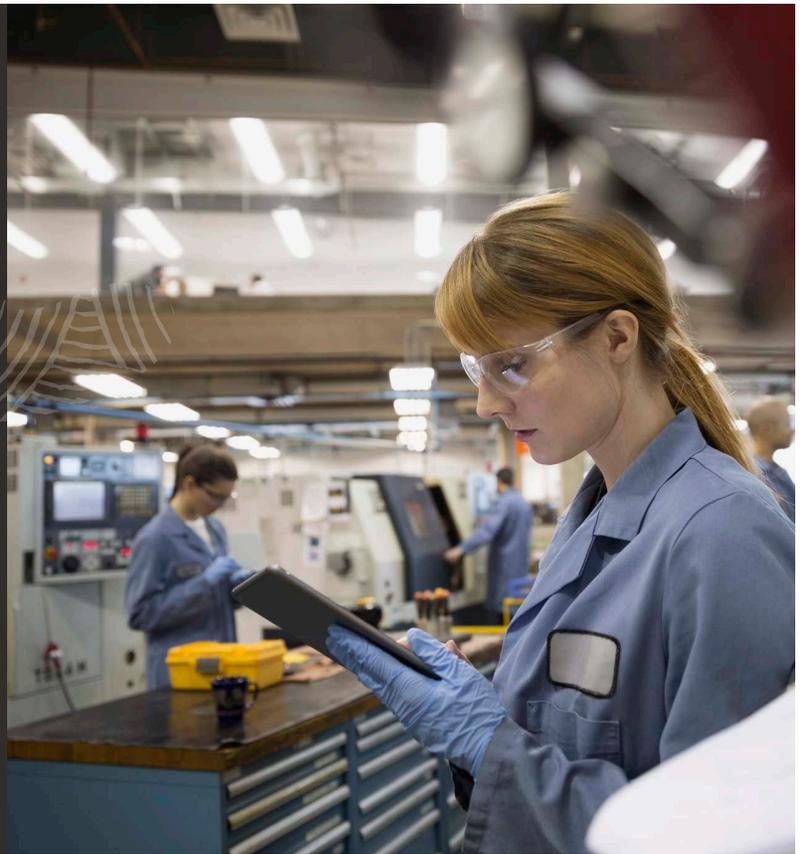




NetSuite Services

## Manufacturing Industry



Companies in the manufacturing industry understand the importance of investment. Retrofitting your shop floor, machinery, materials handling, personnel training, and relationships and processes with subcontractors and suppliers around the world, are all investments that have traditionally paid off for manufacturing companies in terms of operational success.

But what if there was a way to build on those investments? A way to streamline processes, obtain more granular data on labor costs, maximize on your heavy capital investments, and improve profit margins by addressing operational inefficiencies? What if there was a solution that doesn't replace your existing investments, but instead enhances them?

### Key Benefits

- Scalability
- Improved operational efficiency
- Increased capacity utilization
- Increased profit margin
- Improved controls
- Increased speed to market
- Faster time to value

There is. NetSuite Services.

NetSuite Services offers companies in the manufacturing 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 manufacturing companies seamlessly transition to the cloud while addressing the industry challenges including acquisitions, identifying operational efficiencies, capacity utilization, heavy capital investments, thin margins, strategic investments, business process optimization and managing the extended supply chain.

For thriving companies in the manufacturing 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 your success, however, is your implementation partner. While the software provides the platform you need to thrive, your services partner enables the transformation of your business.

Our NetSuite Services team is comprised of a deep bench of consultants with experience and expertise in both the manufacturing industry and the NetSuite application. We have a deep understanding of manufacturing companies, the challenges you face and the best practices to help you optimize operations. We leverage the SuiteSuccess model and methodology to ensure a solution built and vetted for manufacturing companies like yours. The results are business development, improved operational efficiency, improved efficiencies, increased capacity utilization and increased profit margin.

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

NetSuite Services is successful in meeting the unique needs of the manufacturing industry because of the holistic approach we take with every industry. From Consulting Services, to Education Services and 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 manufacturing industry and we leverage that expertise to enable us 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 customers aren't paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway for your success by engaging

you continuously throughout the lifecycle of your business, keeping you on an upward trajectory. And with NetSuite's Global Delivery Centers, our costs remain competitive.



### Education Services

NetSuite Adoption Services, Product Training, End User Training

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure 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.



### 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 more hands-on involvement can take advantage of Advanced Customer Support (ACS)—an umbrella offering that 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 scale and change.

### Stairway to Your Success

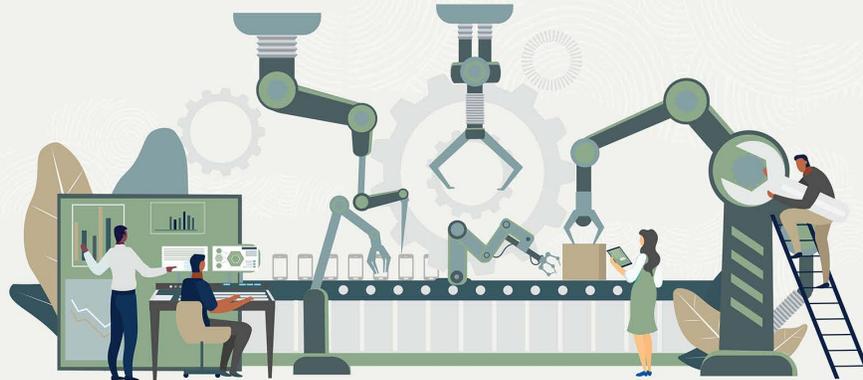
We offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward trajectory tailored specific to the manufacturing industry. Our services team leverages the SuiteSuccess model and methodology to ensure a solution built and vetted for manufacturing companies like yours. The SuiteSuccess methodology is focused on four key areas:

- Rapid and efficient implementation
- Leading manufacturing industry practices
- Tailored delivery
- Development and expansion

### Why NetSuite Services for Manufacturing Companies

Implementing an ERP system can be extremely disruptive. How can you ensure success? NetSuite Services is the only services provider that can provide manufacturing companies with all the following:

- **Manufacturing Industry.** Our NetSuite Services team has deep understanding of manufacturing companies, the challenges you face and the best practices to help you transition to an optimal state of operations. We help manufacturers improve their business processes including Six Sigma and lean manufacturing.



### Establish

- Financials
- CRM and order processing
- Inventory management
- Discrete manufacturing

### Elevate

- Commerce
- Warehouse and quality management
- Supply chain and asset management
- Work in process
- Payroll and people management
- Financial management

### Expand

- Business insight and reporting
- Project management
- Planning and budgeting
- Production management

### Accelerate

- Sales and order optimization
- Warehouse and shop floor automation
- Project and revenue management
- Omnichannel commerce

### Dominate

- Field service and repair
- Industrial internet of things
- Global expansion
- Business AI

- **Leading Practices to Accelerate Business.** Our competitive advantage is that we not only have a product tailored for manufacturing companies but we also have a deep bench of consultants that work with manufacturing companies all day every day and the largest network of NetSuite consultants to 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 their business.
- **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.

- **Operational Efficiencies, Capacity Utilization and Margin.** We help you improve profit margins by improving operational efficiencies and capacity utilization.
- **Optimization of Capital Investments.** Manufacturers invest millions in machinery, materials handling and personnel training. NetSuite Services works within that framework to optimize your capital investments.

- **Actual Cost.** We help you understand your total actual cost including labor—so you can make decisions sooner in the process and understand how well you are performing.
- **Capable to Promise and Available to Promise Demand Planning.** Manufacturing companies today are excited about these capabilities and know exactly how they want it to work. We help them with this transformation.
- **Value Added Services to Increase Margins.** We share and educate your C-suite on industry best practices integrated into our SuiteSuccess methodology to enable you to increase your margins in a way you were not able to just a few years ago.
- **Empowerment for the New Industry Paradigm.** We educate and empower you to make changes in your business model and processes that are going to help you adapt to the new industry paradigm.
- **Improved Business Visibility and Actionable Insights.** Our offerings and services enable actionable insights that inform you 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.
- **Forecasting.** Predicting performance can be as critical to manufacturing companies 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 a best-of-breed ERP 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 development of your business and is therefore invested in the successful adoption of the platform by your organization.
- **Faster Time to Value.** NetSuite is a software activation company, not a service-focused organization. That means you receive predictable timelines and a lot of comfort knowing that as a business we are not going to camp out and stay forever. There is a reduced risk from our fixed bid approach.
- **Full Lifecycle.** We offer companies in the manufacturing industry support for the full lifecycle of the business—from the initial implementation, through our exclusive SuiteSuccess methodology, to education by our NetSuite Adoption Services and Training team, to ongoing support with our Advanced Customer Support managed services.
- **Global Reach.** NetSuite Services enables manufacturers that have multiple international subsidiaries. Through our acquisition by Oracle we have even further strengthened our global footprint and reach with offices around the world with our Global Delivery Centers.