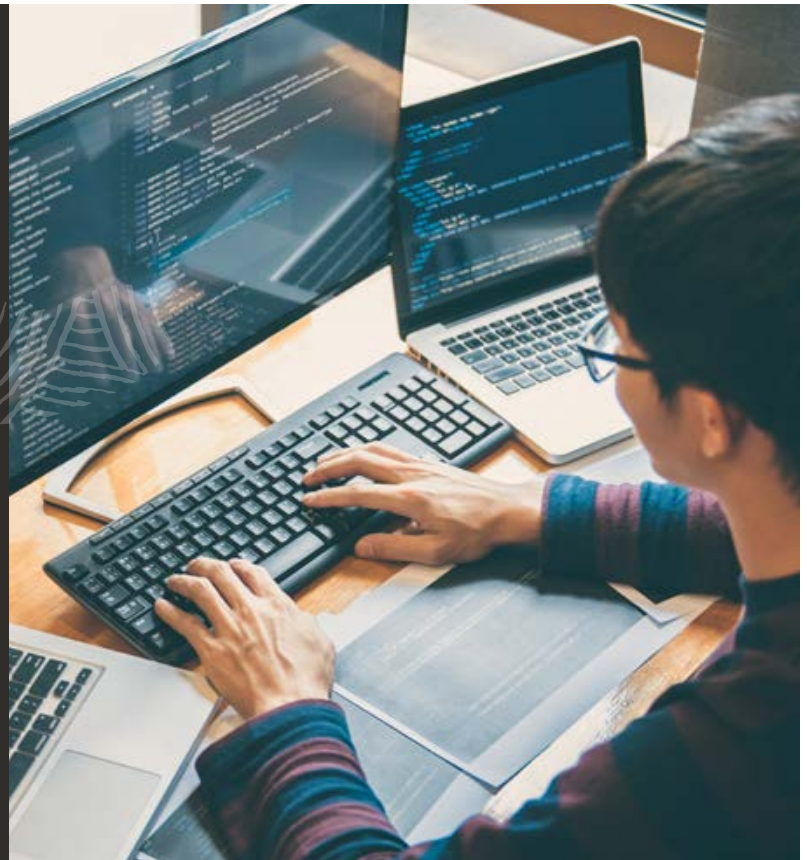NetSuite Services

Software Industry

Status quo.

In the software industry, there is no such thing.

To remain relative and competitive in the market, software companies must have the agility to evolve and innovate with the ever-changing landscape—especially smaller companies competing with giants. Even the most solid of business plans can be rendered useless if a company is not prepared to navigate the highly disruptive nature of the industry. Today you may be selling software—but future market demands may require you sell hardware as well.

Key Benefits

- Rapid development
- Greater efficiency
- Competitive differentiation
- Global expansion
- Increased speed to market
- Reduced cost to serve
- Risk mitigation

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And what about scale? Software companies must be able to advance rapidly to keep up with competitors, which means leveraging opportunities for international expansion.

That's just the beginning.

Software companies must also have the systems in place to manage and maintain their success—from complying with new reporting standards, to streamlining multiple expense management systems, to managing high-volume financial reporting—achieving all with the least amount of disruption to daily operations. After all, in the software industry, speed to market is the key.

Are you ready?

NetSuite Services is.

NetSuite Services offers companies in the software industry support for the full lifecycle of your business—from the initial NetSuite implementation with our exclusive SuiteSuccess methodology—to our online training services with Learning Cloud Support—to continuous managed services with Advanced Customer Support. We help software companies seamlessly transition to the cloud, while addressing the software industry challenges of disruption and changing business models, contract management, subscription services, revenue recognition and compliance requirements, integration of multiple systems, and reporting standards. We have a deep understanding of software companies, the challenges you face and the best practices to streamline operations. We leverage the SuiteSuccess model and methodology to ensure a solution built and vetted for software companies like yours.

The results are rapid development, greater change agility, improved efficiency, greater competitive advantage, global expansion, increased speed to market, reduced cost to serve and risk mitigation. Although we are a global multinational corporation, we are small and personal in our approach. We have partnered with thousands of companies and are here to help.

NetSuite Services – For the Full Lifecycle of Your Business

NetSuite Services is successful in meeting the unique needs of software industry because of the holistic approach we take with every industry. From Consulting Services, to Education Services, Support Services and Partner Services, NetSuite Services offers industry-specific support both before and long after you go live.

NetSuite Services provides a full suite of offerings that includes the following:

Industry Expertise

At NetSuite, we lead with industry. We have deep expertise and experience in the software industry and we leverage that expertise to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry specific add-on service offerings.

Consulting Services
SuiteSuccess, Packaged Services, Custom Services

You've invested in us, so we're investing in you. Our team of experts help ensure that you're not paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway to success by engaging you continuously throughout your lifecycle and keeping you on an upward trajectory. And with NetSuite's Global Delivery Centers, our costs remain competitive.

Education Services
NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support offering provides access to learning content anytime, anywhere.

Support Services
SuiteSupport, Advanced Customer Support (ACS)

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater return on investment can take advantage of Advanced Customer Support (ACS)—an umbrella offering that provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to scale and change.

Stairway to Your Success

Through SuiteSuccess, we offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward trajectory tailored specific to the software industry.

- Rapid and efficient implementation
- Leading software industry practices
- Tailored delivery
- Development and expansion

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www.netsuite.com/software

72 %

UPDATE...
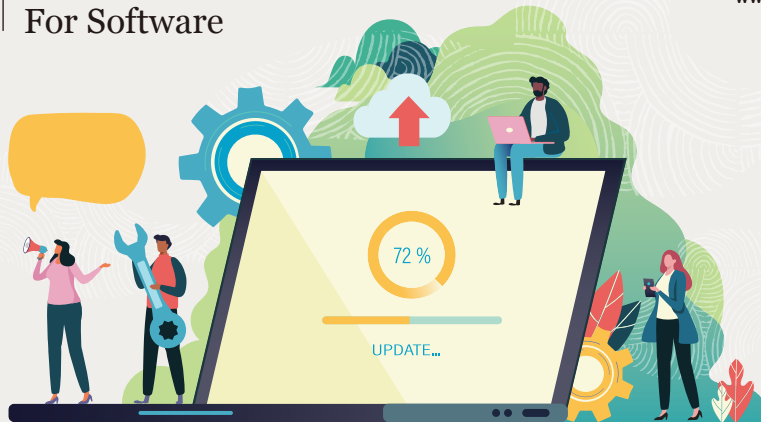
Establish
- Financials (GL/AR/AP)
- CRM and order processing
- Revenue management
- Software KPIs, reports and dashboards

Elevate
- International expansion
- Electronic payment integration
- Workflow and approval processing
- Asset management

Expand
- Opportunity-to-cash automation
- Subscription and renewals management
- Payroll and people management
- Purchasing

Accelerate
- Financial planning and analysis
- SaaS metrics
- Professional services automation

Dominate
- Operate with global scale
- Country-to-country localizations
- Usage, meter and consumption-based billing

Why NetSuite Services for Software Companies

Implementing an ERP system can be extremely disruptive. We understand that for an industry that moves at warp speed, time is extremely valuable. You want a quick implementation and a clear timeline with key milestones to reach go-live. We can make that happen. In addition, NetSuite Services is the only services provider that can provide software companies with all of the following:

- Software Industry Experience. Our NetSuite Services team has a deep understanding of software and technology companies, the challenges you face and the best practices to help you transition to an optimal state of operations.

- Leading Practices to Accelerate Business. Our competitive advantage is that we not only have a product tailored for software companies but we also have a deep bench of consultants that work with software companies all day every day that share leading practices. Additionally, our verticalization in several industries enables us to share best practices from an adjacent industry, and a more robust implementation. These leading practices enable our customers to accelerate their business.

- **NetSuite Expertise.** We have the highest number of certified NetSuite consultants in the marketplace. With our proximity to product development, we have the advantage of receiving updates from product development and a broad network of solution consultants and technical account managers with both product knowledge and implementation know-how.

- **Advanced Revenue Management.** NetSuite Services will help you unlock the potential of NetSuite's unparalleled Advance Revenue Management to enable users to handle complex revenue recognition scenarios. A myriad of advanced use cases is resolved with the use of fair value formulas, fair value price lists, fair value dimensions and much more. Working with the Revenue Recognition and Advanced Development teams, the NetSuite Services team is continuously updated with the latest enhancements and future developments. In addition, you also benefit from their exposure to the widest array of experience on the market.

- **ACS 606 Standards.** Our NetSuite Services team enables you to meet the ASC 606 standards issued by the Financial Accounting Standards Board and the International Accounting Standards Board. We have a team of experts dedicated to understanding the new standards and offer expertise in helping you achieve compliance objectives using NetSuite.

- **Third-Party Software, Point Solutions and Ecosystem Architecture Expertise.** Our NetSuite Services team has expertise in third-party expense management and billing systems and the leading point solutions and cloud applications including Salesforce,

Coupa, Avalara, Concur, Expensify and other applications. From quote to cash, we fully understand the ecosystem, architecture, offer support and advisement on best practices for integrating these solutions with NetSuite for optimal return on investment.

- **Collaborative Partnerships for Investor-Owned Companies.** If you are a software company financially sponsored or owned by a venture capital or private equity firm, you can rest assured that the NetSuite Services has established partnerships and working relationships with product and services teams from both point solutions providers as well as other consulting partners including West Monroe Partners, RSM and Deloitte. We work together as a team to ensure you are successfully integrating NetSuite with your unique architecture and the larger ecosystem.

- **Consolidated Reporting.** We understand the importance of consolidated reporting for our customers in the software industry. Our services experts help you refine and generate these reports and ensure that your reporting system is running efficiently.

- **SuiteSuccess.** We offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward trajectory tailored specific to the software industry. SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery and Services teams so that we sell what we deliver and deliver what we sell and enable your full business lifecycle. Our services team leverages

the SuiteSuccess model and methodology to ensure a solution built and vetted for software companies like yours. The SuiteSuccess methodology is focused on four key areas:

- Rapid and efficient implementation
- Leading software industry practices
- Tailored delivery
- Development and expansion

- **Minimal Time Investment.** NetSuite is your partner on the implementation—we perform most of the heavy lifting. Typically, a customer provides a few hours a week for two to four months and then they are on the best of breed ERP platform.

- **High User Adoption.** Our education, training and testing teams ensure a successfully implemented solution that works and has a high adoption rate.

- **Improved Business Visibility and Actionable Insights.** Our offerings and services enable actionable insights that inform you how your business is performing so you can respond to market pressures with real-time views of tailored KPIs that enable you to manage by exception.

- **Global Reach.** NetSuite Services enables software companies to scale rapidly through international expansion. Through our acquisition by Oracle, we have even further strengthened our global footprint and reach with offices around the world.

- **Flexibility.** Our application platform is flexible for changes in business models, and our NetSuite Services team has the experience and expertise in industry best practices to help you achieve rapid development.

- **Reduced Risk, Speed to Market and Lower Cost.** We understand that as a software company—you cannot take people away from their day jobs for too long—you have a business to run. We understand that you want speed and you want quality, experience and expertise. Our SuiteSuccess methodology enables a faster time to market though integrated leading practices and your risk of implementation fatigue is highly mitigated.

- **Full Lifecycle Services.** We offer companies in the software industry services for the full lifecycle of your business from the initial implementation with our SuiteSuccess methodology through training and continuous support with our Advanced Customer Support managed services. We address the software industry challenges of disruption, changing business models, contract management, subscription services, revenue recognition and compliance requirements, integration of multiple systems, and reporting standards.