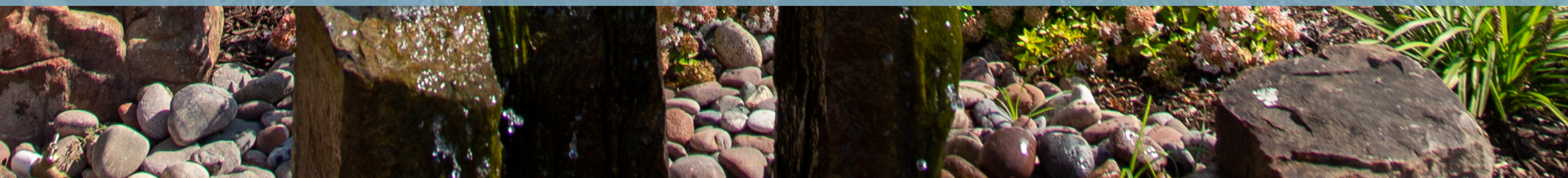




CASE STUDY

TELECOMMUNICATIONS

INDUSTRY



The Details



Client

Client is a wireless paging system producer and distributor based in Addison, TX.

Profile

International company with sales and services offices all over the world, and over 80,000 businesses using their products.



Challenges

- While the client is pleased with NetSuite's functionality, they questioned whether or not they were using NetSuite to its full potential.
- The client also faced difficulties with invoice consolidation and spent a large amount of time and energy manually addressing this issue.
- A purchase order approval process was being used that occurred outside of the NetSuite system, making the process neither automated nor traceable.





The Decision

The client has been using NetSuite for several years when they decided to enlist the expertise of The Vested Group's inVESTED Support Services to address questions and challenges they were experiencing with their NetSuite package.

The client uses several NetSuite modules to run their business operations including NetSuite Financials, CRM(Customer Relationship Management), Inventory Management, Order Management, Procurement, and Demand Planning.

The client was interested in reviewing their business processes and determining if they were fully utilizing their NetSuite solution, with particular interest focused on the Demand Planning module. The company also wanted to develop a system to create and pay consolidated invoices within NetSuite. The client's final goal was to streamline and automate their purchase order approval system using NetSuite as well.

The Vested Group Delivers

Solutions

The Vested Group observed and documented the client's business processes and developed a plan to leverage the Demand Planning module, a custom process for creating and paying consolidated invoices, and a modified workflow within NetSuite for purchase order approval routing.

Demand Planning – Previously, the client's inventory items were configured with a static reorder point. The Vested Group reviewed the client's inventory item history and determined which items would be set up in Demand Planning and reconfigured the item master to utilize the Demand Planning module.

Consolidated Invoicing - The client was using a system of spreadsheet files independent of NetSuite to create and pay multiple invoices within a parent-child customer relationship. The Vested Group developed a custom solution that allowed the client to use NetSuite to consolidate these related invoices so the client could automatically create and pay them with the click of a button.



Approval Routing – The Vested Group replaced the client's manual drop-ship order creation process with a NetSuite driven approval routing system. This new approval routing system was based on a modified workflow developed by inVESTED that included sales order approval prior to triggering a system generated purchase order and automatically tracked the drop-ship process from order to fulfillment within NetSuite.

The Vested Group Delivers

Results

The Client has seen several benefits in working with The Vested Group's inVESTED NetSuite Support team.

By effectively utilizing the Demand Planning module within NetSuite, the client was able to significantly reduce their amount of stale inventory and avoid unnecessary overinvestment in unneeded inventory items.

The client also saw a considerable reduction in the amount of time and energy spent creating and paying related invoices. Where the client was spending hours or even days on consolidating invoice creation and payment, The Vested Group was able to automate this process by developing a NetSuite customization.

This customization reduced the time spent on invoice consolidation to a mere click of a button. Additionally, since the invoice consolidation process was now executed within NetSuite, the ease of traceability with these transactions was significantly increased as well.

Lastly, the client saw both process and tracking improvements with the drop-ship workflow modifications developed by inVESTED. Again, the new approval routing process was configured within the client's NetSuite system and therefore transformed from a manual, undocumented process to an automated custom workflow within NetSuite. The client was able to streamline the drop-ship process and have the control they desired over the approval or rejection of their purchase orders.





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LETS GET IN TOUCH

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