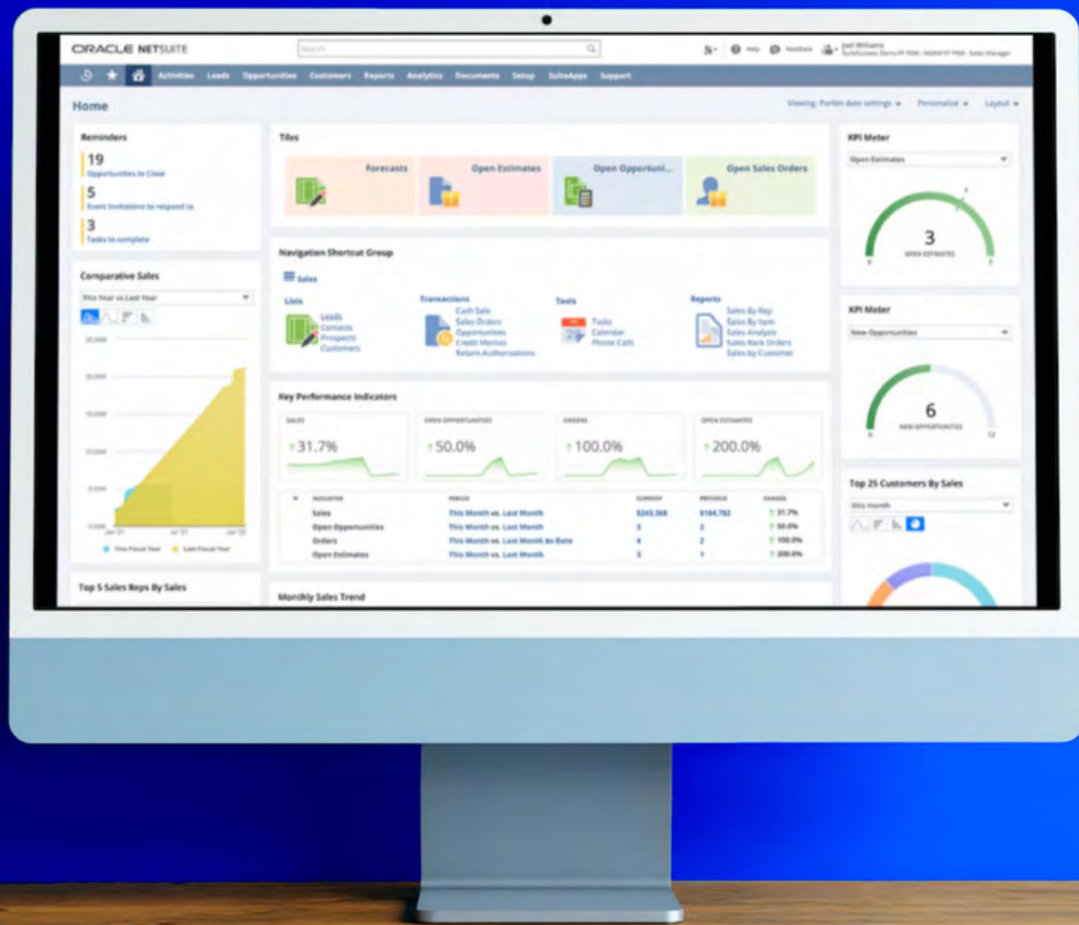


NetSuite Buyers Guide 2024

Everything You Need to Know About the Worlds #1 Cloud ERP



dwr

**ORACLE
NETSUITE**
Solution Provider

☎ 1800 197 403
✉ info@dwr.com.au
🌐 www.dwr.com.au

Table Of Contents

1

An Introduction to NetSuite and Oracle

2

Exploring NetSuite Editions by Industry

3

NetSuite Modules & Features

4

NetSuite Integration Options

5

NetSuite Partner Community



CHAPTER 1

An Introduction to NetSuite and Oracle

Established in 1998, NetSuite was the first company to provide an integrated web-based Business Software suite. Today, it is offered by Oracle, a tech giant that provides enterprise software products and services. NetSuite has its headquarters in Silicon Valley and is used by over 34,000 customers in more than 200 countries and territories. In 2016, Oracle acquired NetSuite for \$9.3 billion, offering the most comprehensive and integrated suite of cloud applications to help businesses manage and scale their operations.

Cloud Computing and the Emergence of Software as a Service

In the late 1990s, a new type of software was created – cloud computing, which was delivered to users over the internet rather than individual computers. Unfortunately, it was initially only accessible to larger enterprises due to the high cost and complexity of implementation. However, over time cloud computing became more affordable and user-friendly, allowing small and medium-sized businesses to adopt it.

In the early 2000s, software pricing models were redefined with the advent of Software as a Service (SaaS). This model allowed users to access software hosted in the cloud by paying a monthly or annual subscription fee.

The Rise of SaaS Computing as the Industry Standard

Software as a Service (SaaS) is a model of cloud computing where users can access software applications over the internet on a subscription basis. The rise of SaaS computing can be attributed to several factors. Firstly, the increasing popularity of the internet and mobile devices has led to a growing demand for software that is accessible from anywhere and at any time. Secondly, SaaS offers a cost-effective alternative to traditional software licensing models, as users can pay for only what they need and avoid the upfront costs of purchasing and maintaining software. Additionally, SaaS providers are able to offer frequent software updates and upgrades, ensuring that users always have access to the latest features and functionality.

NetSuite-Oracle Merger: A Win-Win Situation

In November 2016, Oracle announced its acquisition of NetSuite for \$9.3 billion, which was finalised in January 2017. Since then, NetSuite has operated as a subsidiary of Oracle Corporation. The merger has allowed Oracle to expand its reach into the cloud ERP market and better compete with its main competitors, SAP and Microsoft Dynamics. Meanwhile, NetSuite has gained access to Oracle's vast customer base and salesforce, which has helped it grow significantly.

Despite being part of Oracle, NetSuite has maintained its independence and product roadmap. In 2019, it launched SuiteSuccess, a major new release that includes pre-configured industry solutions and best practices for specific businesses. The merger has proven to be a win-win situation for both companies and has helped them solidify their positions in the industry.

NetSuite in 2023

NetSuite: The Ultimate Cloud-Based Management Solution for Businesses

NetSuite is the go-to solution for over 34,000 organizations worldwide of all sizes, providing an all-in-one cloud-based management system that streamlines operations. NetSuite remains at the forefront of innovation, with twice-yearly major updates and an ever-expanding module offering, so customers get the most out of their investment in the world's top cloud-based ERP platform.

NetSuite's Success: The Three Pillars

1. Innovation

NetSuite has always been an innovator in the enterprise software space. It was one of the first companies to offer a cloud-based accounting solution and has continued to lead the way in terms of its product offerings and features. NetSuite also invests heavily in research and development, with over 20% of its workforce dedicated to R&D activities. This commitment to innovation ensures that NetSuite customers always have access to the latest and greatest software features and functionality.

2. Best-in-class Customer Support

NetSuite takes customer support seriously and offers a comprehensive suite of support services including online resources, phone support, and on-site assistance. The company also offers a customer success program called SuiteSuccess, which provides pre-configured industry solutions and best practices for specific businesses.

3. Scalability

NetSuite is a highly scalable solution that can grow with your business. The platform is designed to support businesses of all sizes, from small businesses to large enterprises. NetSuite also offers a wide range of modules and features, so you can tailor the software to meet your specific business needs.

Why SaaS Trumps Traditional On-Premise Software

When it comes to software, SaaS offers more benefits compared to traditional on-premise software in many ways. Check out these reasons why businesses should consider SaaS over more traditional options:

Pay As You Go Pricing

Businesses only pay for what they use with SaaS, so there is no need for a large upfront investment in software licenses.

Convenience & Flexibility

SaaS applications can be accessed from anywhere with an internet connection, making it easy for employees to work remotely or from different locations.

Automatic Updates

Software updates are installed automatically with SaaS, so users always have the latest version of the software without needing to install upgrades manually.

Security

SaaS applications are typically more secure than on-premises software because they are hosted in the cloud by experienced providers.

Easy to Use

SaaS applications are designed to be used by non-technical users, making it much easier to set up and use than traditional on-premises software.

Scalability

Adding or removing users from a SaaS application is simple, so businesses can scale up or down as needed.



CHAPTER 2

Exploring NetSuite Editions by Industry

Every business is different, and businesses need to ensure that their software is built to support the nuances of their specific industry. To cater to these wide range of business requirements, NetSuite offers different editions designed for various industries.



**NetSuite Financials
First**



**NetSuite
CRM+**



**NetSuite for
Wholesale
Distribution**



**NetSuite for
Manufacturing**



**NetSuite for
Professional
Services**



**NetSuite for
Software
Companies**

NetSuite Financials First Edition

NetSuite Financials First Edition is designed to provide small, medium and enterprise-level businesses with essential accounting and financial management modules, giving them a solid foundation for expanding NetSuite into other parts of their business.

All features in Financials First Edition plus:

General Ledger

Keep track of all your financial transactions and account balances in one place.

Accounts Payable

Streamline your payment process by managing and tracking your bills and vendor payments.

Accounts Receivable

Manage your customer invoices and payments, and keep track of outstanding balances.

Invoicing

Create and send professional invoices to your customers with ease.

Vendor Bill Management

Manage and track all your vendor bills and payments from one central location.

Budgeting

Create and manage budgets for your business, and track your expenses against your budget in real-time.



Forecasting

Allows you to predict future business performance based on historical data, helping you make informed decisions about future investments and growth opportunities.

Financial Reporting

Provides detailed financial statements and reports to help you evaluate the financial health of your business and make data-driven decisions.

Basic Inventory Management

Helps you keep track of inventory levels and automate the ordering process, reducing waste and increasing efficiency.

Basic Project Management

Allows you to plan, execute, and track projects from start to finish, ensuring that they are completed on time and within budget.

Advanced Financial Management

Advanced financial tools and reports, including multi-currency support, budgeting and forecasting, and advanced analytics, to help you take your financial management to the next level.

NetSuite for Wholesale Distribution

NetSuite Wholesale Distribution Edition offers users a complete view of their business with real-time visibility into inventory, customers, suppliers, and financials. NetSuite Wholesale Distribution gives users access to the same financial management features that are included in Financials First Edition, plus the following:

All features in Financials First Edition plus:

Advanced Inventory Management

Keep track of your inventory levels in real-time and get alerts when stock is running low. Set reorder points and automate purchase orders to ensure you always have the right amount of stock on hand.

Warehouse Management

Manage multiple warehouses, track inventory transfers, and optimise warehouse layouts to improve efficiency.

Order Management

Manage customer orders from start to finish with order tracking, order fulfilment, and shipping management.

Returns Management

We can design a returns portal that simplifies the process for your customers and helps you manage returns more efficiently.



Shipping and Fulfilment

Our team can create a shipping and fulfilment system that integrates with your existing processes and ensures timely and accurate delivery.

Advanced Pricing and Promotions

We can help you implement customised pricing and promotional strategies that attract and retain customers.

Configurable Product Catalogues

Our design team can create a product catalogue that is easy to navigate and showcases your products in the best possible light.

“

Learn how John Sample Group used NetSuite to consolidate multiple disparate systems into a single business management platform.

”

[Read the Case Study](#)

NetSuite for Manufacturing

The NetSuite Manufacturing Edition provides manufacturers with a comprehensive overview of their key business operations, including Work Order management, WIP, and Routing on the shop floor. Along with the Wholesale Distribution edition modules, NetSuite Manufacturing Edition offers:

All features in Wholesale Distribution Edition plus:

Bill of Materials Creation

Create and manage bills of materials (BOM) for your products with ease.

BOM Templates

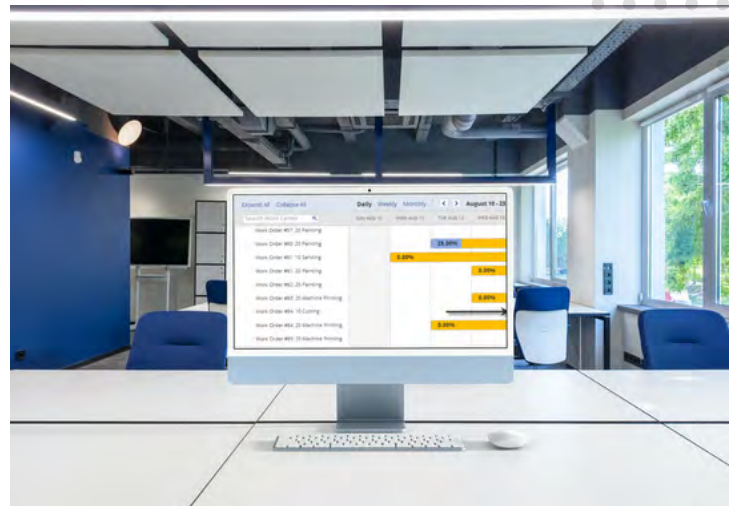
Save time and ensure consistency in your manufacturing process by creating BOM templates.

Multi-level BOM Management

Manage complex products that require multi-level BOMs with ease.

WIP Accounting

Keep track of your work-in-progress (WIP) inventory and associated costs, so you have a clear understanding of your manufacturing costs at any given time.



Routing Management

Create and manage complex manufacturing processes with real-time visibility into job progress.

Operation Centre Management

Manage the entire production process from a centralised location, including scheduling, resource allocation, tracking, and reporting.

Manufacturing Execution

Optimise production processes and reduce waste with real-time monitoring and reporting to address issues promptly.

Manufacturing Job Costing

Accurately track job costs and monitor labour, materials, and other expenses to ensure budget compliance.



NetSuite for Retail & eCommerce

NetSuite empowers retailers to optimise their business processes and gain real-time visibility into their performance. Whether you are a small boutique or a large multi-channel retailer, NetSuite offers a scalable solution that can grow with your business. In this article, we will explore the benefits of using NetSuite for retail and how it can help you achieve your business goals.

All features in Wholesale Distribution Edition plus:

Grid Order Management

Allows you to manage and track orders in real-time and view all orders in a single grid.

eCommerce and Cart Management

Enables you to sell your products online and manage your online store with ease.

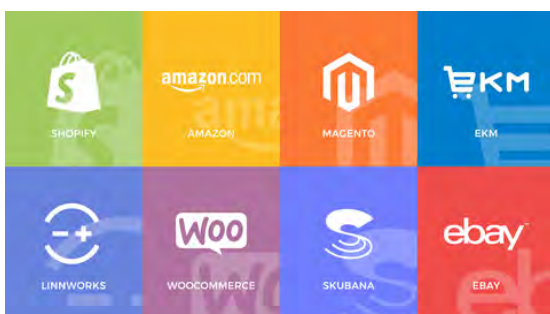
Advanced Product Catalogs

Provides you with a more robust product catalogue, allowing you to manage product information, pricing, and availability.

Point of Sale (Add On)

Allows you to process sales and manage inventory in a physical store or at events.

Integrate NetSuite with the World's Leading eCommerce Platforms



NetSuite for Professional Services

NetSuite Professional Services Edition grants you access to real-time data about your business, including project updates, financials, and resource allocation. In addition to NetSuite Financial First, this tool provides an array of features like:

All features in Financials First Edition plus:

Project Costing

Keep track of the costs associated with each project, including labour, materials, and other expenses.

Resource Management

Assign resources to tasks, track availability, and manage workloads to ensure that your team members are working efficiently.

Advanced Time and Expense Tracking

Track time and expenses in real-time, and generate reports to analyse project profitability and resource utilisation.



Revenue Forecasting

Plan future revenue streams with insightful tools.

Professional Services Automation (PSA)

Efficiently manage projects, delivering high-quality work on time and within budget.

Resource Utilisation Reporting

Detailed insights on resource utilisation for optimised staffing and improved team productivity.

Billing & Revenue Recognition

Accurate and timely financial management through our system.



NetSuite for Software Companies

NetSuite Software Edition offers software companies a complete view of their business with real-time visibility into projects, finances, and resources. In addition to NetSuite Financial First, NetSuite Software gives users access to the following:

All features in Financials First Edition plus:

Resource Management

Assign and manage resources with ease, ensuring that your team has the right skills and availability to complete projects on time and on budget.

Time and Expense Tracking

Track and manage time and expenses for all project-related activities, giving you real-time insights into project costs and profitability.

Billing and Revenue Recognition

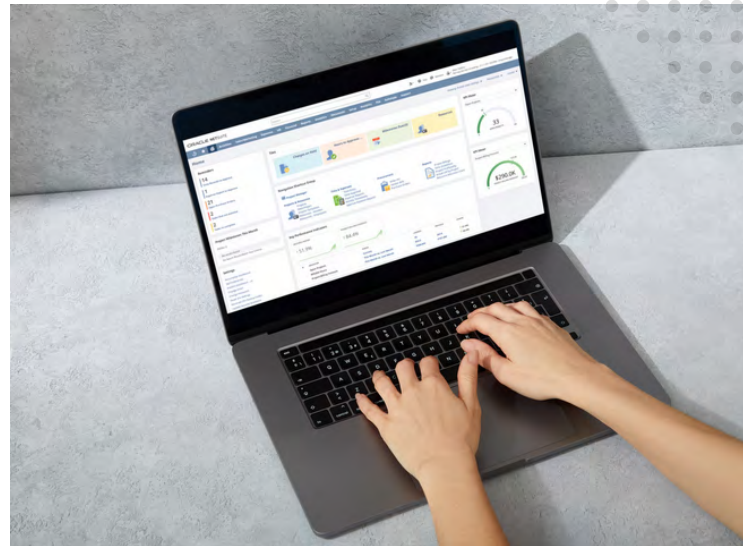
Automate the billing process and track revenue recognition, ensuring accurate and timely invoicing and revenue reporting.

Revenue Forecasting

Gain insights into future revenue and cash flow with accurate revenue forecasting, helping you make informed decisions and plan for the future.

Customer Case Management

Keep track of customer issues and resolve them quickly to ensure customer satisfaction.



Issue Tracking

Easily log and track issues, assign tasks, and monitor progress to ensure that everything stays on track.

Subscription Billing Management

Manage your subscriptions and billing processes with ease, including recurring billing, invoicing, and payment processing.

Professional Services Automation

Streamline your service delivery processes, manage projects, and track time and expenses to ensure profitability.

Resource Utilisation Reporting

Get real-time insights into how your resources are being used, identify bottlenecks, and optimise your operations for maximum efficiency.

“

NetSuite is the ideal platform for software vendors and professional services partners, with advanced functionality to manage complex project billing requirements.

”



CHAPTER 3

NetSuite Modules & Features

NetSuite's cloud-based business management software offers a wide range of modules and features to help organisations streamline their operations and enhance their overall efficiency.

From financial management to inventory management, CRM to e-commerce, NetSuite's comprehensive suite of modules provides businesses with the tools they need to manage their day-to-day tasks and make data-driven decisions.

Accounting & Finance

NetSuite's Accounting and Finance module is the foundation of the NetSuite platform. It provides users with a complete view of their business finances in real time. The module includes features such as General Ledger, Accounts Receivable, Accounts Payable, and Cash Management.

Key benefits of NetSuite's Accounting and Finance Modules:

Real-time Visibility

With NetSuite's Accounting and Finance module, you can get a complete view of your business finances in real time. This means you can stay up-to-date on your financials and make informed decisions based on accurate data.

Streamlined Processes

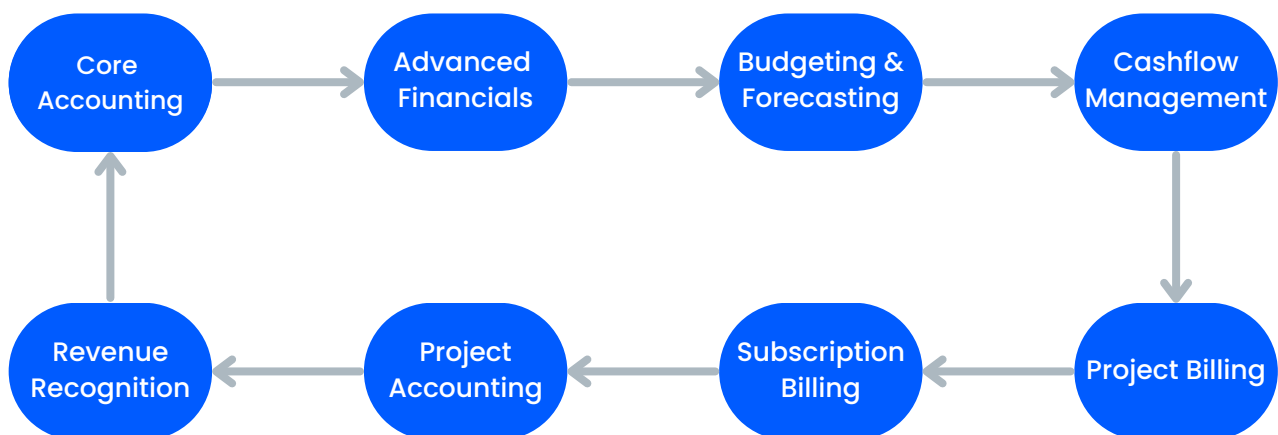
The module includes features such as General Ledger, Accounts Receivable, Accounts Payable, and Cash Management. These tools help you streamline your financial processes and reduce manual data entry and errors.

Customisable Reporting

NetSuite's Accounting and Finance module allows you to create custom reports and dashboards to track the metrics that matter most to your business. This helps you gain deeper insights into your financial performance and make data-driven decisions.

Scalable Solution

Whether you're a small business or a large enterprise, NetSuite's Accounting and Finance module can scale to meet your needs. As your business grows and evolves, the module can adapt to your changing requirements.



Inventory & Warehouse Management

NetSuite's Inventory Management module offers a comprehensive solution for businesses seeking to streamline their inventory management processes and improve their bottom line.

Key benefits of NetSuite's Inventory & Warehouse Management Modules:

Complete Control Over Inventory Levels

NetSuite allows you to manage your inventory levels with ease, giving you a clear picture of your stock levels, stock locations, and purchase orders.

Reduced Stock-outs and Associated Costs

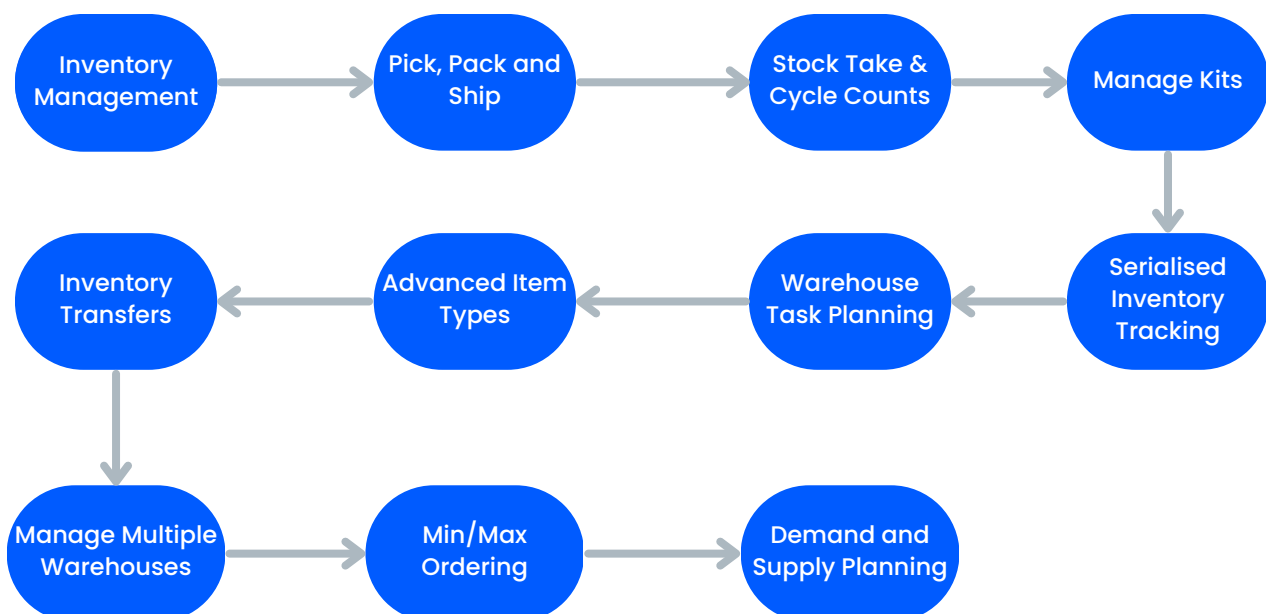
By keeping track of your inventory levels in real-time, you can avoid stock-outs and the associated costs of lost sales, rush orders, and expedited shipping.

Improved Inventory Control and Accuracy

With NetSuite's Inventory Management module, you can automate your inventory tracking, reducing the risk of human error and improving the accuracy of your inventory data.

Flexibility to Track Inventory at Multiple Locations

Whether you have one warehouse or multiple locations, NetSuite's Inventory Management module gives you the flexibility to track inventory levels and stock locations across your entire organisation.





CRM & Sales Automation

NetSuite's Project Management module empowers users to monitor project tasks, milestones, and resources. Additionally, it includes features that help manage project finances and billing.

Key benefits of NetSuite's Customer Relationship Management Modules:

Improved Customer Experience

NetSuite's CRM module provides a 360-degree view of your customers, allowing you to provide personalised service and support. This leads to increased customer satisfaction and retention.

Increased Sales

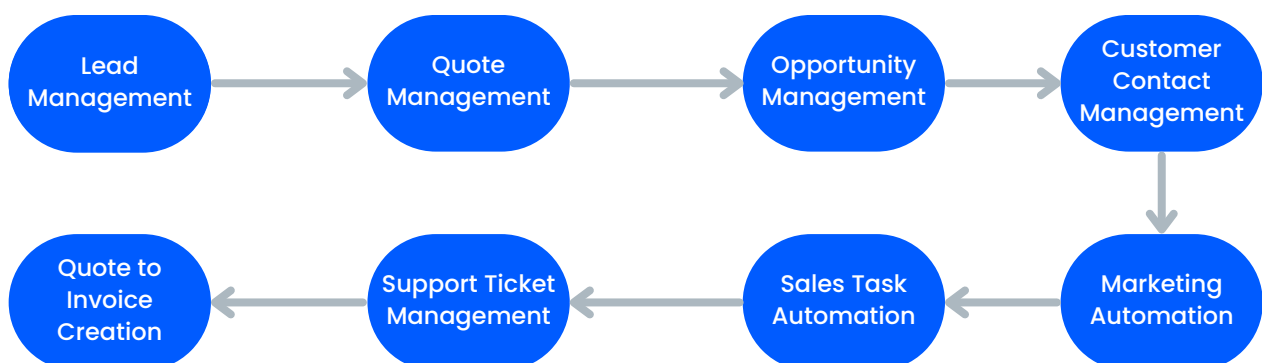
With NetSuite's CRM module, you can track quotes, sales opportunities, manage leads, and automate sales processes. This leads to increased sales productivity and revenue growth.

Streamlined Marketing

NetSuite's CRM module includes features for managing marketing campaigns, email marketing, and lead capture. This leads to more effective marketing and increased ROI.

Efficient Support Management

NetSuite's CRM module includes features for managing support cases and contact lists. This leads to more efficient and effective support management, resulting in improved customer satisfaction and retention.



Project Management & Job Costing

NetSuite's Project Management module empowers users to monitor project tasks, milestones, and resources. Additionally, it includes features that help manage project finances and billing.

Key benefits of NetSuite's Project Management Management Module:

Improved Collaboration

The module provides a centralised location for all project-related information, allowing team members to easily collaborate and communicate with each other.

Customisable Dashboards

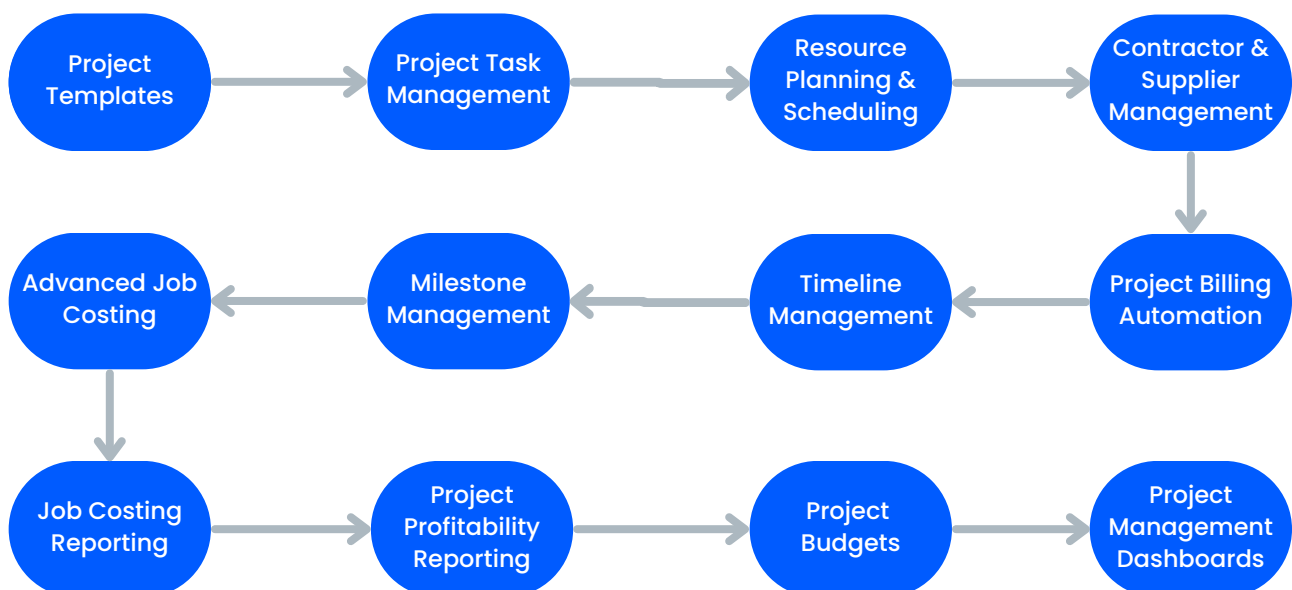
The module's customisable dashboards allow users to easily track project progress, milestones, and resource allocation.

Flexibility

NetSuite's Project Management module is flexible and can be customised to meet the needs of different types of projects and industries.

Time and Cost Savings

The module's automation capabilities help to save time and reduce errors, while the streamlined financial management features can help to reduce project costs.



Additional NetSuite Modules



Manufacturing & Supply Chain Management

Maximise Efficiency and Control with NetSuite's Manufacturing & Supply Chain Management Module

The Manufacturing & Supply Chain Management module is a powerful tool that enables users to track manufacturing processes, inventory levels, and supplier data. The module goes beyond these basic features, offering quality control and product life cycle management as well.

Enhanced manufacturing quality with effective quality control

Reduced inventory costs through real-time inventory management

Streamlined processes leading to faster product delivery

Greater supplier visibility and control



Service Resource Planning

Maximise Your Service Capabilities with the Service Resource Planning (SRP) Module

With the SRP module, users are equipped with the necessary tools to manage service requests, SLAs, and contracts. Additionally, the module offers features to monitor service levels and enhance customer satisfaction. Here are four key benefits that come with using the SRP module:

Optimal service levels achieved through efficient resource allocation

Enhanced customer satisfaction by effectively managing SLAs

Streamlined processes resulting in lower costs

Flexibility to manage multiple service contracts.



Business Intelligence & Analytics

Gain real time insights into your data across all departments of your business

The Business Intelligence & Reporting module provides users with the freedom to create custom reports and dashboards. The module also includes features for scheduling reports and exporting data to Excel. Here are four key benefits for your business:

Enhance decision-making through effective reporting

Boost productivity by automating report generation

Improve data analysis through custom reports and dashboards

Gain faster insights through real-time data visualisation.





CHAPTER 4

NetSuite Integration Options

Maximising Your NetSuite Investment through Integration with Key Management Applications
To fully leverage your company's investment in NetSuite, it's essential to integrate it with other critical management applications within your organisation's ecosystem. There are multiple integration options available, each with its own advantages and disadvantages, depending on your company's requirements. Our chapter delves into the various integration options and assists you in selecting the best one for your business.

Types of NetSuite Integrations

NetSuite integrations generally fall under one of three categories: point-to-point, hub-and-spoke, and middleware.

Point-to-Point Integration

Point-to-point integration is the most straightforward and direct way of integrating systems. This approach connects each application to NetSuite through a unique and individual connection. Point-to-point integration is ideal for those seeking to connect two or three applications to NetSuite. The main advantages of point-to-point integration are its affordability and simplicity. However, as the number of applications increases, this type of integration can become more complicated and challenging to manage.

Hub-and-Spoke Integration

For those looking to connect various applications to NetSuite, Hub-and-Spoke integration is a powerful strategy. By using a central hub to mediate between NetSuite and other apps, you can seamlessly integrate multiple applications with NetSuite. This approach offers several advantages, such as scalability and flexibility. Even though hub-and-spoke integration is more intricate than point-to-point integrations, the benefits make it a worthwhile investment.

Middleware Integration

Middleware integration is similar to hub-and-spoke integration, but it is typically more robust and configurable. This approach involves linking all applications to NetSuite via a central middleware server, which mediates communication between NetSuite and the other applications. Middleware integration is ideal for connecting a large number of applications to NetSuite and provides scalability, flexibility, and increased functionality. However, it can be more complex and costly to implement than point-to-point or hub-and-spoke integrations.

NetSuite Integration Technologies



Dell Boomi is the perfect cloud-based integration platform for NetSuite. With Boomi AtomSphere, creating and managing integrations is a breeze thanks to its user-friendly drag-and-drop interface.



Connecting NetSuite with other applications is no longer a hassle, thanks to Jitterbit Harmony. It is an on-premise and cloud integration solution that comes with a graphical interface, making integration management a breeze.



Celigo Integration Platform as a Service (IPaaS) is a cloud-based platform that enables you to link NetSuite with a vast array of other applications. With Celigo Integrator.io, you can utilise a drag-and-drop interface to effortlessly create and administer integrations.



CHAPTER 5

Benefits of Working With a NetSuite Partner

The NetSuite Partner Community is a global network of more than 500 NetSuite solution providers, offering a variety of services to help you maximise your NetSuite investment. Whether you need assistance with evaluation, implementation, customisation, or anything in between, the solution providers – ranging from small boutique firms to global consultancies – are there to support you at every step. We highly recommend working with a solution provider if you're considering NetSuite for your business, as they can help tailor the solution to your unique requirements.

The Different Types of NetSuite Partners

For 25 years, NetSuite has developed a remarkable network of partners who provide clients with a variety of services, products, and support. By organising its partner community into various certifications and classifications, NetSuite aims to help customers understand the range of services that each partner offers. There are three types of NetSuite partners:

NetSuite Solution Providers

Solution providers are companies that offer NetSuite solutions for sale, implementation, customisation, and support. In addition, solution providers often provide a variety of other services, including business consulting, process improvement, change management, and more.

NetSuite Alliance Partners

NetSuite alliance partners provide a range of services, including NetSuite support, administration, and managed services. Additionally, many alliance partners offer solutions to complex business problems.

NetSuite Suite Developer Network Partners

SDN partners use NetSuite's development tools to create applications, known as SuiteApps, which are categorised based on their technological nature into one of three groups.

The Partner Community Benefits

Partnering with a NetSuite Solution Provider: Beyond Implementation Services

When collaborating with a NetSuite solution provider, you can expect more than just implementation services. Here are some additional benefits to look forward to:

Leading Practices

Why You Should Consult Solution Providers When Implementing NetSuite

Solution providers have extensive experience working with NetSuite and can provide valuable insights and best practices to guarantee a successful implementation. This ensures you get the most out of the platform and its capabilities.

Industry Expertise

Numerous solution providers specialise in particular industries and have extensive knowledge of the unique challenges and opportunities that businesses in those industries face. This expertise allows them to customise NetSuite to your specific requirements, ensuring an optimal solution for your business.

Objectivity

If you're considering NetSuite but need an objective perspective, solution providers can offer just that. Their unbiased insights can help you make the best decision for your business with confidence.

Cost Savings

Due to their vast experience with NetSuite, solution providers can complete the implementation process much faster and more efficiently than an individual attempting it alone. In turn, this can save considerable time and money in the long haul.