



Fortifying a Design Legacy Through Digital Transformation

Case Study

Replacing a 30-Year-Old ERP with NetSuite —A LEAP STORY

A family-owned distributor of luxury tile and stone engaged LEAP when its 30-year-old, highly customized ERP was posing data concerns and requiring daily server resets. After a business health assessment, LEAP guided the company through selecting, implementing, and configuring NetSuite across its back office, warehouses, retail stores, and production floors.

CLIENT OBJECTIVES

Replace an Unsupported Legacy System:

Move off a 30-year-old ERP that was no longer actively developed and needed rewrites with every release.

Gain a Flexible, Stable Platform:

Adopt a system the team could iterate on, without a single vendor holding the keys to the business.

Modernize eCommerce:

Replace an online store running on a platform about to become obsolete.

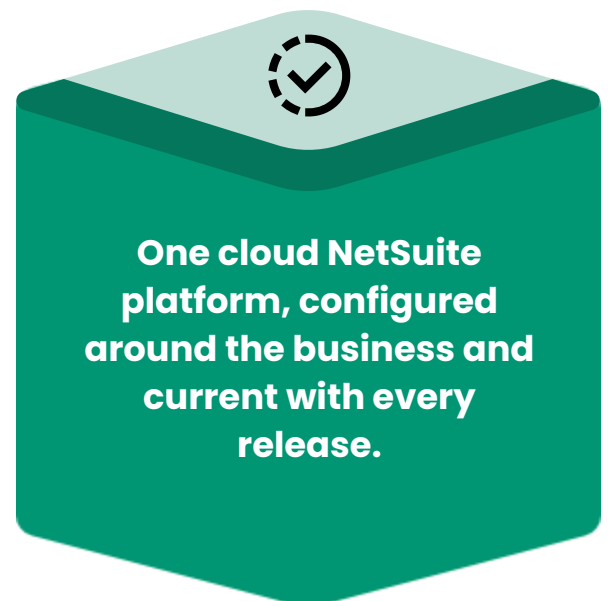
Protect Business Data:

End the data concerns and daily server resets that came with dated software.

Before



After



● ————— LEAP INTERVENTION ————— ●

SERVICE OFFERINGS

	Business Health Assessment	Recommended the move to the cloud and helped leadership vet multiple ERPs before selecting NetSuite.
	Implementation Expertise	Studied the business closely to design a solution that supports its entire operation.
	Tailored Configuration	Replaced years of custom code with native NetSuite functionality, configured around the company's unique processes.
	eCommerce Integration	Integrated NetSuite with the company's eCommerce platform and launched a pay-now option for online invoices.

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"They learned our business and designed a solution that supports every aspect of our operation."

Chief Executive Officer

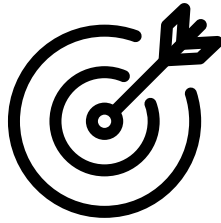
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THE BUSINESS IMPACT

Moving to NetSuite replaced a stagnant legacy system with a single, current platform. Leadership gained one view of the business, sales and warehouse teams gained real-time visibility into orders, and customers gained a faster way to pay.

1 Future-Proofed ERP

Adapted to how the business works, while always running the most current version.

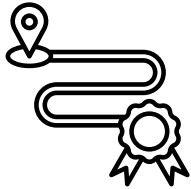


2 One Bottom Line

Consolidated separate entities into one streamlined business with a cohesive view of the operation.

3 Faster Order-to-Cash

Online invoice payments save staff time and speed up order processing.



4 Real-Time Order Status

Salespeople get an automatic email the moment an order is marked complete.



5 Visible Warehouse Work

Wall monitors show open work orders, statuses, and due dates straight from NetSuite.

6 Empowered Employees

Warehouse staff work directly in the system, and many have advanced in their roles.

TRANSFORMATION SCOPE & ENGAGEMENT PHASES

This NetSuite transformation reached a family-owned business with generations of tradition, a network of showrooms, dealers, and retailers, and an online store. The move touched every part of the operation, from the back office to the production floor.

THE SCOPE OF THE CHANGE



30-year-old ERP replaced after years of rewrites with every release



Now running on **one NetSuite platform** for **175 users**



Live from the **back office** to the **production floor**

ENGAGEMENT BY PHASE

1

BUSINESS HEALTH ASSESSMENT

- Business health assessment
- Recommendation to move to the cloud

2

PLATFORM SELECTION

- Multiple ERP solutions vetted
- NetSuite selected

3

CONFIGURATION & IMPLEMENTATION

- Native functionality in place of custom code
- Workflows configured to unique processes

4

ECOMMERCE & PAYMENTS

- NetSuite integrated with the online store
- Pay-now option for online invoices

Why LEAP?

Our team of industry veterans and subject-matter experts bring decades of hands-on experience to every partnership to accelerate growth and maximize impact.

Drawing on a deep understanding of operational complexities and market demands, we'll position you for success, whether you're scaling up from current momentum or just starting to break ground.

50+ Professionals, led by industry & domain experts

8 Full-time Practice Leads

25 Full-time Engineering Professionals

INDUSTRIES							
Life Sciences & Diagnostics		Healthcare		Financial Services & Real Estate		Technology & Software	
Professional Services		Private Equity & Investment Funds		Education & Nonprofit		Industrial, Energy & Commercial	
DIGITAL CXO ADVISORY SERVICES							
SUPPLY	DEMAND	CONNECTIVITY	PLATFORMS	ARCHITECTURES	INFO SEC & COMP	GOVERNANCE	M & A
• Functional Groups • Leaders • Skillsets & Teams • Staff Aug & Vendors • On Shore/ Off- Shore	• Clients & Sponsors • Sources of Demand • Demand Planning • Tracking Commitments	• Voice & Data Telco • LAN/WAN/VAN • Client & Vendor EDI • Remote Work & CTI	• Colo vs. Cloud • IaaS vs. PaaS • Custom Vs. COTS • Infra & Cloud Ops	• Biz & Data Arch. • Enterprise Arch. • System Arch. • Event & Data Maps	• Perimeter Security • Identities & Access • Apps & Storage • Audit & Docs	• Strategic Goals • Roadmaps Release • Plans Mgmt • Reporting	• Diligence • Plan • Integrate
TURNKEY TECHNOLOGY DELIVERY SERVICES							
Needs Assessment	Requirements	Sourcing & RFPs	Program Management	Prototyping PoCs	Hardware Build	Mobile Native Apps	
Incubation Ideation	Tech Design	Consumer Web	Vendor Management	Release Planning	Enterprise S/W	Org. Change Mgmt & Go-to-Market	



Speed Meets Strategy

We operate with precision to implement nimble, high-impact solutions that align with your objectives without slowing down your processes.



Experts Who Adapt

No one knows your business better than you. We show up ready to listen, understand, and adapt to your situation, and then fine-tune our approach to best address your goals.



Focus on Enablement

LEAP isn't here to take over for you, just get you on the right track. We equip your team with tailored systems, strategies, and solutions that empower you to take the back wheel.

Want To See How Fast You Can Move?

Let's talk about your roadmap.

Contact us at starthere@leapcg.com
or visit leapcg.com to schedule a 30-
minute strategy session with LEAP's
transformation team.

leapcg.com