

NetSuite SRP

UNPRECEDENTED ROI

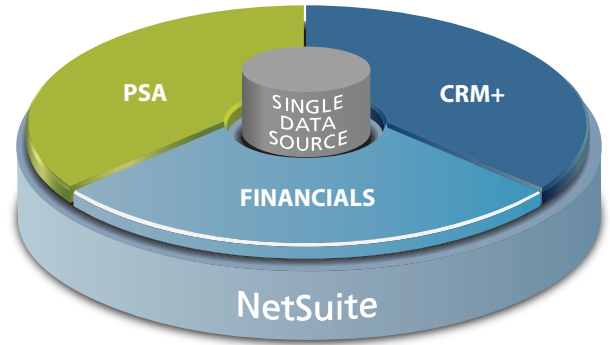
Benefits experienced by organizations using SRP include:

- 23% increase in annual revenue per employee
- 22% increase in annual revenue by billable consultant
- 15% increase in real-time visibility for executives
- 15% increase in bid-to-win ratios
- 11% increase in referenceable clients
- 7% increase in EBITDA
- 7% increase in on-time project delivery
- 3 – 7% increase in project margins

Source: 2011 Professional Services Maturity Benchmark Report by SPI Research. Percentages represent averages of more than 200 firms surveyed.

NetSuite SRP is the professional services industry’s first and only end-to-end services resource planning (SRP) solution that supports an entire services business. From customer relationship management (CRM) and professional services automation (PSA), to accounting/enterprise resource planning (ERP), NetSuite SRP supports the complete bid-to-bill lifecycle with a powerful Software-as-a-Service (SaaS) suite.

NetSuite’s solutions for professional services are used today in more than 1,500 professional services organizations worldwide from small and mid-sized services businesses to some of the world’s largest services organizations.



Why NetSuite SRP?

NetSuite SRP helps you complete projects more quickly, generate invoices accurately and efficiently, and decrease accounts receivable cycles, so you improve cash flow and eliminate revenue leakage. With NetSuite SRP, you gain complete visibility into and control over the entire business—in real-time, from the moment a new opportunity is identified through to project delivery, invoicing and revenue recognition, all while eliminating double entry and costly systems and integrations management overhead.

NetSuite SRP also empowers the mobile services organization with anytime, anywhere access in the cloud, supporting users where they work—on the go, at client sites or remotely.

Running a global services business? Combine NetSuite SRP with the power of NetSuite OneWorld to gain real-time, global business management and financial consolidation for multi-national and multi-subsidiary operations. With NetSuite OneWorld SRP, you can manage multiple subsidiaries, business units, legal entities, global resource pools, billing rates in any currency, taxation rules, reporting requirements and more—all from a single system.

With more than 12 years of experience supporting services organizations of all specialties and sizes, NetSuite understand the unique requirements of running a services business.

NETSUITE SRP CUSTOMERS INCLUDE:



Key Features

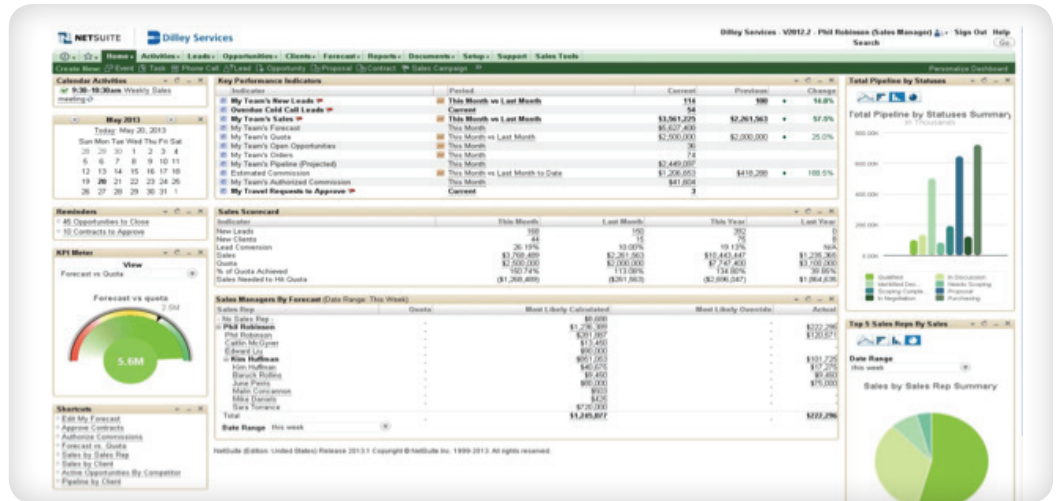
Customer Relationship Management (CRM)

NetSuite CRM+ software delivers powerful customer relationship management (CRM) capabilities, including sales force automation (SFA), marketing automation, customer support and service, and flexible customization, all in a web-based CRM solution. And unlike typical CRM solutions, NetSuite CRM+ includes powerful sales performance, order management and marketing effectiveness capabilities as standard.

NetSuite CRM+ is the only CRM solution that is completely integrated with the back office and project delivery, reducing manual entry and risk of error, and accelerating processes. This seamless integration ensures your business is operating on the same customer and project data—and gives you real-time visibility into your client lifecycle—from lead to close to fulfillment.

“With NetSuite SRP we have an end-to-end product that really services the needs of our business from start to finish.”

—Paul Brooke, BearingPoint



Gain a true 360-degree view of the customer lifecycle—from suspect to quote, order management, project delivery, and beyond—from anywhere at any time.

Key CRM features include:

- Advanced sales force automation (SFA) to drive sales performance
- Marketing automation to drive lead generation, nurturing and management
- CRM analytics and reporting for a single, pervasive view of customer information
- Customer service and support management to reduce attrition and decrease customer care costs
- Case and issue management to automate assignment, management and escalation
- Partner relationship management to expand revenue and new market opportunities
- Anytime, anywhere mobile access
- Integration with leading social and productivity tools to improve collaboration and overall sales productivity
- Integrated quote and order management to quickly generate quotes and convert to approved sales orders and flow seamlessly to finance system for processing

Resource Management, Project Delivery and Advanced Billing

NetSuite is the world’s #1 solution provider for project management, resource management, project accounting and timesheet and expenses management. NetSuite SRP’s Professional Services Automaton (PSA) solutions are proven to quickly generate tangible results, including driving down bench time, increasing resource utilization, elevating on-time project delivery, improving invoicing accuracy, streamlining revenue recognition, decreasing project accounting and overhead, expediting billing cycles, and increasing visibility into your services organization. NetSuite SRP goes beyond basic PSA functionality with:

- Advanced resource management and forecasting
- Sophisticated project accounting
- Powerful billing rules engine to support complex client billing
- Collaborative project management to proactively identify and resolve issues
- Simple and easy timesheet management, directly integrated with project management and billing
- Easy and flexible expense management to maximize accuracy and timeliness
- Powerful, intuitive, configurable dashboards and reporting for personalized view of key metrics

“NetSuite SRP has helped us to eliminate double data entry, perform operations much more efficiently with a reduced head count, and completely streamline the operations of our company.”

—Jeff Greenberg, infrastructureWORKS



A graphical view of how your team is being utilized provides instant visibility and access.

Financial Management and Forecasting

NetSuite Financials provides comprehensive, proven financial/ERP capabilities that integrate with your broader back-office, sales and project delivery processes. NetSuite financials takes your business beyond traditional accounting software and equips you with the visibility you need to make better faster accurate decisions.

- Comprehensive financial management accelerates financial close, improves revenue recognition, ensures accountability and compliance
- Integrated quote-to-order-to-cash process accelerates cash flow, drives sales and improves customer satisfaction
- Powerful reporting, budgeting and planning monitors and manages financial performance, optimizes cash management, reporting, analysis and allocation in real-time
- Advanced revenue recognition automates revenue recognition process and supports revenue recognition standards
- Flexible bid-to-bill and recurring billing management automates billing, invoicing and complex recurring, time and project-based billing
- Integrated and automated contract renewal reduces cost, revenue leakage and customer churn

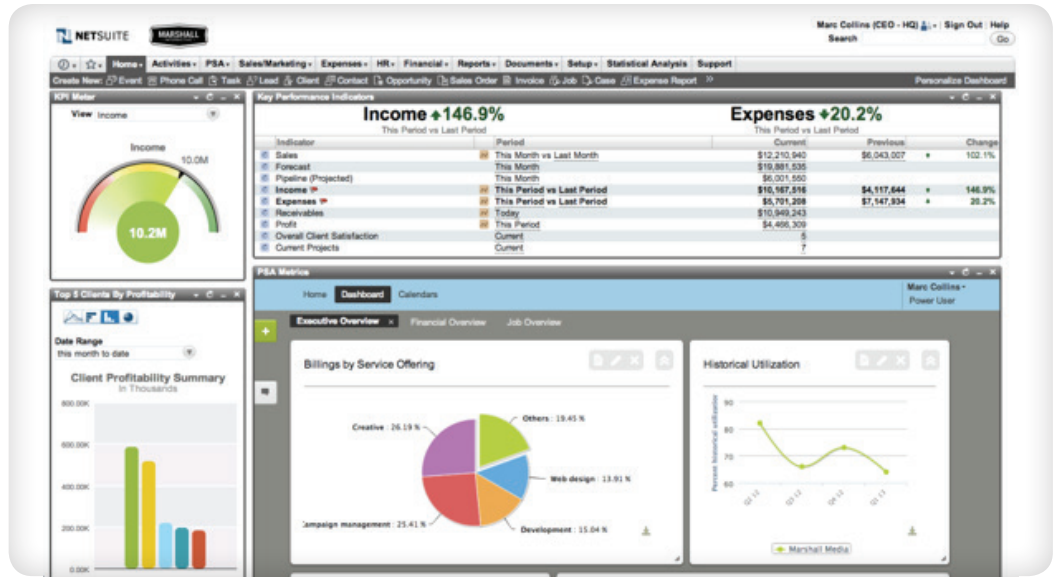
Business

Because NetSuite SRP is a single, integrated solution for your entire services business, the business benefits are virtually endless. From unmatched visibility into the health of your organization and unparalleled global accessibility, NetSuite SRP provides:

- Executive dashboards and advanced reporting
- Integration with existing cloud and traditional legacy systems
- Full support for multi-subsiary, multi-currency and multi-language environments
- Anytime, anywhere access through the cloud

“NetSuite SRP consolidated our seven different enterprise systems into a single, web-based solution, which enables us to grow and to take on much larger opportunities.”

—Brett Bennett, POSitive Technology



Configurable dashboards and reporting allow every manager real-time, personalized access to key metrics such as resource utilization, profit margins, and project budget vs. actual.

Business Management for Global Services Organizations

For global services businesses, NetSuite OneWorld SRP provides end-to-end cloud business management across currencies, subsidiaries and divisions, providing unprecedented real-time visibility, resource management and operational control.

NetSuite OneWorld SRP provides:

- Corporate to subsidiary real-time visibility with dashboards and reports that combine financial and operational project drivers (such as utilization and profitability) for projects, subsidiaries and geographies, as well at the corporate level
- Resource management that enables global businesses to match the best resource for the project based on skills, experience and availability from a global bench, across multiple geographies, to deliver the best possible client experience
- Automated divisional and corporate financial management and reporting that ensures an efficient and automated financial consolidation process
- Complete multi-currency & tax management that enables you to manage time and expenses, invoice and recognize revenue for projects across multiple currencies and tax jurisdictions while gaining a clear consolidated view of services performance