

# NetSuite transforms visibility for Deliver Net as Eureka Solutions exceed expectations



Based in Skipton, Yorkshire, Deliver Net Ltd is a forward-thinking distribution business that has been proudly supporting the care home sector for over 25 years. Embracing technology to provide exemplary customer service, Deliver Net provides consumables and specialist dementia care products via its branded fleet of trucks, making over 1200 deliveries each week, as well as working with care homes on design and refurbishment projects.

**“We realised the importance of the new system being fully cloud based to allow us to access our information from any location. The functionality and flexibility of NetSuite was really appealing. I watched one demo and immediately wanted to find out more. I loved the dashboards and the power of the searching that you could do.”**

Managing Director,  
Deliver Net Ltd  
Adele Farquharson

Deliver Net were looking to replace a bespoke ERP system with different elements that they were running across their financial, warehousing and proof of delivery (POD) functions. As Deliver Net grew the system became unfit for purpose. Running basic processes was ever more awkward and time consuming, and the company found that they required a higher level of customer service and support than the previous supplier was able to provide.

Deliver Net is trusted by the biggest and best care providers to deliver 4000 products from their 40,000sq ft distribution facility. The company believes in developing and maintaining successful long-term partnerships and providing customers with delivery schedules that work for them, as well as regular

drivers. Visibility is key to being able to do this and the previous system just didn't provide it, for Deliver Net itself, or for its customers.

In addition, there was a real need to remove or significantly reduce the paper trails that were being produced throughout the reporting and analysis process, and to tackle general lengthy administrative processes.

**SOLUTION:**  
**NetSuite ERP**

**ORACLE® NETSUITE**

**“The preparation and handholding at the beginning of the project made us feel relaxed and confident that everything was going to be covered. The level of detail that was put into the ‘Go Live’ preparations meant that there were no teething problems from a NetSuite point of view.”**

Managing Director, Deliver Net Ltd  
Adele Farquharson

## THE SOLUTION:

As Adele and her colleagues began to assess the options available, they realised that they were seeking more than just a software ‘upgrade’. Various other systems considered did not hit the mark and it became apparent that a fully cloud-based system, that would allow them to access their information from anywhere was required, and that’s why NetSuite, provided by Eureka Solutions, was chosen as the preferred solution.

***“It was important to move to a system that we had confidence in and that would allow us to drill down into our data and perform detailed analysis of customer activity, pick rates and so on.” continues Adele, “The functionality and flexibility of NetSuite was really appealing. I watched one demo and immediately wanted to find out more. I loved the dashboards and the power of the search function.”***

NetSuite is the UK’s most widely deployed cloud-based ERP (Enterprise Resource Planning) system. As a financial, stock and order management solution it offers a scalable system that benefits from leading practices from thousands of implementations for wholesale distribution companies. CRM (Customer Relationship Management) functionality is also included within the same system as financials and ERP, providing a true 360-degree view of all customer interactions. The fully cloud and Software-as-a-Service deployment of NetSuite also appealed as it didn’t require investment in a costly new server, it is accessed online and is upgraded automatically every six months. Deliver Net also took advantage of the ever-burgeoning NetSuite SuiteApp developer ecosystem to implement complementary, integrated solutions for warehouse management, delivery route planning and payroll.

## EUREKA SOLUTIONS AS A PARTNER:

Deliver Net has now been a Eureka Solutions customer for over five years and in that time the two companies have cemented a strong relationship. The Deliver Net team strongly feel that it is the level of understanding that Eureka Solutions has, both of the Deliver Net business and of NetSuite, that sets them apart.

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## BENEFITS REALISED:

- + NetSuite fulfilled Deliver Net’s expectations ‘completely’, and the change and improvements in visibility were instant. All objectives were met and some additional benefits were realised, including incorporating elements of the HR function into the system and integrating Infinite Cloud Solutions for payroll, which sits seamlessly within the NetSuite interface.
- + The management information that NetSuite delivers allows customers to be better served, and the paper trail has been virtually eliminated.
- + The impact that it has had on monthly reporting is a real, tangible benefit, ‘We can cut up our information in different ways,’ says Adele, ‘We can drill down into profitability detail by period.’
- + The power and accuracy of the forecasting that NetSuite allows Deliver Net to do has also exceeded expectations.

## IMPORTANCE OF QUALITY SUPPORT :

***“We continue to value our relationship with Eureka Solutions and are now at the point of committing to our next five years with them. Key to this is their Support Team – any queries we raise are turned around quickly. We always get a same day response and the team continue working on any issues until they have a solution. They don’t over complicate things or do anything that will involve chargeable work when there is another option. The level of product knowledge, understanding of our business and customer service is excellent.”***

Adele Farquharson, Managing Director