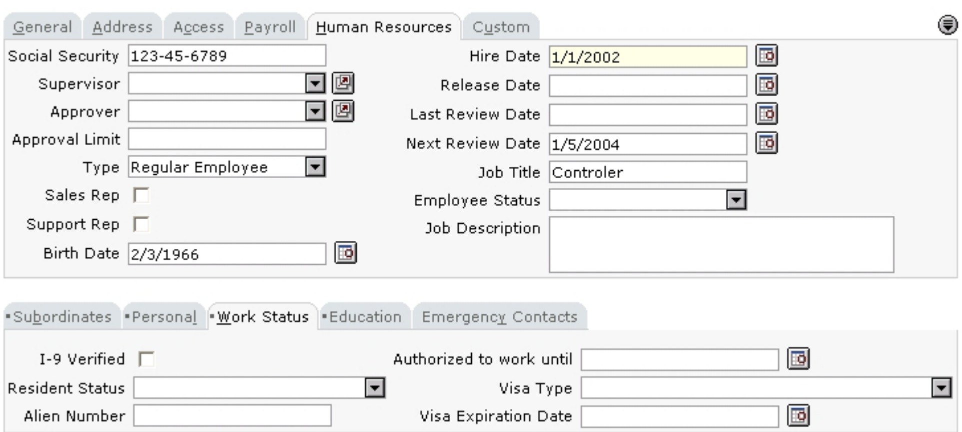
Assembly items are now more powerful and flexible. You can include non-inventory, other charge, and service items as components. When building assemblies, you can now adjust the quantity of each component used to record fluctuations in the formula caused by that particular build (for example, defective components or extra material wasted.) It's now easier to un-build a specific build- just one button click. If you use serialized inventory items, you can now include them in (serialized) assemblies and item groups.

## ✓ Customize financial report layouts as well as payroll, vendor, purchase order & budgeting reports with ease

Financial Statement Layout has been greatly enhanced so you'll be able to do even more when preparing and sharing financial statements. Select one of NetSuite's predefined layouts or create your own, change terminology and reorganize the structure to make sure your message is consistent and clear. Version 10.0 also introduces new and rewritten reports for payroll, vendors, purchase orders and budgeting. Run payroll reports for specified date ranges, with summary information for each employee, or customize to meet your state agency's requirements.

## ✓ Empower your employees with self-service tools and your HR group with easy employee profile management

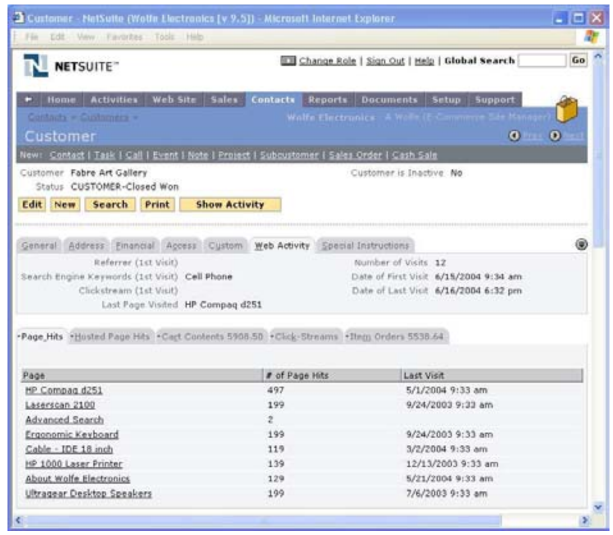
To support your company is managing its most valuable resource – its workforce – Version 10.0 offers more Human Resource Management functionality and eases payroll setup. Keep track of employees' resident status, education, and emergency contacts. In addition to new fields and usability improvements, Version 10.0 also introduces more customization options for the employee record, allowing you ultimate flexibility in defining how you capture and store employee information. Get you can even get your employees involved! Version 10.0 adds self-service enhancements so your employees will be able to view and print paycheck information, maintain their phone, address and emergency contacts and amend their filing status and allowances, freeing up your Human Resources department from hours of data entry.



## ▶ E-Commerce Product Highlights

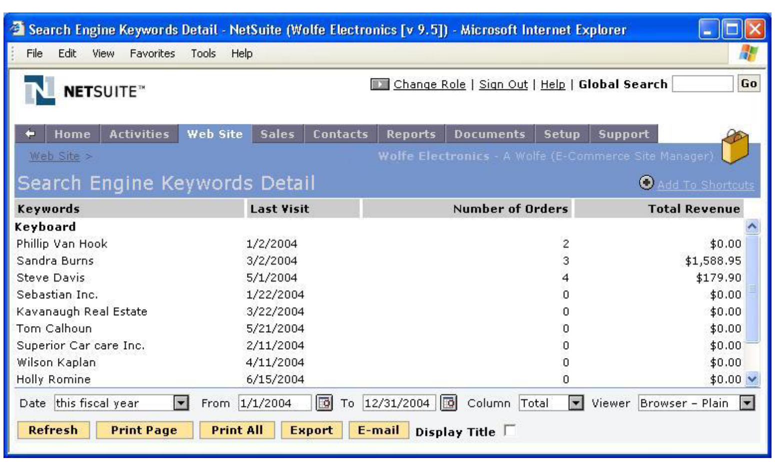
### ✓ Empower your sales force with complete website activity history for leads, prospects and customers

If you are using NetSuite to power your website, now you can have a complete understanding of visitor activity on that site. Each lead, prospect and customer record details how they found your site (referrer & search engine keyword), what pages they have visited, which click-paths they navigated, how many times they have visited, when their visits took place, and what page they are currently viewing. You can also see exactly what is in their shopping cart, giving your sales force assistance in closing the sale, and your marketing team valuable segmentation information.



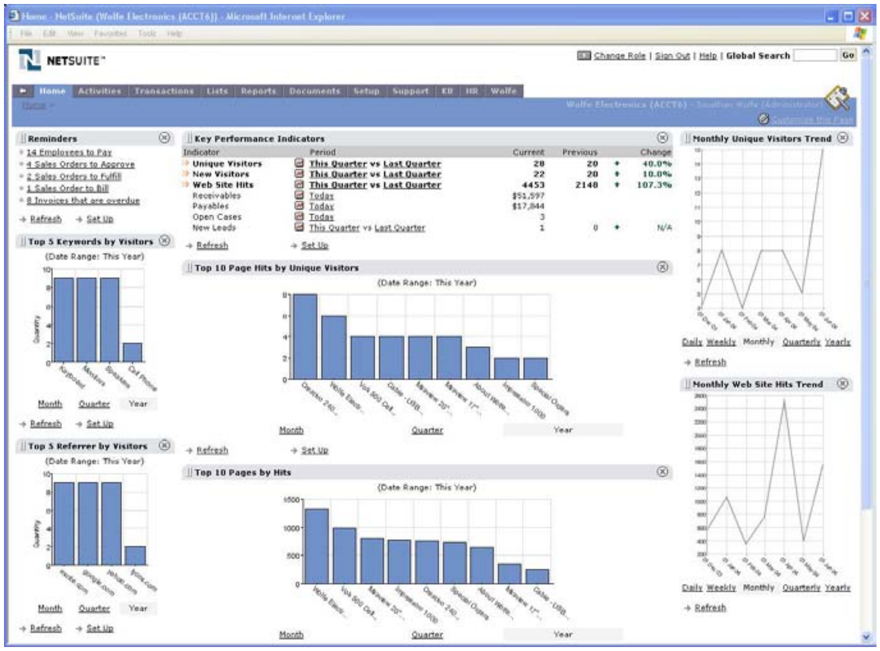

### ✓ Measure ROI, detail specific customer activity and how customers found you with referrer and search engine keyword reporting

Version 10.0 introduces web analytics tools that measure marketing effectiveness and record exactly how each of your customers found you. The Referrer report tells you which web site directed your web visitors to you. The Search Engine Keyword reports tells you which search terms your customers used to find you on major search engines. But unlike other reporting tools, the Referrer and Search Engine Keyword reports also provide detailed ROI information. The reports show not only how many customers came from each referrer and keyword, but exactly how many sales and how much revenue is attributed to those criteria—outputting an exact ROI figure. This allows you to calculate how much you want to spend on affiliate marketing programs and pay-per-click search keywords. Unique to NetSuite, the Referrer and Keyword reports also allow you to drill-down to individual customers. From each report, you can determine exactly which customers came from each referrer and keyword. This allows you to improve one-to-one marketing, and provides your sales force with valuable background information.



### ✓ Access real-time web metrics right on your dashboard thanks to Web analytics report snapshots

Over 10 new report snapshots have been added to your dashboard to help you monitor your web site. Directly from your dashboard you can see your site's top referrers and top keywords, by number of visitors or by revenue. You can see the most viewed pages for any time frame, both overall and by unique visitors. You can even see which items have the highest and lowest abandonment rate—which helps you refine the way you present your products.




### ✓ Monitor your checkout process with shopping cart abandonment reports

New reports tell you exactly how many shopping carts were created and how many have not led to sales. This helps you analyze the effectiveness of your checkout process and alerts you of changes in buying patterns. You can place the abandonment metric directly onto your dashboard as a KPI.

### ✓ Gather robust web activity information using unique visitor and new visitor reports

Enhance your visitor and page view analysis with reports that distinguish first time visitors from return visitors, and provide separate information for each. Not only can you see if it is the visitor's first visit during a time frame, but also if it is their first visit overall. This provides much more robust visitor information. You can place the two visitor metrics directly onto your dashboard as a KPI.

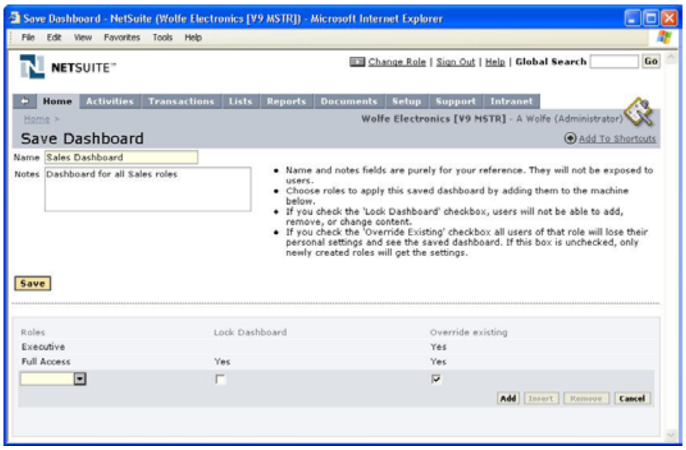
### ✓ Attract more international customers by selling in multiple currencies and localizing your web site with text customization

Now you can let your customer's choose the currency they want to transact in. Your web store can now display and sell in any currency that you set up, and let your customers choose their currency. All prices will be automatically updated to display your customer's preference. In addition, every line of text on your website is now customizable. This includes field names, checkout fields, out of stock warnings, and even error messages. So whether you accept payments, pagos, or pagamenti, you can speak your customer's language. Most of the localization fields accept HTML, allowing you even greater control over your web site.

## Dashboard & Reporting Product Highlights

### ✓ Ensure consistent tracking of key metrics and reports across the organization with Dashboard publishing

Wish you could roll out a consistent Dashboard to a particular team so everyone is working off the same key business metrics, lists and workflow shortcuts? Now you can with Dashboard publishing in Version 10.0! When you save a Dashboard, all of the settings on every tab are saved allowing you to publish a different dashboard to each role if desired. You can even determine whether it is fixed or adjustable by each user, so maintaining consistency across your organization and helping new users optimize their workflow is easy.




### ✓ Personalize your Dashboard with Internet content feeds for easy tracking of breaking news, stock quotes, sports and more

When you run your business on NetSuite applications, your Dashboard becomes your daily command center. Now you can consolidate even more information on your Dashboard and personalize it to your unique interests with external content feeds from any RSS (Really Simple Syndication) source such as the New York Times, CNN, Yahoo!, CBS Marketwatch and even ESPN!


### ✓ Sharing customized reports allows for greater audience control

When tailoring reports for your business via customization, you often have the need to share them with a select group of people rather than all users. Version 10.0 adds ultimate flexibility for report sharing with audience controls so you can limit access to a particular department, a self-maintaining group or individually select users, partners or even customers!

## ✓ Summarize data in custom reports with new count, sum, average, minimum and maximum parameters

Data analysis just got a lot easier with the new analytic capabilities of the NetSuite reporting engine. You can now summarize information and perform count or sum operations. You can even perform basic statistical analysis with average, minimum and maximum operators that can be applied to any numeric data series.

## ✓ Cross-analyze data and create complex groupings with ease using joined/compound search

Search capabilities in NetSuite take a giant leap with the ability to access related or joined records while setting criteria and selecting result columns. For example, you can now create a group of all contacts who have a title of CEO and are related to companies within California. Or search for all customers who you are the sales rep for and have an overdue invoice this month. These complex groupings and searches make marketing, sales follow up, account management and collections tasks that much easier by making it easy to mine and cross-analyze your valuable customer data.