

NetSuite ERP for Telecommunications, ISPs and Mobile Networks



Solution Overview

Telecommunications companies, including Telcos, Internet Service Providers and Mobile Network providers face unique challenges across multiple business areas including:

Challenges in the Telecommunications Industry

- Market Saturation
- Slow Uptake of New Services
- Economic Downturn
- Intense Competition
- Rising Customer Expectations
- Impact of Technology Advancements



How NetSuite Solves These Challenges

1. NetSuite offers Telcos a unified and scalable platform that can grow and evolve with your business needs.
2. NetSuite provides real-time visibility into your business operations, enabling you to make informed decisions.
3. NetSuite's cloud-based solution eliminates the need for on-premise hardware and software, reducing IT costs and complexity.
4. NetSuite offers a wide range of modules and features that can be customised to meet your unique business requirements.
5. NetSuite's built-in analytics and reporting tools provide actionable insights to help you optimise your business processes.
6. NetSuite's mobile app allows you to access your business data and reports on-the-go, enabling you to stay connected and productive.

[Learn More](#)



How NetSuite Helps Telcos to Combat Market Saturation

- By providing a comprehensive view of customer interactions across all channels, allowing Telcos to identify areas where they can improve customer engagement and retention.
- By streamlining order management and fulfilment processes, enabling Telcos to quickly and accurately process orders and get products and services to customers faster.
- By automating billing and revenue recognition processes, Telcos can reduce errors and ensure accurate revenue recognition.
- By providing real-time visibility into inventory levels and supply chain operations, Telcos can optimise their supply chain and reduce costs.
- By providing powerful analytics and reporting tools, Telcos can gain insights into customer behaviour, sales trends, and operational performance, allowing them to make data-driven decisions that drive growth and profitability.

How NetSuite Helps Telcos to Effectively Promote New Services

- NetSuite provides Telcos with a centralised customer data management system, allowing them to store and access customer data in one place.
- With NetSuite, Telcos can improve collaboration between their sales and marketing teams.
- Telcos with real-time visibility into their business performance, allowing them to quickly identify areas where they can improve. This helps Telcos to make data-driven decisions and optimise their new service promotion strategies.
- By automating many of their business processes, NetSuite helps Telcos to increase their efficiency and productivity. This frees up time and resources that can be used to focus on promoting new services effectively.
- NetSuite allows Telcos to automate customer marketing initiatives, track campaign performance and report on marketing ROI.



Learn how superloop, a leading Australian internet and telecommunications service provider are streamlining their operations with netsuite.

Content is no longer available



How NetSuite Identifies and Creates Cost Efficiencies During Economic Downturn

- NetSuite can identify areas in your business where processes can be streamlined and automated, reducing the time and resources needed to complete tasks
- NetSuite can help you consolidate multiple systems and applications into a single, unified platform, reducing the need for expensive integrations and maintenance.
- By analysing your business processes, NetSuite can identify and eliminate redundancies in your workflow, reducing waste and increasing efficiency.
- NetSuite can help you optimise your inventory levels, reducing the amount of excess stock you hold and freeing up cash flow.
- NetSuite's cloud-based platform eliminates the need for expensive hardware and IT infrastructure, reducing your IT costs and freeing up resources for other areas of your business.

How NetSuite Helps Telcos to Stay Competitive

- NetSuite helps in automating and streamlining all core business operations such as accounting and financial management, order management, billing, inventory management. This helps Telcos to save time and resources, and focus more on their core business activities.
- NetSuite provides real-time visibility into key business metrics, such as revenue, customer churn, and sales performance. With this data, Telcos can make informed decisions and quickly adapt to market changes.
- NetSuite is highly scalable and can easily adapt to the changing needs of Telcos as they grow and evolve.
- NetSuite helps Telcos to provide a better customer experience by providing a 360-degree view of their customers. This enables Telcos to understand their customers' needs and preferences and provide personalised services.
- NetSuite helps Telcos to reduce costs by eliminating the need for multiple software solutions and reducing manual processes.

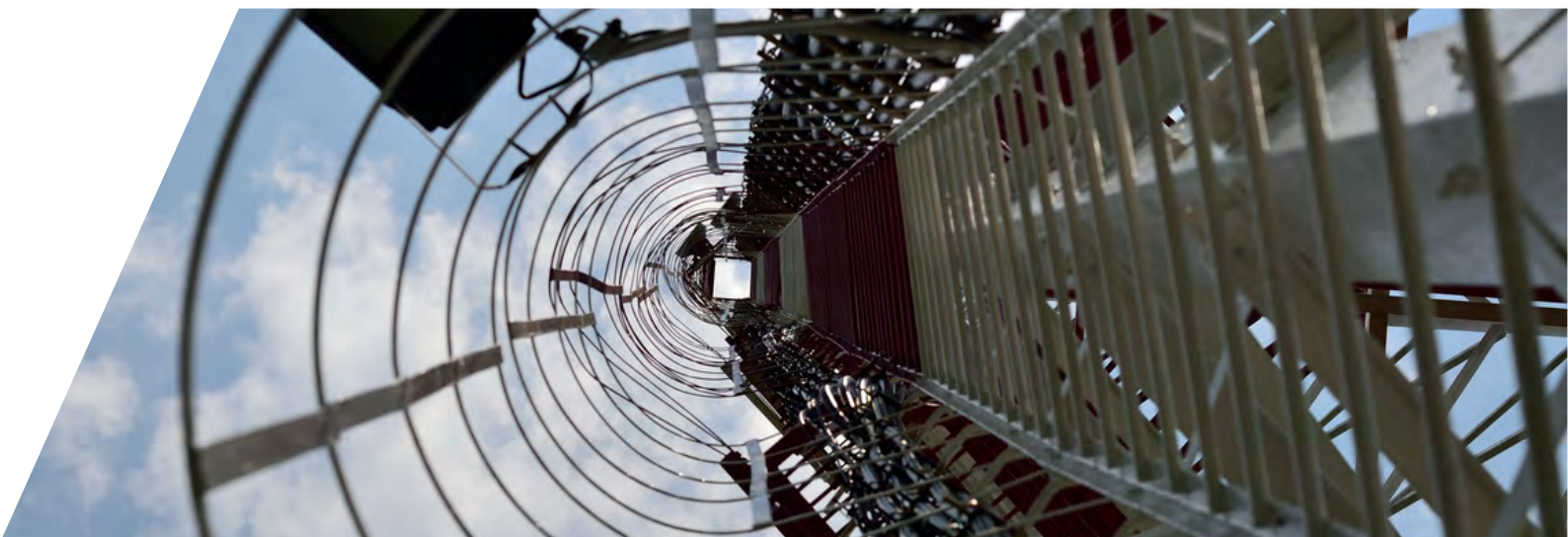


How NetSuite Creates Opportunities Out Of Sudden Technology Advancements

- NetSuite, with its cloud-based software solutions, has been able to transform and streamline businesses in the wake of sudden technology advancements.
- NetSuite's cloud-based software solutions are agile and scalable, making it easy for businesses to adapt and grow with the latest advancements in technology.
- NetSuite's integrated software solutions enable businesses to streamline their operations and improve their workflows, leading to increased productivity and efficiency.
- NetSuite's software solutions provide real-time data and insights, allowing businesses to make informed decisions quickly and stay ahead of the competition.
- NetSuite's software solutions are customisable, enabling businesses to tailor them to their specific needs and requirements.

How NetSuite Supports Telcos to Meet Rising Customer Expectations

- NetSuite offers a comprehensive solution for telecommunication companies to meet the increasing expectations of their customers.
- NetSuite provides real-time visibility into customer data, enabling telecommunication companies to quickly respond to customer needs and inquiries.
- NetSuite streamlines business processes, allowing telecommunication companies to efficiently manage orders, billing, and customer support.
- NetSuite allows telecommunication companies to create customisable dashboards that provide real-time insights into customer data and key performance metrics.
- NetSuite supports multi-channel customer interactions, enabling telecommunication companies to provide a consistent customer experience across all channels.



NetSuite for Telecommunications, IPSS and Mobile Networks

Module Exploration

A Business Management Platform Built for Telcos

NetSuite's Telecommunications Edition is designed specifically for telecommunications companies, ISPs and Mobile Networks to provide a comprehensive solution to streamline operations and increase efficiency.

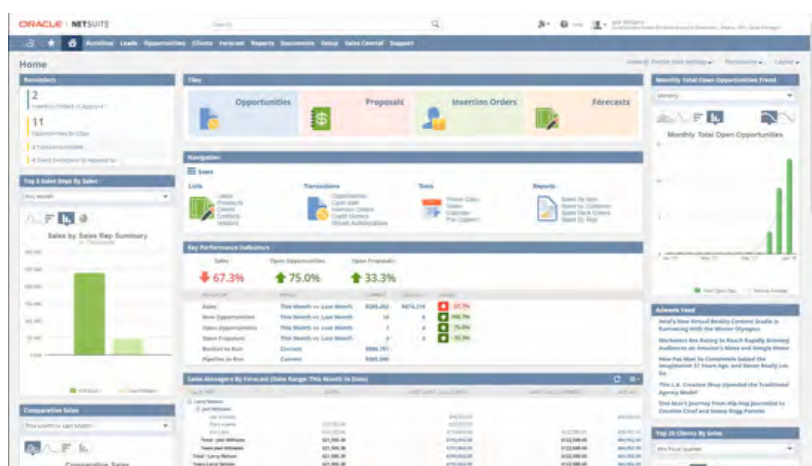
With features such as customer management, subscription billing and invoicing, inventory management, asset management and compliance reporting, NetSuite helps Telcos manage their finances and day-to-day operations on a single cloud-based application.

Additionally, NetSuite is highly customisable to meet the unique needs of each telco, ensuring a tailored solution that maximises value and future-proofs your IT strategy.



Customer Relationship Management

NetSuite CRM for Telco is an innovative solution that is designed to help telecommunication companies streamline their operations and improve customer experience.



Get a 360 degree view of your consumer & corporate customers.

Centralise your customer data, supplier and partner data.

Automate your sales workflows to standardise sales rep processes.

Centralised Customer Data

NetSuite CRM allows you to store all customer data in a centralised location, making it easy to access and manage customer information.

360 Degree Customer Analytics

The solution provides in-depth analytics and reporting capabilities, giving you insights into customer behaviour and preferences.

Automated Sales Workflows

NetSuite CRM offers automated workflows that help you streamline your operations and reduce manual tasks.

Customisable Dashboards

With NetSuite CRM, you can create customisable dashboards that provide real-time visibility into your business metrics.

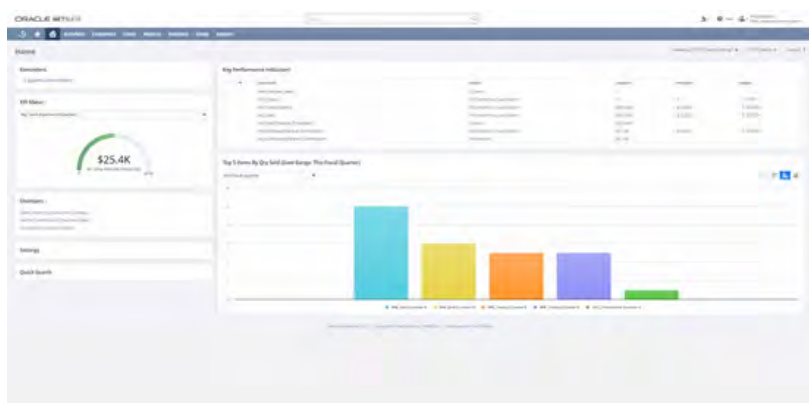
Key Features

- Lead Management
- Opportunity Management
- Task & Event Management
- Contact Management
- Quote & Invoice
- Sales Forecasting
- Sales Analytics & Reporting
- Sales Performance Management
- Customisable Sales Processes
- Mobile Sales App
- Sales Collaboration & Team Management
- Sales Data Security and Backup



Partner Management

NetSuite's Partner Management portal gives Telecommunications companies a centralised platform to manage their partner relationships, streamline partner onboarding, and improve collaboration.



Manage your network of partners with NetSuite's online partner portal.

Streamline your communications and increase opportunities for collaboration.

Gain access to live performance monitoring with NetSuite's Partner Management Dashboard.

Partner Relationship Management

Efficiently manage partnerships from lead management to opportunity tracking, ensuring effective collaboration and successful outcomes.

Streamlined Communication and Collaboration

Foster seamless communication and collaboration between your team and partners through shared calendars, task management, and real-time updates.

Performance Monitoring and Reporting

Gain insights into the performance of your partnerships through robust analytics and reporting capabilities, allowing you to track key metrics and make data-driven decisions.

Key Features

- Centralised Partner Data
- Partner Relationship Management
- Streamlined Communication and Collaboration
- Partner Performance Monitoring and Reporting
- Opportunity Collaboration
- Contract Management
- Partner Collaboration Portals
- Shared Forecasting and Pipeline Management
- Deal Registration
- Incentive and Commission Management



Accounting and Finance

Efficiently manage your accounting and finances with NetSuite's comprehensive solution designed to help Telecommunications companies to manage complex accounting requirements.

ID	SUMMARY	NUMBER	ACCOUNT	TYPE	DESCRIPTION	CURRENCY	FOREIGN CURRENCY BALANCE	BALANCE
Est	No		Suspensions	New Posting		USD		
Est	No		Sales Taxes Payable All	Other Current Liability		USD		0.00
Est	No		Sales Taxes Payable NG	Other Current Liability		USD		0.00
Est	No	1000	Checking	Bank		USD	\$1,679,976.28	1,679,976.28
Est	No	1002	Savings	Bank		USD	(\$545,200.00)	(\$545,200.00)
Est	No	1004	Travel	Bank		USD	\$33,368.00	33,368.00
Est	No	1006	Petty Cash	Bank		USD	\$500.00	500.00
Est	No	1008	Cash on Hand	Bank		USD	\$201,800.71	201,800.71
Est	No	1010	Collection Account	Bank		USD	\$20,966.11	20,966.11
Est	No	1050	First Community Bank VISA	Credit Card		USD	(\$816.68)	(\$816.68)
Est	No	1090	Unexpended Funds	Other Current Asset		USD		20,420,912.76
Est	No	1100	Accounts Receivable	Accounts Receivable		USD		47,127,912.60
Est	No	1160	Allowance for Doubtful Accounts	Other Current Asset		USD		0.00
Est	No	1180	Employee Advances	Other Current Asset		USD		0.00
Est	No	1200	Inventory Asset	Other Current Asset		USD		65,622,461.52
Est	No	1202	WIP Asset	Other Asset		USD		0.00
Est	No	1210	Inventory in Transit	Other Current Asset		USD		2,546.69
Est	No	1220	Inventory Received Not Credited	Other Current Asset		USD		0.00
Est	No	1300	Prepaid Expenses	Other Current Asset		USD		22,686.66
Est	No	1310	Prepaid Income Taxes	Other Current Asset		USD		0.00
Est	No	1320	Prepaid Nonrecognition Current	Other Current Asset		USD		0.00
Est	No	1330	Advances Paid	Other Current Asset		USD		0.00
Est	No	1360	Deferred Expense	Deferred Expense		USD		0.00
Est	No	1400	IT Equipment	Fixed Asset		USD		7,460.00
Est	No	1410	Furniture & Fixtures	Fixed Asset		USD		250,411.98
Est	No	1420	Machinery & Equipment	Fixed Asset		USD		13,504.00
Est	No	1430	Building	Fixed Asset		USD		0.00
Est	No	1470	Leasehold Improvements	Fixed Asset		USD		0.00
Est	No	1510	Acc. Dep-Furniture & Fixtures	Fixed Asset		USD		(\$9,871.66)
Est	No	1511	Acc. Dep - IT Equipment	Fixed Asset		USD		(\$20,286.71)
Est	No	1520	Acc. Dep-Machinery & Equipment	Fixed Asset		USD		(\$,238.43)

Unified accounting across all business divisions, locations and subsidiaries.

Automate core accounting activities like monthly billing.

Streamline complex accounting tasks like revenue recognition, project billing and usage billing.

Unified Financial Management

NetSuite provides a unified platform for managing your financial operations, including GL, AP, AR, subscription billing, revenue recognition, and financial reporting.

Automated Billing and Invoicing

With NetSuite, you can automate your billing and invoicing processes, reducing the risk of errors and saving time.

Real-time Financial Insights

NetSuite offers real-time visibility into your financial performance, allowing you to make informed decisions and take action quickly.

Customisable Financial Dashboards

You can create customised dashboards to track key financial metrics and KPIs, giving you a clear understanding of your financial health.

Key Features

- Unified GL, AP and AR
- Financial Reporting and Analytics
- Expense Management
- Cash Flow Management
- Budgeting and Planning
- Fixed Asset Management
- Tax Management
- Multi-Currency Support
- Revenue Recognition
- Financial Consolidation
- Bank Reconciliation
- Payment Processing
- Billing and Invoicing
- Financial Risk Management



Supply Chain Management

NetSuite's comprehensive supply chain solution empowers Telecommunications, ISP and Mobile Network providers to optimise their supply chain operations, enhance efficiency, and achieve better control and visibility across the entire supply chain.



Centralised
Management of
Supply Chain Data.

Manage Inventory
Across Multiple
Warehouse
Locations.

Automate Ordering
with Intelligent
Demand/Supply
Planning Features.

End-to-End Visibility

Gain complete visibility across the entire supply chain, from procurement to order fulfilment and delivery. Monitor inventory levels, track shipments, and access real-time data to make informed decisions.

Demand Planning and Forecasting

Utilise advanced demand planning and forecasting tools to accurately predict customer demand, optimise inventory levels, and improve supply chain efficiency. Leverage historical data, market trends, and demand patterns to optimise planning.

Inventory Management

Optimise inventory levels and improve inventory accuracy with NetSuite's robust inventory management capabilities. Track stock levels, manage multiple warehouses, implement automated replenishment, and streamline order fulfilment processes.

Key Features

- Supply Chain Management Dashboards
- Demand Planning and Forecasting
- Supplier Collaboration
- Advanced Inventory Management
- Order Management
- Warehouse Management
- Transportation Management
- Returns and Reverse Logistics
- Supply Chain Analytics
- Multi-channel Fulfillment
- Supplier Performance Monitoring



Human Resource Management

NetSuite's Human Resource Management module enables Telecommunications organisations to effectively manage their human capital, streamline HR processes, and enhance employee engagement.



Manage a Global Team with on a single cloud based human capital management solution.

Manage team performance, goals, KPIs and targets.

Analyse your employee turnover to unlock opportunities for improvement.

Recruitment and Onboarding

Streamline the hiring process with integrated recruitment tools, applicant tracking, and automated onboarding.

Employee Self-Service

Empower employees with self-service capabilities, allowing them to access and manage their personal information, benefits and time-off requests.

Performance Management

Set goals, track performance, and conduct performance evaluations with intuitive performance management tools that promote employee development.

Workforce Analytics and Reporting

Gain valuable insights into workforce trends and metrics through comprehensive analytics and reporting features.

Key Features

- Automated Candidate Screening
- Online Application Management
- Interview Scheduling and Feedback
- New Hire Paperwork Automation
- Employee Directory and Profiles
- Training and Development Tracking
- 360-Degree Feedback and Performance Reviews
- Customisable HR Reports and Dashboards



Fixed Assets & Equipment Management

NetSuite's Fixed Asset module enables telecommunications businesses to efficiently track, maintain, and optimise their fixed assets and adhere to industry regulations.

Asset ID	Description	Original Cost	Current Cost	Depreciation Method	Asset Life (Yrs)	Asset Status	Component ID	Quantity
FAM000001	New office build-out	750,000.00	750,000.00	Straight Line	10	Depreciating		1
FAM000002	Office desks, chairs, file cabinets	100,000.00	100,000.00	Straight Line	5	Depreciating		1
FAM000003	Production Line Machine	100,000.00	100,000.00	Straight Line	5	Depreciating		1
FAM000004	Delivery Truck	40,000.00	40,000.00	Straight Line	5	Depreciating		1
FAM000005	Server room build-out	350,000.00	350,000.00	Straight Line	10	Depreciating		1
FAM000006	Server room racks, cabling, & desks	125,000.00	125,000.00	Straight Line	5	Depreciating		1
FAM000007	New Engineering Area	125,000.00	125,000.00	Straight Line	10	Depreciating		1
FAM000008	Company Car	55,000.00	55,000.00	Straight Line	5	Depreciating		1
FAM000009	Warehouse Forklift	75,000.00	75,000.00	Straight Line	5	Depreciating		1
FAM000010	Customer servers	275,000.00	275,000.00	Straight Line	5	Depreciating		1

Easily manage your Fixed Asset Register with Customisable Records Types.

Automate the calculation and posting of depreciation journals.

Implement preventative maintenance strategies to extend asset lifetime

Asset Tracking and Management

Streamline the tracking and management of fixed assets with a comprehensive system that provides real-time visibility into asset location, condition, and usage history.

Optimise Asset Utilisation

Maximise the utilisation of fixed assets by analysing usage patterns, identifying underutilised assets, and implementing strategies to optimise asset allocation and reduce unnecessary costs.

Maintenance and Repair Optimisation

Improve maintenance and repair processes by analysing asset performance data, identifying maintenance trends, and implementing preventive maintenance strategies to reduce downtime and extend asset lifespan.

Key Features

- Track and monitor fixed assets in real-time
- Customisable Asset Register
- Identify underutilised assets for optimal resource allocation
- Analyse asset performance & profitability
- Implement preventive maintenance strategies
- Streamline repair processes
- Calculate accurate asset depreciation for financial planning
- Assess asset values for insurance coverage and financial reporting



Compliance, Analytics & Reporting

NetSuite's Compliance, Analytics, and Reporting module, empowers Telcos to manage compliance, gain valuable insights, and streamline their reporting processes.

Item ID	Name	Description	Type	Location	Status	Assigned To	Due Date	Completed Date	Score	Comments
1	Inspection 1	Inspection 1 Description	Inspection	Location 1	Open	John Doe	2023-10-25		95	Good inspection, minor issues noted.
2	Inspection 2	Inspection 2 Description	Inspection	Location 2	Open	Jane Smith	2023-10-26		88	Minor issues identified, rework required.
3	Inspection 3	Inspection 3 Description	Inspection	Location 3	Open	Mike Johnson	2023-10-27		92	Excellent inspection, all standards met.
4	Inspection 4	Inspection 4 Description	Inspection	Location 4	Open	Sarah Lee	2023-10-28		85	Issues identified, corrective action needed.
5	Inspection 5	Inspection 5 Description	Inspection	Location 5	Open	David Kim	2023-10-29		90	Good inspection, minor improvements suggested.
6	Inspection 6	Inspection 6 Description	Inspection	Location 6	Open	Emily White	2023-10-30		87	Minor issues, rework required.
7	Inspection 7	Inspection 7 Description	Inspection	Location 7	Open	Chris Brown	2023-10-31		93	Excellent inspection, all standards met.
8	Inspection 8	Inspection 8 Description	Inspection	Location 8	Open	Alex Green	2023-11-01		89	Minor issues identified, rework required.
9	Inspection 9	Inspection 9 Description	Inspection	Location 9	Open	Mia Black	2023-11-02		91	Good inspection, minor improvements suggested.
10	Inspection 10	Inspection 10 Description	Inspection	Location 10	Open	Noah Grey	2023-11-03		86	Minor issues, rework required.
11	Inspection 11	Inspection 11 Description	Inspection	Location 11	Open	Liam Blue	2023-11-04		94	Excellent inspection, all standards met.
12	Inspection 12	Inspection 12 Description	Inspection	Location 12	Open	Olivia Purple	2023-11-05		88	Minor issues identified, rework required.
13	Inspection 13	Inspection 13 Description	Inspection	Location 13	Open	Ethan Yellow	2023-11-06		92	Good inspection, minor improvements suggested.
14	Inspection 14	Inspection 14 Description	Inspection	Location 14	Open	Ava Pink	2023-11-07		87	Minor issues, rework required.
15	Inspection 15	Inspection 15 Description	Inspection	Location 15	Open	Lucas Green	2023-11-08		90	Excellent inspection, all standards met.
16	Inspection 16	Inspection 16 Description	Inspection	Location 16	Open	Sophia Blue	2023-11-09		89	Minor issues identified, rework required.
17	Inspection 17	Inspection 17 Description	Inspection	Location 17	Open	Benjamin Yellow	2023-11-10		91	Good inspection, minor improvements suggested.
18	Inspection 18	Inspection 18 Description	Inspection	Location 18	Open	Charlotte Pink	2023-11-11		86	Minor issues, rework required.
19	Inspection 19	Inspection 19 Description	Inspection	Location 19	Open	William Green	2023-11-12		93	Excellent inspection, all standards met.
20	Inspection 20	Inspection 20 Description	Inspection	Location 20	Open	Isabella Blue	2023-11-13		88	Minor issues identified, rework required.

Proceduralise Your
Critical Compliance
and Quality Control
Tasks

Access field level
admin controls and
audit traces.

Create custom
compliance reports
from global system
data.

Comprehensive Compliance Management

Simplify compliance processes with NetSuite's comprehensive framework. Easily manage and enforce compliance policies, track regulatory changes, and stay up-to-date with industry best practices.

Advanced Analytics Capabilities

Harness the power of data with NetSuite's advanced analytics tools. Utilise data mining, predictive modelling, and machine learning techniques to uncover valuable insights, identify patterns, and make data-driven decisions.

Robust Reporting Functionality

Generate accurate, customisable reports with NetSuite's robust reporting capabilities. Design and generate reports tailored to your specific needs, ensuring clear and concise communication key data.

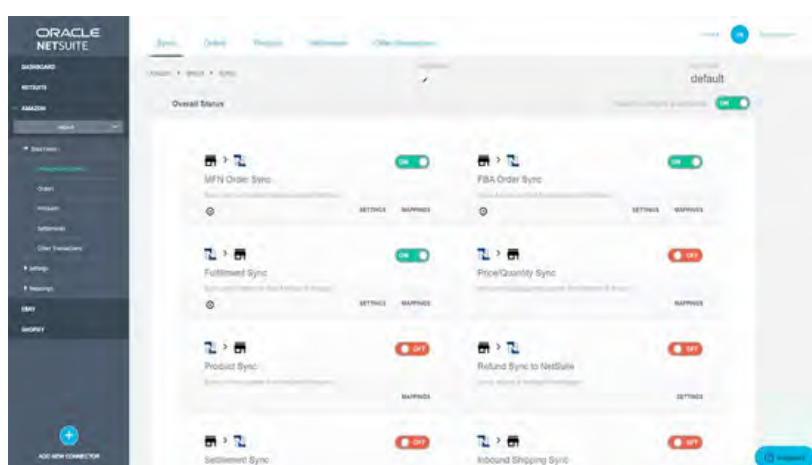
Key Features

- Simplify compliance management with a centralised framework
- Track regulatory changes and ensure adherence to industry standards
- Design customised reports to meet specific reporting requirements
- Generate accurate financial reports for compliance and auditing purposes
- Implement real-time monitoring to identify compliance issues promptly



Data & Application Integration

NetSuite's Data and Application Integration functionality gives Telcos a platform to seamlessly connect their systems, leverage data insights, and optimise their business processes.



Connect your software ecosystem to centralise data, reporting and analytics.

Proactively monitor your integration status with live alerts.

Deduplicate your data with on-platform tools to increase data accuracy.

Flexible Integration Framework

NetSuite offers a flexible framework to connect and integrate diverse systems, applications, and data sources. It supports both cloud-based and on-premises systems, enabling seamless synchronisation.

Real-time Data Synchronisation

NetSuite's Data and Application Integration enables real-time data synchronisation between systems and applications. This ensures stakeholders have access to up-to-date information, facilitating collaboration and decision-making.

Automated Workflows and Processes

NetSuite simplifies integration with automated workflows and processes. Custom integration flows, data mapping and triggers automate data exchange and optimise business processes.

Key Features

- Connect and integrate diverse systems, applications, and data sources
- Achieve real-time data synchronisation for accurate and up-to-date information
- Define custom integration flows and automate data mapping and transformation
- Streamline business processes through triggers, alerts, and automated workflows
- Support both cloud-based and on-premises systems for seamless data exchange



NetSuite for Telecommunications, IPSS and Mobile Networks

Implementation Process and Timeline

Rapid Implementation to Achieve Faster ROI

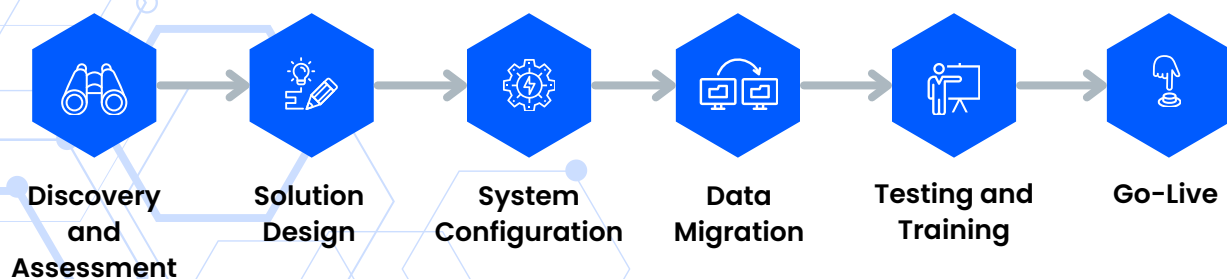
Implementing an effective enterprise resource planning (ERP) solution is crucial for telecommunications companies to streamline their operations, enhance efficiency, and drive growth.

NetSuite SuiteSuccess is a proven methodology designed to accelerate the implementation and deployment of NetSuite ERP solutions.

It is tailored to meet the unique requirements of various industries, including telecommunications, and is aimed at delivering rapid and predictable outcomes for businesses.

The SuiteSuccess methodology combines industry-leading practices, preconfigured solutions, and predefined roles to help organisations quickly realise the benefits of NetSuite.

By following a structured and phased approach, businesses can streamline their implementation process, reduce risks, and achieve faster time-to-value.





**Are you interersted in learning
more about NetSuite?**

**Reach out to our
team of NetSuite
Experts**



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