EXECUTIVE ERP
EVALUATION AND INVESTMENT ROADMAP

Developed for the Modern Business

ORACLE
NETSUITE

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EXECUTIVE ERP EVALUATION AND INVESTMENT ROADMAP

Developed for the Modern Business

In today's business world, with so many solutions to consider across Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), inventory management, and ecommerce—the task of choosing one or more may seem daunting. Although choosing the right solution and provider for your organization may be a long, taxing process, the rewards can be substantial. The right ERP system, implemented efficiently and built to enable the business's strategy, can:

- Create a happier working environment.

- Improve your profit margins.

- Increase revenue.

The ERP experts at NetSuite have built this guide to help you and your team make a decision about the solution that works best for you and to help set you up for a successful implementation. The process outlined in this guide is a widely-accepted evaluation process and is a valuable exercise for any major technology implementation project.

How will this guide help you to successfully select a software solution for your business? First, it will help guide you toward the reason and value for making a change; second, it will align your organization on the specific benefits of a new software solution across all of your operations.

Thank you for taking the time to meet with me and review the Executive ERP Evaluation and Investment Guide—we hope to be given the opportunity to work through this process with you.

Sincerely,
The NetSuite Team

Why are we beginning this journey?

Should our organization be looking at purchasing new software?	Yes	No
Do you have general or industry-specific requirements beyond the ability of your current system?		
Are you unable to use the data or is it taking up too many resources and too much time to analyze data?		
Does your current system architecture require duplicative and/or redundant data entry?		
Are your employees, partners and vendors able to access company data over the web and via mobile devices? Is this something you could benefit from?		
Does lack of flexibility hurt your company's ability to keep up with new and more complex business processes?		
Can you use your system to automate sales orders, invoicing and/or other industry-specific requirements?		
Is key information and business intelligence unavailable throughout your company?		
Does your current Accounting/ERP system timeout or under-perform?		
Does your company rely on manual processes, double entry and/or spreadsheets?		
Is the production of financial statements time-consuming and error-prone? Can you easily perform inter-company transactions?		

There should always be value tied to change—financial or otherwise. This exercise is meant to explore the largest opportunities within your organization and help you capture value. Use this section to identify, understand, quantify and align the most important opportunities within your organization.

	Opportunities (list top 3) "What keeps you up at night"?	What type of benefit can be achieved? Financial, Morale or Other	How much is the opportunity worth to your organization?	Why is this one of your largest opportunities?	What is preventing you from capturing the benefit?	What is the first step to capturing the benefit?
1						
2						
3						

If these opportunities are achievable in some way, what would you be willing to pay to capture all of the above listed value?

$ _____

What is your organization's long term vision in 100 words?

_____

_____

_____

_____

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Strategy

Building and executing a strategy is essential in achieving your organizations long term vision. Use the section below to establish key strategic points in various areas of your organization to help align your internal priorities. This will not only help identify day to day priorities, it will also help identify priorities in a digital solution.

Organic Growth	**Regulatory Compliance**
External Growth, Expansion, Mergers and Acquisitions	**Organizational Structure**
Technology and Data	**Core Financials**
Other	

Joint Execution Plan

The evaluation process for a new digital solution and partner can be challenging and time consuming. The Joint Execution Plan (JEP) can be used to track key milestones and deliverables throughout your selection process. It will also be a valuable tool to help hold the various vendors accountable to your timeline.

Milestone	Due By Date	Status	Actions To Green
Introductory Meeting			
Business Discussion and VCA			
Online Pre-Recorded Demo			
Demo Review and Feedback			
Alignment and Discovery			
Scenario Demo			
High Level Pricing Delivery			
Review of SSA and SOW			
Legal SSA Review			
Professional Services Alignment			
Decision Meeting			
Solution Review and Cost Proposal			
Final Q&A			
Vendor Selection			
Contract Execution			
Implementation Kick-Off Meeting			
Industry Fundamentals Training			
End User Training			
Data and System Migration			
Go-Live			

Your Organization at a Glance

High Level Overview	$ USD	% of Revenue
Revenue		
Cash		
# of Employees		

Key Financial Metrics	$ USD	% of Revenue
Expenses		
SG&A		
AR		
AP		
DSO		
Days to Close		

Spend Item	Name	Spend
Accounting System		$
CRM System		$
# of Excel Reports		
IT Labor	#	$
EDI Connections	#	

Functionality Requirements and Vendor Comparison

Area of Business	Functionality Requirements	Priority (H, M, L)
Sales/Marketing		
Billing & Invoicing		
Procurement		
Financial Management		
Order Management		
Expense Reporting		
HCM/Payroll		
Technology & Business Intelligence Platform		
Support		
Go-Live Date		
Price/Budget		
Reporting		
Time in System		
Redundancies		
Unified Data		
Cloud-Based		
Updates		
Uptime		

Engage

Ask your employees for the best and worst thing about the current system.

Employees are your best resource to better understand your day to day issues. Taking some time to listen to what they have to say does a few things.

1. It helps you get a better understanding of what impacts their moral and ability to get the job done.

2. It will build engagement and buy in for a new digital strategy and solution.

3. It will help leadership discuss the change that is coming, prepare the employees for change and reduce any surprises.

#	The Bad	The Good
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

NetSuite Value Chain Assessment

● Current ● Desired

	PRIORITY	FOUNDATIONAL	COMPETITIVE	BEST IN CLASS	TRANSFORMATIVE
Selling and Order Management	HIGH	Place an order through CRM tool	Integrate CRM with provisioning system and accounting system	View inventory, support, billing, collections status for order fulfillment	One 360° view, reporting, automation, full visibility across process
Billing and Invoicing	HIGH	Manual in excel	Automated email delivery of invoices and customer portal	Automated billing schedule, automated collection notifications	Line item level billing and revenue schedules with flexibility to accommodate usage-based scenarios
Financial Management and Global Reporting	HIGH	Receivable, payables, monthly reporting with limited integration	Integrated AR, AP, GL with other transactional integration, SQL reports	Multi-company management, consolidation	Real-time data and configuration of reports, sales tax, approval routings and workflows
Procurement and Expense Management	HIGH	Manual, spreadsheet driven, disparate systems, time consuming	Real time streamlined process, purchase and payable activity with increased spend control and visibility	Workflow and exception notification pricing models, purchase contracts, integrated asset life cycle management	Global vendor scorecards, onboarding and supplier collaboration
Technology and Business Intelligence Platform	HIGH	Fragmented systems, poor data	Multiple tools and technologies, managed internally	Single data model, optimized, customization	State of the art, updates, mobile technology, real-time data

Financials First Value Chain Assessment

Align

The alignment section of this document can be used to review each major process throughout your organization. The suggested use of this section is to:

1. Speak to the process owners and have them describe the process.

2. Draw the process.

3. Identify the process gaps, breakdowns and shortfalls.

4. Complete time studies on the processes to quantify the process gaps. Once you know the details and opportunities within each process, you can better understand the monetary opportunity by streamlining each process.

Sales Process – Describe and Draw

Owner
_____

Description
_____

_____

_____

Draw

_____
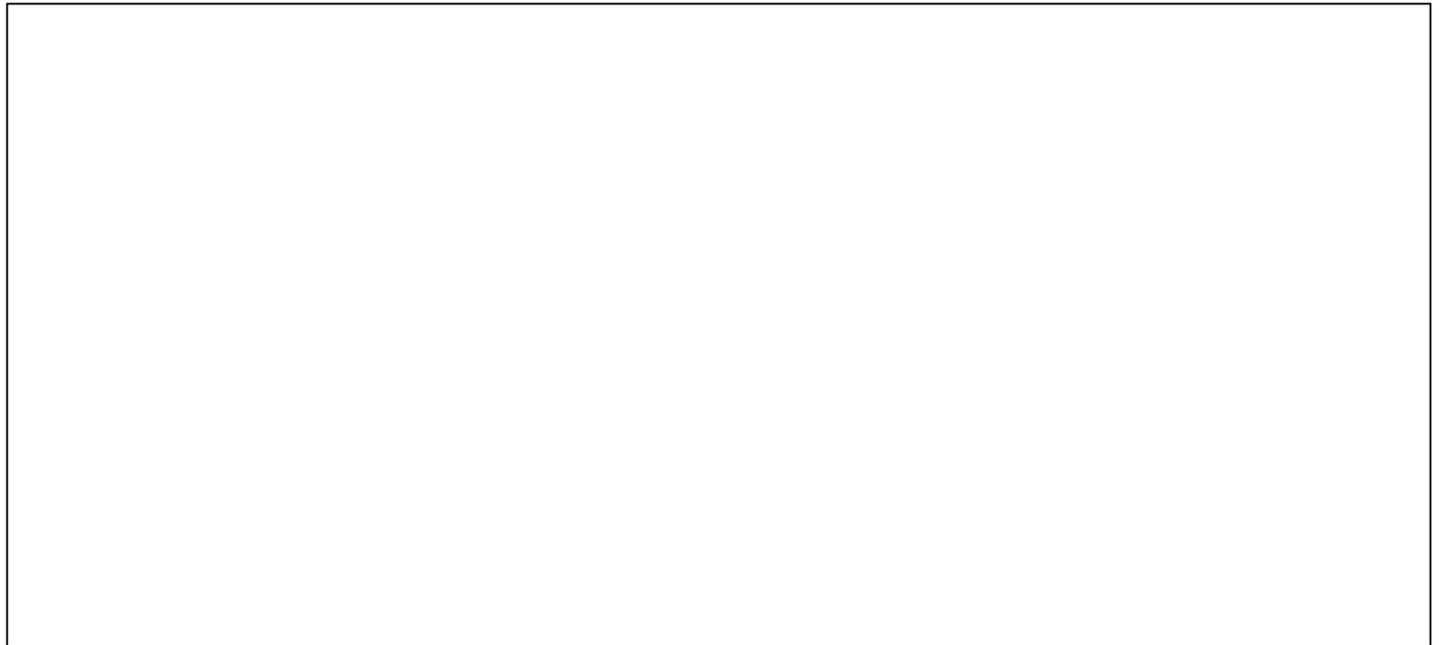| |
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|_____|

Process Breakdowns and Shortfalls
_____

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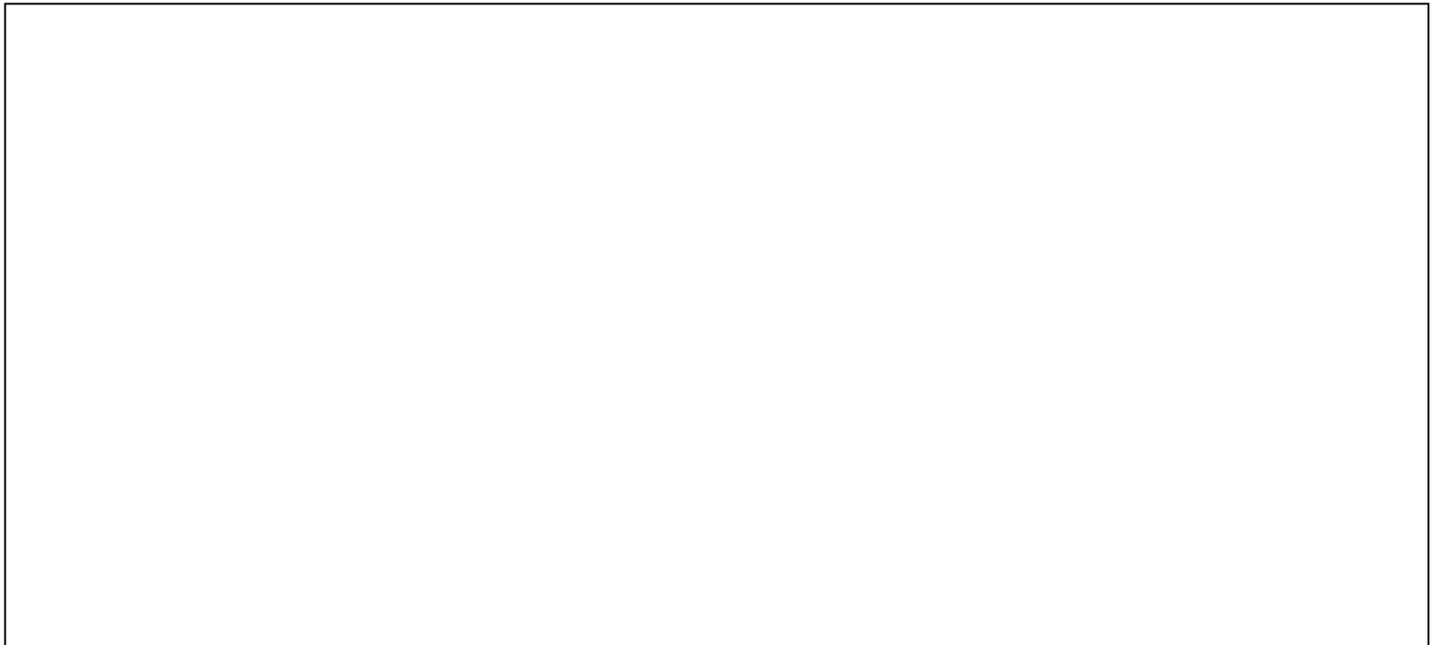
Current Process Cycle Time:
_____

Procurement Process – Describe and Draw

Owner

_____

Description

_____

_____

_____

Draw

_____

Process Breakdowns and Shortfalls

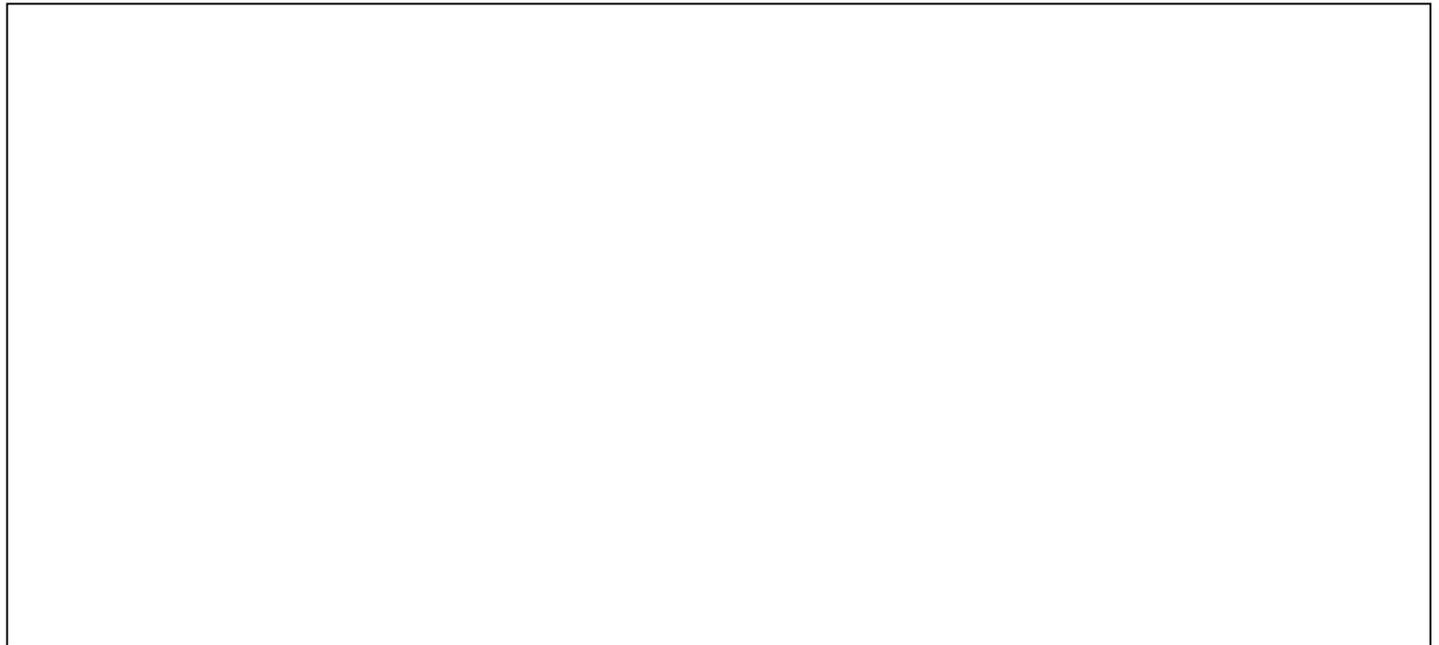_____

_____

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Current Process Cycle Time:

_____

Order Management Process – Describe and Draw

Owner

Description

Draw

Process Breakdowns and Shortfalls

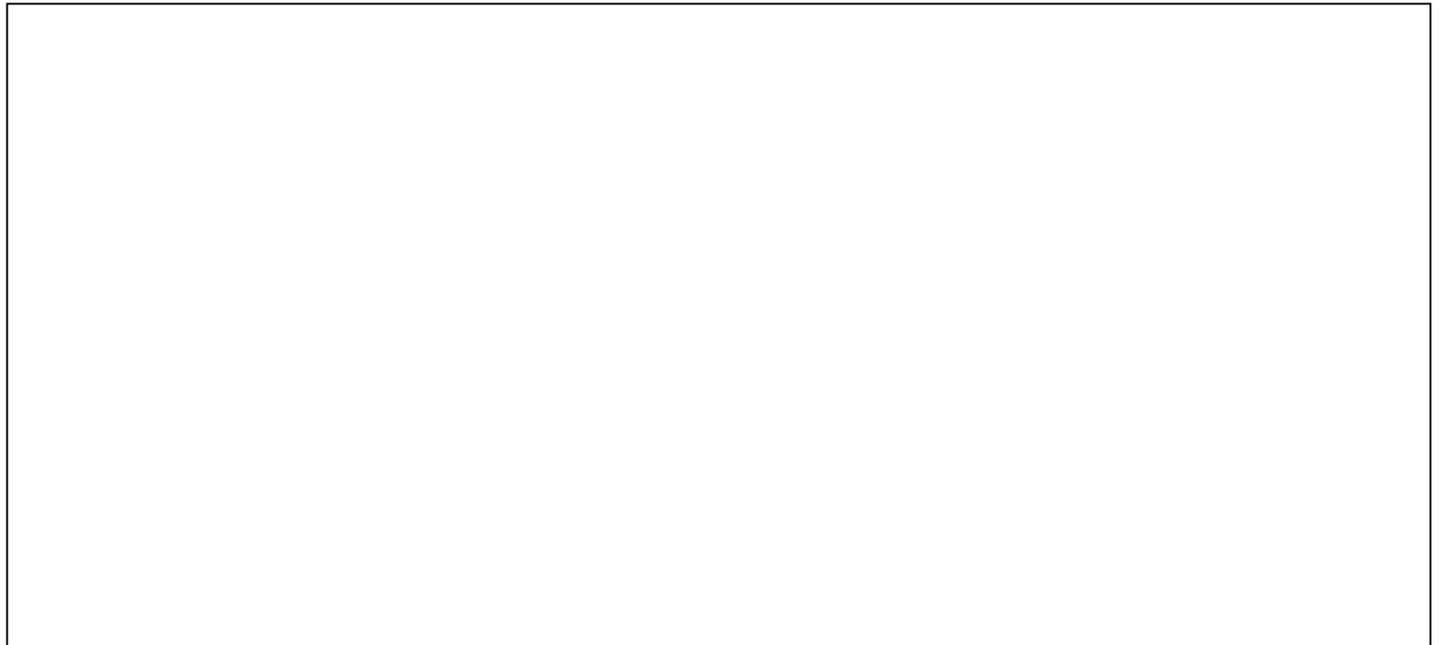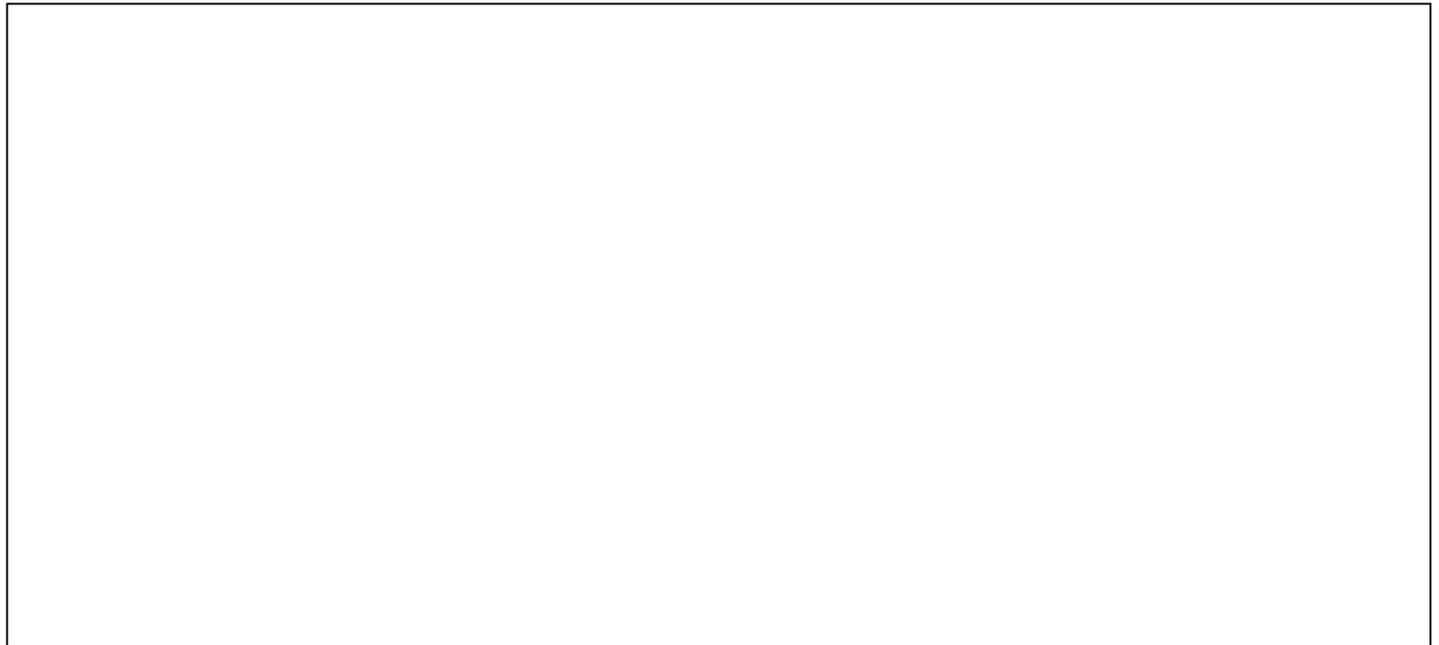Current Process Cycle Time:

Accounts Payable Process – Describe and Draw

Owner
_____

Description
_____

_____

_____

Draw

Process Breakdowns and Shortfalls
_____

_____

_____

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Current Process Cycle Time:
_____

Accounts Receivable Process – Describe and Draw

Owner

Description

_____

_____

_____

Draw

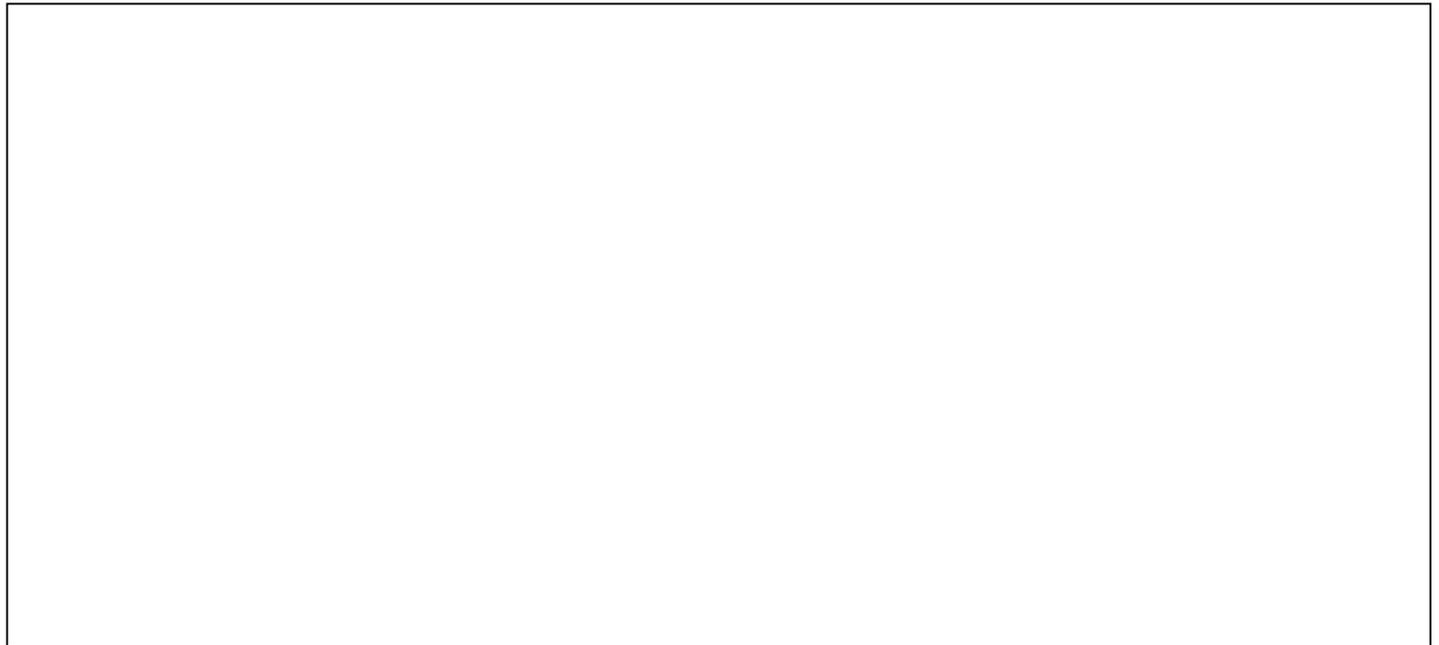Process Breakdowns and Shortfalls

_____

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_____

Current Process Cycle Time:

Financial Close Process – Describe and Draw

Owner

Description

Draw

Process Breakdowns and Shortfalls

Current Process Cycle Time:

NetSuite SuiteSuccess "Zero to Cloud in 100 Days"

At NetSuite, innovation is at the core of what we do and how we deliver value to our customers. SuiteSuccess is a transformative customer engagement methodology designed with leading practices and years of experience in cloud ERP implementation and industry knowledge to help our customers meet their business needs and industry requirements. Using an agile and phased approach that starts with sales and continues through implementation, SuiteSuccess enables us to provide our customers with what's needed for a successful ERP implementation in record time. Moreover, comprehensive post implementation support ensures that customers always get the most out of their NetSuite cloud ERP. With SuiteSuccess, NetSuite delivers unprecedented customer experience and tangible business outcomes.

- For You – SuiteSuccess was designed with industry and role specific functionality that empowers every user with a solution built for their day to day needs and tasks.

- End-to-End Customer Engagement Model – Consistent engagement from sales to service, to support and beyond allows customers to start their implementations from the first time they speak with a NetSuite sales person.

- Vertical specific solution with leading practices built in – Including modules, workflows, reports, KPIs, analytics built up and continually improved based on successful implementations in thousands of companies.

- Intelligent Phased Approach – Allows customers to rapidly implement the product in manageable segments, deliver success quickly on solid foundations and introduce new capabilities when needed. Ensuring customers always remain competitive and never fall behind or fall victim to long drawn out "big bang" projects.

- Flexibility and Scalability – Allows customers to add their own unique requirements where needed and scale around the globe.

- Zero to Cloud in 100 Days – Proven rapid ROI.

- Success – Deliver what we sell and sell what we deliver.

ORACLE NETSUITE

FUNCTION	BUSINESS PROCESS		WORKFLOW	BUSINESS IMPACT		
Selling and Order Management	• Customer Management • Sales Orders • Omnichannel	Customer tracking, sales order entry, ecommerce, direct sales, channel, point of sale, mobile, B2B, web services	Order-to-Cash	Customer Satisfaction	Supply Chain Optimization	Customer Experience
Billing and Invoicing	• Billing • Invoice Delivery • Collections	Billing schedules, payment terms, automated invoice delivery, A/R tracking, customer statements	Revenue Management	Customer Profitability	Cost to Serve	Time to Receive
Financial Management and Global Reporting	• Segmentation • Reporting • Consolidation	A/R, A/P& G/L, robust reporting, real-time metrics, drill-down reporting, global management and consolidation, intercompany transactions	Record-to-Report	Cash Flow Management	Profitability by Segment	Time to Close Books
Procurement and Expense Reporting	• Procurement • Planning • Expense Management	Spend control and visibility, vendor scorecards, purchase requests, approval hierarchies, 3-way match, purchase contracts, expense reports	Procure-to-Pay	Containment Cost	Vendor Performance	Purchasing Controls
Technology and Business Intelligence Platform	• Internal Controls • Audit Tracking • Real-Time Data	Single data model, internally managed, updates, real-time reporting, metrics and dashboards, alerts	Integrated Processes	ROI	Resource Efficiencies	Reporting Time

MOBILITY — SUITECLOUD — FINANCIALS

REPORTING & ANALYTICS SUITEFLOW GOVERNANCE RISK & COMPLIANCE SUITECLOUD DEVELOPER NETWORK HUMAN CAPITAL MANAGEMENT (HCM)

Financials First Value Chain

NETSUITE STAIRWAY FOR FINANCIALS FIRST

ESTABLISH
• Financials
• CRM
• Analytics and dashboards
• Tax management

ELEVATE
• International expansion
• Requisitions and procurement
• People management
• Planning and budgeting

EXPAND
• Project management
• Billing and advanced revenue
• Subscription management
• Advanced reporting

ACCELERATE
• Inventory management
• Fulfillment
• Ecommerce
• Multi-book accounting

DOMINATE
• Talent management
• Email marketing
• Advanced planning

ORACLE NETSUITE
WWW.NETSUITE.COM/FINANCIALS

INCREASED:
Business Insights — 80%
Order Processing Efficiency — 70%
Invoice Management Efficiency — 60%

REDUCED:
Time and Resources on Reporting — 75%
Time to Close the Books — 65%
IT Support Costs — 60%

Financials First Stairway