



# SERVICES INDUSTRY

NetSuite Services

For growing companies in the services industry, buying the right enterprise and business software can make all the difference between maintaining the status quo and scaling to the next level. Just as important to success, however, is the implementation partner. While the software provides the platform you need to grow, your services partner enables the transformation of your business.

## Key Benefits

- Improved operational efficiency
- Greater visibility
- Improved controls
- Improved accuracy of invoicing
- Proactive decision-making
- Improved resource utilization
- Increased profit margins
- Competitive differentiation
- Optimized revenue streams
- Increased speed to market
- Reduced the cost to serve

Services companies today are looking for ways to expand and grow business by:

- Streamlining business operations
- Establishing multiple lines of business and revenue streams
- Increasing efficiencies
- Expanding internationally
- Acquiring companies
- Licensing products
- Offering managed services

Progressive and innovative services firms are looking to create new business models that disrupt the status quo. They are licensing their intellectual property and diversifying and expanding their revenue streams with new offerings and recurring revenue. They want to provide solutions, software and intellectual property on a subscription-based managed service. They are looking to extend and secure the lifecycle of that engagement through recurring revenue. They require—and are ready—for a partner to help them with this transformation.

As partner or C-level officer of a services firm, you need an industry-focused partner that can help you mitigate and navigate the challenges facing your industry and prepare you for the future. You need a partner that can help you along the journey of going live with a new software system and transforming your business.

NetSuite Services is that business partner.

NetSuite Services offers consulting and technology companies in the services industry support for the full lifecycle of your business—from the initial NetSuite implementation with our exclusive SuiteSuccess methodology—to our online training services with Learning Cloud Support—to continuous managed services with Advanced Customer Support. We help services companies seamlessly transition to the cloud while addressing the business challenges of finding new efficiencies, growing and expanding the business with multiple revenue streams, and international expansion. As a service provider, we have also launched our own subscription-based offerings and can guide you on best practices for a managed services model.

Our NetSuite Services team is comprised of a deep bench of consultants with experience and expertise in both the services industry and the NetSuite application. We have a deep understanding of consulting and technology services companies, the challenges you face and the best practices to help you transition to an optimal state of operations. We leverage the SuiteSuccess model and methodology to ensure a solution built and vetted for services companies like yours.

The results are improved operational efficiency, greater visibility into the business, improved controls, proactive decision making, increased resource utilization, optimized revenue streams and increased profit margins.

## NetSuite Services – For the Full Lifecycle of Your Business

NetSuite Services is successful in meeting the unique needs of the services industry because of the holistic approach we take with every industry. From Consulting Services, to Education Services to Support Services, NetSuite Services offers industry-specific support both before and long after you go live.

NetSuite's Services provides a full suite of offerings that includes the following:



### Industry Expertise

At NetSuite, we lead with industry. We have deep expertise and experience in the services industry and we leverage that expertise to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry-specific add-on service offerings.



### Consulting Services

#### **SuiteSuccess, Packaged Services, Custom Services**

You've invested in us, so we're investing in you. Our team of experts help ensure that you're not paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway for you

to succeed by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory.



### Education Services

#### **NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support**

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support offering provides access to learning content anytime, anywhere.



### Support Services

#### **SuiteSupport, Advanced Customer Support (ACS)**

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater level of engagement can take advantage of Advanced Customer Support (ACS)—an umbrella offering that

# NETSUITE STAIRWAY FOR SERVICES



provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to grow and change.

## Stairway to Your Success

Through SuiteSuccess, we offer an agile and staged pathway for you to succeed by engaging continuously throughout the full lifecycle of your business, keeping you on an upward growth trajectory tailored specific to the services industry. SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery and Services

teams so that we sell what we deliver and deliver what we sell and enable your full business lifecycle. Our services team leverages the SuiteSuccess model and methodology to ensure a solution built and vetted for services companies like yours. The SuiteSuccess methodology is focused on four key areas:

- Rapid and efficient implementation
- Leading services industry practices
- Tailored delivery
- Growth and expansion

## Why NetSuite Services for Services Companies

Implementing an ERP system can be extremely disruptive. We understand that for an industry that is constantly striving to deliver prompt services, time is extremely valuable. You want a quick implementation and a clear timeline with key milestones to reach go-live. We can make that happen.

NetSuite Services is the only services provider that can provide services companies with ALL of the following, and more:

- **PSA Functionality through NetSuite PSA or OpenAir.** NetSuite offers PSA functionality through NetSuite PSA or OpenAir. Our NetSuite Services team advises you on the best option for your unique requirements.
- **Services Industry Experience.** Our NetSuite Services team has experience and expertise in the services industry and a deep understanding of consulting and technology services companies, the challenges you face and the best practices to help you transition to an optimal state of operations.
- **Leading Practices to Accelerate Business Growth.** Our competitive advantage is that we not only have a product tailored for services companies but we also have a deep bench of consultants that work with services companies all day every day that share leading practices. Additionally, our verticalization in several industries enables us to share best practices from an adjacent industry, and a more robust implementation. These leading practices enable our customers to accelerate business growth.
- **NetSuite Expertise.** We have the highest number of certified NetSuite consultants in the marketplace. With our proximity to product development, we have the advantage of receiving updates from product development and a broad network of solution consultants and technical account managers with both product knowledge and implementation know-how.
- **Full Lifecycle Services.** We offer companies in the services industry support for the full implementation lifecycle—from the initial implementation, through our exclusive SuiteSuccess methodology, to education by our NetSuite Adoption Services and Training team, to ongoing support through our Advanced Customer Support managed services.
- **Business Model Transformation.** NetSuite enables services companies that want to transform their business model and license their intellectual property and diversify and expand their revenue streams with new offerings and recurring revenue. NetSuite is the partner that can help with this transformation. We have launched our own managed services offerings and can help guide our customers in the services industry with this business transformation.

- **SuiteSuccess.** We offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward growth trajectory tailored specifically to the services industry. SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery, and Services teams so that we sell what we deliver and deliver what we sell and enable your full business lifecycle. Our services team leverages the SuiteSuccess model and methodology to ensure a solution built and vetted for services companies like yours. The SuiteSuccess methodology is focused on four key areas:
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  - Leading services industry practices
  - Tailored delivery
  - Growth and expansion
- **OpenAir.** OpenAir is a platform that was built in 1999 specifically for billable services organizations. It is one of the only services automation (PSA) platforms on the market. NetSuite acquired OpenAir in 2008 and many of the original thought leaders and practitioners are still with Oracle NetSuite, offering unmatched tenure and depth of expertise. Additionally, four out of 10 of NetSuite's largest customers are OpenAir customers and our NetSuite Services team has successfully implemented the majority of the installed OpenAir solutions in the marketplace.
- **OpenAir Center of Excellence (COE).** Oracle NetSuite established a dedicated team chartered with providing product and usage expertise to the NetSuite Services organization. The COE team also provides input to the product development team based on industry and customer insight through hands-on real-world experience. The COE team partners with the account management team to ensure continuous success for our OpenAir customers.
- **Consolidated Reporting.** We understand the importance of consolidated reporting for our customers in the services industry. Our NetSuite Services experts help you refine and generate these reports and ensure that your reporting system is running efficiently.
- **Forecasting.** Predicting performance can be as critical to services organizations as actual results, and often harder to measure. Our team enables you to leverage NetSuite for optimal resource forecasts, revenue and billing schedules, and forward-looking forecasts.
- **Minimal Time Investment.** NetSuite is your partner on the implementation—we perform most of the heavy lifting. Typically, a customer provides a few hours a week for two to four months and then they are on the best of breed platform.
- **High User Adoption.** Our education, training and testing teams ensure a successfully implemented solution that works and has a

high adoption rate. NetSuite is committed to the growth of your business, and is therefore invested in the successful adoption of the platform by your organization.

- **Improved Business Visibility and Actionable Insights.** Our offerings and services enable actionable insights that inform how your business is performing so you can respond to market pressures with real-time views of tailored KPIs that enable you to manage by exception.

- **Global Reach.** NetSuite Services enables services companies that have multiple international subsidiaries. Through our recent acquisition by Oracle we have even further strengthened our global footprint and reach with offices around the world with our Global Delivery Centers.