

How finance leaders are taking the pain out of upgrading business management software

SOLUTION:
SuiteSuccess

ORACLE NETSUITE

Whether you are a first-time buyer of business management software, or a seasoned implementer, evaluating software can be a daunting and stressful task. As one of the UK's leading business systems experts, Eureka Solutions is ideally positioned to share learnings from fifteen years of successful implementations that could really ease the pain.

Whatever the driving factor may be behind taking the business decision to upgrade your technology, and whatever industry you are in, there will be some commonly shared frustrations. Recent research from Barclaycard Opinium found that:

51%

of finance leaders are frustrated that their accounting software is not intuitive enough.

48%

are frustrated that their systems are not sufficiently digitised.

40%

state their systems are too labour intensive.

22%

of finance leaders say their accounting systems are out of date.

These issues can have a real impact on an entire business and hinder growth.



"The decisions we make based on our financial reports make or break the business. It was taking us nearly three weeks to close our month end, by which point we were in the following month and after the event. For a business of our nature this was becoming unacceptable."

Tom Ormond, Finance Director, Chilango Restaurants

Alleviating these frustrations with a change of system or a system upgrade is clearly the solution, but for finance leaders working in isolation there can be a fear of the ballooning costs, business interruption and lengthy implementations traditionally associated with system changes.

A new approach is delivering transformative results

These fears and frustrations are exactly why our implementation experts are now recommending that anyone approaching a systems review give NetSuite's new SuiteSuccess approach to implementation some serious consideration.

You may already be familiar with NetSuite, it's the world's number one cloud based financial and ERP system for good reason; it's flexibility enables businesses to scale-up and adopt new business models, and its 'software as a service' model means that upgrades are automatically delivered and ongoing IT costs are reduced.

However, the Eureka Solutions customers that have commissioned us to undertake a SuiteSuccess NetSuite implementation have found it to be a real game changer from the point of view of ease of transition and speed of adoption.

SuiteSuccess is engineered to solve unique industry challenges that limit a company's ability to grow, scale and adapt to change. Out of the box, it comes with proven industry and role-based leading practices, immediately alleviating the fear of the unknown that holds finance leaders back. It delivers:

- + Learnings from 20,000+ deployments over 18 years into a proven methodology.**
- + Ability to immediately adopt 250+ reports, dashboards and business intelligence, built on role-based leading practices for your industry.**
- + Rapid go live of 3 months or less to drive quicker time to value, better ROI and faster user adoption.**

In a recent study by SL Associates*, businesses reported stunning improvements in key performance metrics after switching to NetSuite's cloud-based software solution, including:



BUSINESS VISIBILITY

360° visibility increased by **55-80%**

Reporting time decreased by **40-55%**



FINANCIAL MANAGEMENT

Time to close month end reduced by **45-70%**

Audit completion decreased by **25-40%**



IT MANAGEMENT & RESOURCES

Order process efficiency increased by **40-60%**

IT support resources decreased by **40-65%**

*Source: SL Associated Study, Cloud-Based Business Solutions Suite Delivers Key Performance Improvements

Tangible impact

One of our customers – communications infrastructure supplier Connect Managed Services – has reduced their month end close from 15 days to 5 days thanks to NetSuite's automated processes and advanced reporting capabilities. Their turnover has increased by 146% in the two years since the implementation, and the flexibility and scalability of NetSuite has allowed them to do this with no requirement to increase finance staff.



"NetSuite has far exceeded our expectations and has become our 'one stop shop' for all of our financial information."

Jenelle De Peza, Connect Managed Services' Director of Finance

Another Eureka Solutions customer, Derby County Football Club, has achieved 100% improvement of visibility and traceability within the procurement process.



"We as a club have confidence that NetSuite, with ongoing support from Eureka Solutions, would be able to not only meet the immediate requirements of the business but also easily adapt and grow along with the club indefinitely."

Thomas Bonser, Head of Finance at Derby County FC

On the front foot

What the SuiteSuccess approach does is enable you to enjoy these benefits more quickly and easily. Hitting the ground running with preconfigured roles, including

- + CEO
- + CFO
- + Controller
- + Finance Executive
- + Sales Executive
- + Marketing Executive
- + IT Manager
- + Administrator
- + and many more...

Customers are equipped to make the most of their NetSuite investment quickly as they see rapid and real business benefits.

The leading practices that are built in are tailored to industries and they really do remove the uncertainty. They are enabling our consultants to clearly illustrate what a new system will look and feel like from the first meeting, and this is hugely reassuring for all involved.

Wholesale distribution businesses, for example, know that they will benefit from warehouse management capabilities that help optimise stock order management, including inbound, outbound and inventory operations, alongside inventory management capabilities that help optimise stock availability and tighten control over the full inventory lifecycle.

Software companies, as another example, know that they will have a real-time view into business performance and the metrics that matter, building a critical foundation that automates finance and accounting processes. From there, they can synchronise complex billing and revenue management flows, automate subscription and renewal processes, and prepare for international expansion, after which the focus turns to strategies that help them maximise lifetime customer value.



Turnkey software set-up and training.



Pre-defined roles to jump start business activation.



Dedicated process flows and KPIs tailored to your business already built in.



More than 3000 hours' worth of industry-leading best practices already built into the system.



Ability to immediately adopt over 250 reports, dashboards and business intelligence indicators built on leading role-based practices for your industry.

In safe hands

It's not just the choice of system that will affect the success of your implementation, it's the combination of the right system and the right partner.

Engaging a partner that can share leading practices and experience, that constantly invests in support and customer service, such as our expert team at Eureka Solutions with a consistent 9.7/10 Customer Sure rating, gives you:



- + **Confidence that your ambitions are understood.**
- + **The reassurance of a track record of successful implementations and long-term customer relationships.**



"We found the Eureka Solutions approach to be excellent. The team filled us with confidence that they understood our business, and delivered the project exactly as promised and expected; the aims of the project have been achieved comprehensively."

Director, Opera Care



"We had absolutely no reservations in continuing to work with Eureka Solutions. We know the team and structure, and we thoroughly respect the company's values and management style. Throughout our relationship any support issues have been resolved instantaneously."

Jim McNellis, Head of Business Systems, Loganair

In conclusion

The cloud-based nature of NetSuite, with one version of data in a single system, real-time visibility across not only financials but also ERP, CRM, Project Management and more has been delivering transformational results for over 20 years, but the SuiteSuccess implementation approach is proving to address the frustrations and fears related to the investment in a new system.

Delivered by the **right partner**, NetSuite SuiteSuccess will provide a robust foundation for the growth and development of your business, continually updated with industry leading capabilities and technologies and keeping you on an upward growth trajectory.



“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.”

Adele Farquharson, Managing Director, Deliver Net

Eureka Solutions is widely recognised as one of the UK's leading NetSuite partners and our team boasts some of the industry's most experienced NetSuite professionals - from system specification through to development, implementation and ongoing support.

Having won multiple awards for innovation, technical expertise and customer service, Eureka Solutions has been implementing business systems that give our customers the visibility they need to profitably run their business for over fifteen years.

Eureka Solutions is the ideal partner for your SuiteSuccess journey.

Get in touch today if you would like to find out more about any of the content in this paper, or to talk through your potential requirements.

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