LEAP CONSULTING GROUP



A Flooring Distributor Gets Full Value From NetSuite

Case Study

Taking NetSuite Past a Basic Setup —A LEAP STORY

Case Study

This family-owned wholesale distributor of hardwood flooring runs five locations across the Great Lakes region. It bought NetSuite to prepare for growth, but the initial rollout covered only the basics, skipped discovery, and left custom scripts that didn't work. The company engaged LEAP to optimize NetSuite and serve as its technology partner.

CLIENT OBJECTIVES

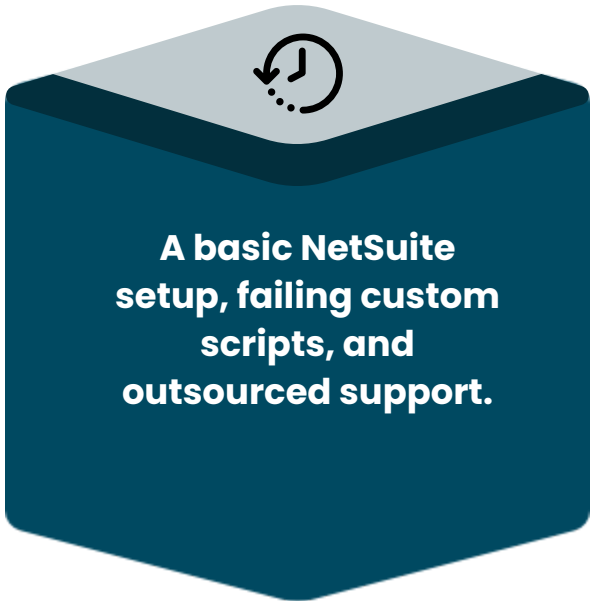
Finish the Implementation:
Move past a basic setup that skipped the discovery every ERP transition needs.

Fix Broken Workflows:
Repair the custom scripts written for the company's unique workflows.

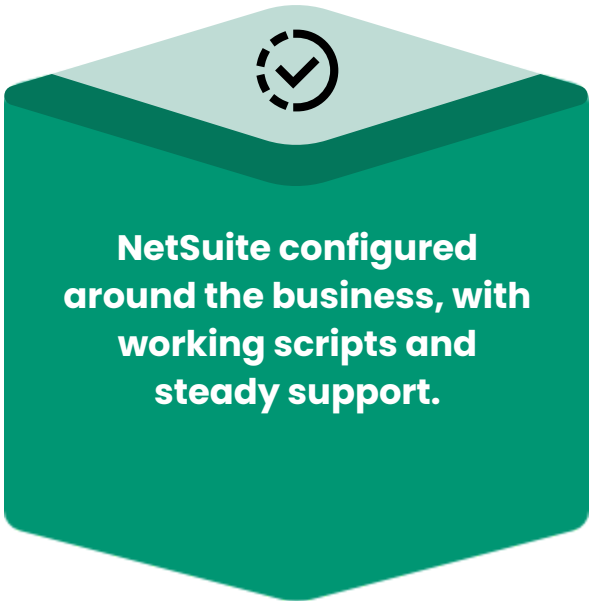
Prepare for Growth:
Ready operations for further growth and expansion.

Get Consistent Support:
Stop re-explaining the business to a new support rep on every call.

Before



After



LEAP INTERVENTION

SERVICE OFFERINGS

Script Remediation	Fixed the malfunctioning custom scripts built for the company's unique workflows.
Configuration Review	Worked through the entire NetSuite configuration with the team to optimize workflows.
User Enablement	Made sure staff understood NetSuite's advanced capabilities, beyond the basics.
Ongoing Support	Signed on as technology partner, drawing on firsthand knowledge of the company's setup.

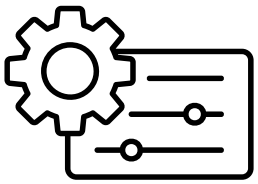
> "We knew the software could do all that we needed, but we needed a partner to get us there."
>
> **Director, IT and Marketing**

THE BUSINESS IMPACT

With LEAP as its technology partner, the company now runs NetSuite as a fully configured system. Workflows fit the business, scripts run as intended, and staff know the advanced tools available to them.

1 Working Automation

Custom scripts now run the unique workflows they were written to support.



2 Tailored Configuration

The NetSuite setup now reflects how the business runs day to day.

3 Skilled Users

Staff understand advanced capabilities the basic rollout never covered.

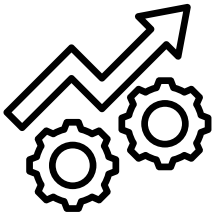


4 Informed Support

Issues go directly to a support team that already knows the business.

5 ROI on Track

NetSuite features the company already paid for are now in daily use.



6 Room to Expand

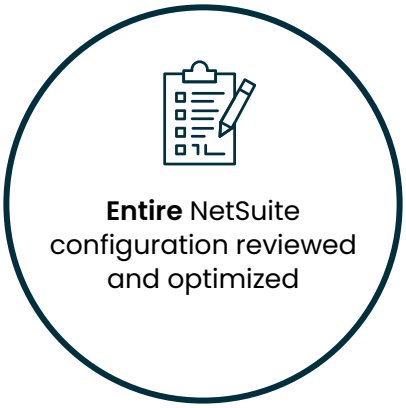
With core capabilities mastered, the team is taking on new initiatives.

TRANSFORMATION SCOPE & ENGAGEMENT PHASES

This NetSuite transformation reworked a family-owned distributor's entire setup, from custom scripts and configuration to the staff using it across five Great Lakes locations.

THE SCOPE OF THE CHANGE







ENGAGEMENT BY PHASE

1 SCRIPT REMEDIATION

- Malfunctioning scripts fixed
- Unique workflows supported again

2 CONFIGURATION REVIEW

- Full configuration reworked with the team
- Workflows optimized for the business

3 ENABLEMENT & SUPPORT

- Staff trained on advanced capabilities
- Ongoing role as technology partner

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.

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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.

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