



# A PATHWAY TO SUCCESS:

Leading Practices for the Modern Manufacturer

With thousands of successful implementations, NetSuite has a deep understanding of manufacturing businesses across all sectors and the many challenges they face. As the pace of change in business accelerates—especially for those still relying on aged, on-premise ERP systems, manufacturers are struggling to keep up. While they strive to improve business performance and increase customer satisfaction in an increasingly competitive environment, they struggle with:

- Metrics based on unreliable data.
- Ineffective inventory utilization.
- Difficulty expanding into multiple channels.
- Inefficient order processes and inaccuracies.
- Inconsistent order orchestration and lack of inventory visibility.
- Manual processes that cannot scale.

“NetSuite’s SuiteSuccess is both a mechanism for rapid deployment and a very specialized solution. And NetSuite has accomplished this in a single suite, with the benefits inherent in a true multi-tenant SaaS solution. Customers are pumped to consume capabilities based on very specific industry needs and to re-imagine consumption models to drive faster time to value, better ROI and greater user adoption.”

Cindy Jutras, President, Mint Jutras



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As they seek to address these challenges, manufacturing companies are concerned about the time and capital required to fix their back-end systems. However, they realize that the ability to rapidly adapt and scale is critical to their success. What they need is a proven solution that can rapidly accelerate their business with a modern architecture—to go from zero to cloud in 100 days or less. *What they need is NetSuite.*

NetSuite delivers a unique set of processes, activities and systems specifically designed to deliver rapid value. It provides customers with a strong foundation to transform their

business with a pre-configured solution and methodology that includes proven:

- Detailed workflows
- 18 pre-configured functional roles
- 25 dashboards
- 214 KPIs

These leading practices leverage NetSuite’s unmatched experience and knowledge of accounting and financials processes. The focus is on enabling our customers to rapidly meet their business objectives and seamlessly grow and scale with NetSuite.

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# NETSUITE STAIRWAY: MANUFACTURING

[www.netsuite.com/manufacturing](http://www.netsuite.com/manufacturing)

A strategy for manufacturers to meet the challenge of today's disruptive times.

NetSuite Cloud enables business disruptors

Optimization

Customer Experience

Operational Efficiencies

0 to cloud in 100 Days

SL Associates - Results as Measured in Comprehensive Study of NetSuite Customers  
Aberdeen Group Statistic - Benefits of CPO

	CUSTOMER REALIZED BENEFITS		IMPACT
<b>TRANSFORM</b>	<ul style="list-style-type: none"> <li>• 50-70% Improved customer satisfaction</li> <li>• Marketing improvements</li> <li>• Remote monitoring enables anything-as-a-service</li> </ul>	→	<ul style="list-style-type: none"> <li>• Market Intelligence</li> <li>• Marketing Automation</li> <li>• Industrial Internet of Things</li> </ul> <p style="text-align: right; color: purple;">Market Disruptor</p>
<b>ENHANCE</b>	<ul style="list-style-type: none"> <li>• 15-30% Improved distribution cost as % of sales</li> <li>• Freight cost reduction</li> <li>• Shipping cost reductions</li> </ul>	→	<ul style="list-style-type: none"> <li>• Warehouse Management (WMS)</li> <li>• Advanced Order Management</li> <li>• Maintenance</li> </ul> <p style="text-align: right; color: green;">Intelligent Distribution</p>
<b>INNOVATE</b>	<ul style="list-style-type: none"> <li>• 70-90% Increased 360° visibility and knowledge of operations</li> <li>• Some CPO staff</li> <li>• Some Quality staff</li> </ul>	→	<ul style="list-style-type: none"> <li>• CPO</li> <li>• PLM</li> <li>• Quality</li> <li>• Paperless Manufacturing</li> </ul> <p style="text-align: right; color: blue;">Quality and Process Improvement</p>
<b>EXPAND</b>	<ul style="list-style-type: none"> <li>• 50-80% Improved production and lead time reduction</li> <li>• 60-80% Improvement in inventory efficiency and carrying costs</li> <li>• 10-20% Improved operations</li> <li>• 30-40% Equipment optimization</li> </ul>	→	<ul style="list-style-type: none"> <li>• Scheduling</li> <li>• Global Expansion</li> <li>• B2C and B2B Commerce (B2X)</li> <li>• WIP and Routing</li> <li>• Asset Management</li> <li>• Rough Cut Capacity Planning</li> <li>• Shop Floor Reporting</li> </ul> <p style="text-align: right; color: lightblue;">Production Efficiency</p>
<b>REMEDiate</b>	<ul style="list-style-type: none"> <li>• 75-90% Reduction in time to Close Books</li> <li>• 2-5% Reduction in inventory carrying cost as % of revenue</li> <li>• 45-75% Order processing efficiency gain</li> </ul>	→	<ul style="list-style-type: none"> <li>• Financial (FMS)</li> <li>• Order Management</li> <li>• Inventory</li> <li>• CRM</li> <li>• Operational BI</li> <li>• Work Orders and Assemblies</li> <li>• Demand/Supply Planning</li> </ul> <p style="text-align: right; color: orange;">Operational Efficiencies</p>

NetSuite’ proven methodology for manufacturing success.

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## A Proven Path to Success for Manufacturers

NetSuite delivers a unified and phased pathway for customers to succeed and scale their business. Here is how it works:

- The first step is all about making sure manufacturers have a single view of customers, orders, work in progress, items and inventory. From its experience in the sector, NetSuite knows just how difficult it is to sell anything without it. Getting a manufacturing business on a real-time platform so all channels are operating from a unified base is the critical foundation. NetSuite has seen customers improve gross margins 1-5%.
- Once there, manufacturers are in a better position to add ecommerce or other omnichannel capabilities to enhance and provide a greater customer experience. This phase is critical as increasingly buyers move online, according to the latest research, 30% of buyers complete at least ½ of their purchases online.
- From this point, they are freed from the constraints of their legacy systems and are ready to tackle challenges such as a lack of visibility or inefficiencies in their supply chain.
- Ultimately, the focus turns to more innovative and disruptive strategies such as pricing and margin management and business intelligence. NetSuite has seen its customers improve their actionable insights by over 56%.

### NetSuite:

At a glance

#### World's #1 Cloud Business Software Suite

- Run by 40,000+ organizations
- Fastest growing financial management software provider, according to Gartner<sup>1</sup>
- Publicly traded (NYSE: N)
- Founded in 1998

#### Proven ROI

- 20% to 30% reduction in inventory costs
- 60% to 80% reduction in customer backorders
- 2% to 10% increase in revenue performance

#### Rapid Implementation

NetSuite uses the experience gained from thousands of manufacturing deployments to speed ROI. Expert implementation equips customers to make the most of NetSuite and expand towards next-generation solutions.

- Implementation in 100 days
- Deep manufacturing industry expertise
- Proven leading practices
- Pre-built configurations
- Turnkey setup and training

<sup>1</sup> Gartner, "Market Share: All Software Markets, Worldwide, 2015," March 31, 2016



NetSuite delivers a number of roles that are pre-configured to ensure rapid adoption and quick speed of implementation:

- Senior Executive
- Administrator
- Cost Accountant
- Marketing
- Warehouse Operator
- Contract Manufacturer
- CFO
- AR
- Sales
- Customer Service
- Supply Chain Manager
- IT Manager
- Controller
- AP
- Sales Manager
- Warehouse Manager
- Production Operator
- Purchasing Manager

*\*Note: Roles included depend on step in the evolution.*

## Delivering Transformative Results

Solution providers will often talk about ‘roles’—however, NetSuite delivers all the tools needed from day one so that anyone can get up and running quickly with the right workbench to be successful. Whatever the job function, it will come pre-configured with all the KPIs, reminders, reports and value-driven dashboards for daily and strategic needs—proven from years of real-world use by thousands of people in similar roles at wholesale distribution companies.

In a study by SL Associates, NetSuite customers reported stunning improvements in key performance metrics after switching to NetSuite’s cloud-based software solution.

Reduced Time to Close Books	75%-90%
Improved Production Efficiency and Lead Times	50%-80%
Reduced Obsolete Inventory Costs	60%-80%
Improved Staff Utilization Due to Automation	10%-25%
Improved Order Processing Efficiency	45%-75%

“NetSuite can grow with us. I feel like we’ve just scratched the surface of what NetSuite can do.”

**Katie Hembree**, Operations Manager,  
Tactical Medical Solutions, Inc.

NetSuite has packaged nearly two decades of experience from thousands of deployments into a set of leading practices that paves a clear pathway to success and is proven to deliver rapid business value.

Are you ready to put NetSuite leading practices to work and take your business from zero to cloud in 100 days or less?

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