



Eide Bailly

APS Helps NetSuite Partner Dive Into New Areas of Expertise



Long-time NetSuite Alliance Partner and Solution Provider Eide Bailly uses Advanced Partner Support to fill knowledge gaps and get timelier resolution of support requests.

When you take on a major IT project for a valued customer, it's always nice to know that there's someone in your corner standing by and ready to help at a moment's notice. This is exactly how NetSuite SuiteLife Partner Program members feel when they encounter complex issues during implementations or require assistance with software performance and optimization.

Through its Advanced Partner Support (APS) program, NetSuite provides multiple hours of support per quarter, post-enablement solution support, functional and technical expertise, ecommerce and point of sale services, and other guidance.

“We offer accelerated implementations and were involved with the SuiteSuccess rollout. After seeing many different companies' implementation strategies, we decided to use one that would get our clients up and running faster.”

Donna King, Vertical Lead for Nonprofit, Eide Bailly



“Due to our volume of NetSuite implementations, we file quite a few support requests. In some cases, APS may be able to help speed things up.” Donna King, Vertical Lead for Nonprofit, Eide Bailly

Eide Bailly, LLP recently realized the value of APS when one of its consultants needed assistance during a warehouse management system (WMS) implementation. A NetSuite partner since 2010, Eide Bailly is both a Solution Provider and an Alliance Partner. This finds the company handling complex implementations within both accelerated and longer timeframes. Its highly experienced team of implementation experts works across all of NetSuite’s customer verticals.

Calling on APS for Support

For the WMS implementation, Eide Bailly’s implementation team needed support and called on APS. “APS was able to supplement and support our consultants during the implementation and configuration process to ensure that we met the client’s needs,” said Caitlynn Scott, Sr. Manager and NetSuite Certified ERP Consultant.

In other instances, the NetSuite partner’s junior consultants have tapped APS for help solving issues and filling in knowledge gaps. For instance, those consultants have used APS to build out their knowledge of statement outputs and how the ERP does its calculations across multiple different environments.

“They used APS to gain better understanding of the math, formulas and functions,” said Scott, who adds that the consultants got the answers they needed to be able to move forward on the project. “That’s really how we’ve instructed our team to leverage APS.”

Ensuring Timely Resolutions

As an Eide Bailly Vertical Lead for Nonprofit, Donna King likes the priority given to APS requests versus more general NetSuite support filings. King said APS also helps Eide Bailly position itself as an implementation partner that can effectively “escalate” such a support request through the APS channel, thus ensuring a timelier resolution to the issue.

Going forward, Scott sees Eide Bailly further leveraging APS as a support tool both for the partner itself and for its customers. “I’m not sure we’ve leveraged the APS team to the fullest extent yet,” she said, “in terms of providing additional support and bridging knowledge gaps for some of our consultants—in essence training them ‘up’ on some of NetSuite’s functionalities and how to configure the ERP.”

Diving Into New Areas of Expertise

To other NetSuite partners that may not be members of the SuiteLife program and APS, King said Eide Bailly's participation has been "extremely helpful" for its team members. "We promote SuiteLife out to the broader group here to make sure everyone receives the notifications and can participate and learn about new NetSuite functionalities," said King, who adds that Eide Bailly's service delivery team participates in several SuiteLife events per quarter.

Reflecting on Eide Bailly's recent use of APS to support the WMS implementation, Scott said the program is especially relevant for partners that need help managing niche, in-depth client requirements. In this particular instance, the company's lead consultant brought the knowledge gap to Scott's attention when the project was assigned.

"He told us that he hadn't worked with the WMS enough to have this knowledge, so we directed him to APS," Scott said. "That's really what APS was designed to be—a support structure that can work alongside your team, boost its confidence, and prepare it to dive into new areas."



Company Snapshot

Company: Eide Bailly

Location: Fargo, N.D.

Industry: Services