Get Ready to Scale with a Flexible ERP

MANAGING GROWTH AND MARGINS: HOW A FLEXIBLE ERP MAKES ALL THE DIFFERENCE

THE POWER OF BEING UNDERSTOOD
ASSURANCE | TAX | CONSULTING

RSM

CONTENTS

This guide is designed to help businesses plan for the future by tapping into the benefits of working with RSM to implement a modern enterprise resource planning (ERP) system – Oracle NetSuite.

In the pages that follow, you'll find in-depth information on NetSuite, its capabilities and benefits, its add-on modules, how it's priced for different industries and how to buy it.

You'll also find a useful ERP selection checklist, customer success stories and insights into why RSM is the right partner to help you tap the power of a cloud-based ERP to maximize growth opportunities and profitability.

The NetSuite value proposition

Today's businesses are laser focused on gaining efficiencies and adapting to an increasingly digital environment. As companies grow, they find that many of the legacy systems and manual processes they use are no longer sufficient. Departmental silos get in the way of strategic planning and hamstring additional growth.

RSM has the unique ability to help companies maneuver these challenges and utilize the functionality of NetSuite's robust ERP to propel their business to the next phase. However, most don't want to build that in house or handle on-premise systems.

NetSuite is a cloud-based ERP system that allows companies to manage key business processes all in one system. The core package helps break down departmental silos to give key decision makers a

360-degree view of their organization. In addition, NetSuite integrates with external software through an Application Programming Interface (API) to deliver a single view of what's happening, resulting in an integrated solution that all employees can trust.

NetSuite is a highly scalable and adaptable platform that allows businesses to add new functionality as they grow or adapt their business model. While the base NetSuite packages need to be configured for each organization, they do not require a high degree of customization.

As organizations' businesses evolve and their business models change, RSM can help align the NetSuite platform to change with your needs thanks to the breadth of product functionality and the extensive knowledge our team brings to the table.

NETSUITE SOLVES COMPANY PAIN POINTS

Outgrowing inefficient manual processes
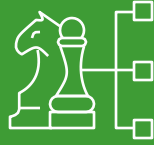
Lacking solid workflows

Siloed departments all working on their own systems

No integrated landscape for post-acquisition business

Lack of a unified "source of truth" on which to base reports

Better management of margins and profitability

3

NetSuite also supports global scalability. When companies expand internationally, NetSuite allows them to integrate new entities quickly and efficiently. With more than 200 currencies supported, NetSuite gives companies the ability to transact in any currency automatically, and report data in the parent company's preferred currency. By combining these product features with RSM's extensive global reach and resources, companies are able to tap into the right solution to match their needs throughout the business lifecycle.

Companies turn to NetSuite for ERP because it brings key business processes into a single, cloud-based, software-as-a-service (SaaS) solution. As a result, there is no hardware, upfront license fees, maintenance fees or complex setup.

In addition to its core ERP capabilities, NetSuite helps companies manage inventory and projects, track financials, host ecommerce and maintain customer relationship management (CRM) systems.

All this makes NetSuite a smart choice for businesses scaling to their next phase.

NetSuite is recognized as a leading ERP provider.

> NetSuite is ranked as a top leader in Gartner's Magic Quadrant for Cloud Core Financial Management Suites for Midsize, Large and Global Enterprises.[1]

> NetSuite is the only solution provider in the quadrant that serves businesses of all sizes across all regions.

> More customers use NetSuite for cloud financials than any other solution in the quadrant.

[1] Gartner® Magic Quadrant™ for Cloud Core Financial Suites for Midsize, Large, and Global Enterprises, published 10 May 2021. ID: G00733936. Analysts: John Van Decker, Greg Leiter, Robert Anderson.

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Selection checklist

Follow these steps to find the best ERP solution for your business's needs.

1 Build your team.

Since your ERP implementation will only be as successful as the people handling it, it's crucial to include the right people in the selection and implementation process from the it's hard to overstate how vital it is to include end users who have the detailed, practical start.

While it's important to have the executives of each department on your team, knowledge to help you define requirements.

2 Identify your requirements and challenges.

By taking stock of your existing processes and use cases, you can avoid recreating the challenges and frustrations with your new ERP platform that currently plague your organization. Seek out providers who have worked with thousands of customers with challenges that are similar to yours and have helped organizations adopt best practices for efficient solutions.

3 Evaluate the right solutions.

Once you understand your pain points, you can start envisioning how an ERP solution can help you achieve your business goals. This is the time to consider which add-on modules and ERP features you will need immediately and which ones you might want to add in the future as your needs evolve. Most businesses start with the core ERP system: financials and accounting. However, many businesses also implement HR or inventory management at the same time.
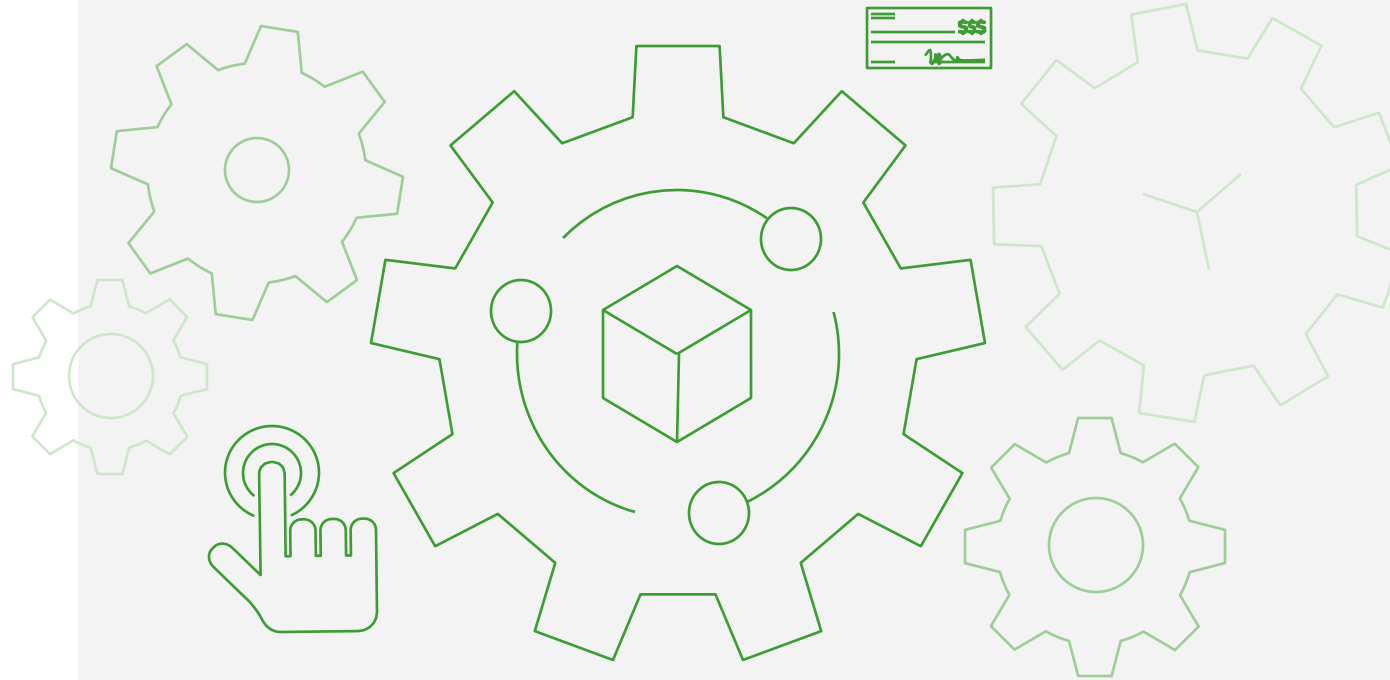
Purchasing NetSuite

NetSuite provides tremendous value across all major business functions.

More than 29,000 companies are already using the platform today.

After doing your own research and leveraging RSM's extensive resources and knowledge about NetSuite, you've now decided to move forward with your purchase.

But what's next and how does this work?

Your dedicated RSM Advisor will walk you through the purchase process.

NET SUITE PURCHASE PROCESS

1	2	3	4	5
Build your package	**Determine contract duration**	**Implementation**	**Payment**	**Financing**

PurchasingNetSuite

Decide which product configuration matches your immediate needs and longer term business goals.

> **Base package.** This includes NetSuite, NetSuite OneWorld, NetSuite CRM+ or OpenAir.

- **Editions**: Depending on your vertical, you may choose an industry-specific package that comes with pre-determined modules commonly used by that industry.

> **Add-on modules.** If you find that you need additional capabilities, you can choose from several add-on modules to meet specific requirements.

For example, companies with ecommerce operations will likely choose the SuiteCommerce Advance module.

> **User count.** NetSuite operates on a per-user basis, so you will need to determine how many unique logins your company will require.

2 CONTRACT DURATION

NetSuite's minimum contract duration is one year. However, you can sign up for a longer duration.

There are several reasons why you might consider a longer contract.

> **Financing.** If you plan to finance your purchase of NetSuite, bear in mind that some lenders will not allow financing for a single year.

Also, when financing SaaS, the loan period must end at the same time as the subscription period, so it is usually beneficial to maximize the duration of the contract.

> **Pricing.** Many buyers opt for a three-year contract, while some companies choose five-year contracts.

Talk to RSM about different strategies that can be taken for the different contract lengths to protect your investment.

3 IMPLEMENTATION

Your RSM advisor will work with you to understand your requirements, give you an estimate for implementation services and provide you with the cost for your NetSuite subscription.

4 PAYMENT

Once you approve the estimate for your desired configuration and duration, you will sign a subscription agreement, which will detail the edition, modules and users.

Soon after, your NetSuite account will be provisioned, which usually takes 24 hours. NetSuite will issue an invoice for the estimate amount based on the agreed-upon payment terms.

5 FINANCING

NetSuite offers financing options.

RSM can also help clients find competitive financing options either through Oracle or another lender. Or your company may secure your own financing for NetSuite.

Why work with RSM for NetSuite?

With nearly two decades experience, RSM is a leading NetSuite provider for companies around the globe.

You can purchase NetSuite on your own.

However, many companies prefer to work with an Oracle-authorized NetSuite solution provider, like RSM, that can deliver a combination of industry best practices and NetSuite product expertise into every implementation.

At RSM, we have participated in more than 1,500 NetSuite implementations and are well-positioned to give you realistic estimates of the effort, costs and timelines involved to get you live.

This includes being recognized as a NetSuite Solution Partner of the year by NetSuite for more than eight years in a row.

1,500+ implementations
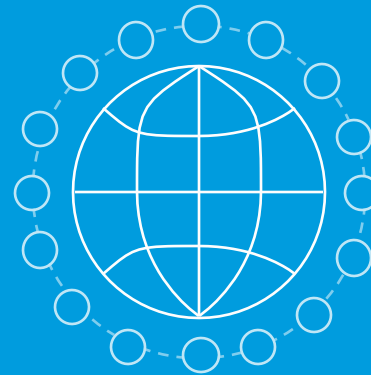
500+ global NetSuite resources

8+ years as NetSuite Partner of the Year

TOP REASONS CLIENTS CHOOSE US

1 — Consultative sales

We provide you with an RSM advisor to not only assist during the purchase of your NetSuite instance, but all the way through implementation. Then, our team provides ongoing support once you are live.

2 — Competitive pricing

Do you think buying from a value-added reseller means added expenses? Think again! Our pricing structure matches that of NetSuite's direct sales team. You are well-represented during the purchasing process, and there are no fees tacked on when working with a certified solution partner versus direct sales.

3 — Industry accelerators & IP

We have implemented NetSuite in many different industries over the years, and our team has found repeatable ways to expedite this process. We have developed numerous industry-specific solutions to keep your project on time, on budget and in compliance with any industry regulations you may face.

4 — Leaders in NetSuite product expertise

Our team works on NetSuite implementations every single day. We know the inside and out, so you don't have to. This includes extensive knowledge around third-product party integrations, extended modules and any potential customizations that be needed. We also hold numerous accreditations and certificates across all NetSuite might product sets to ensure we are providing the most certified resources for your
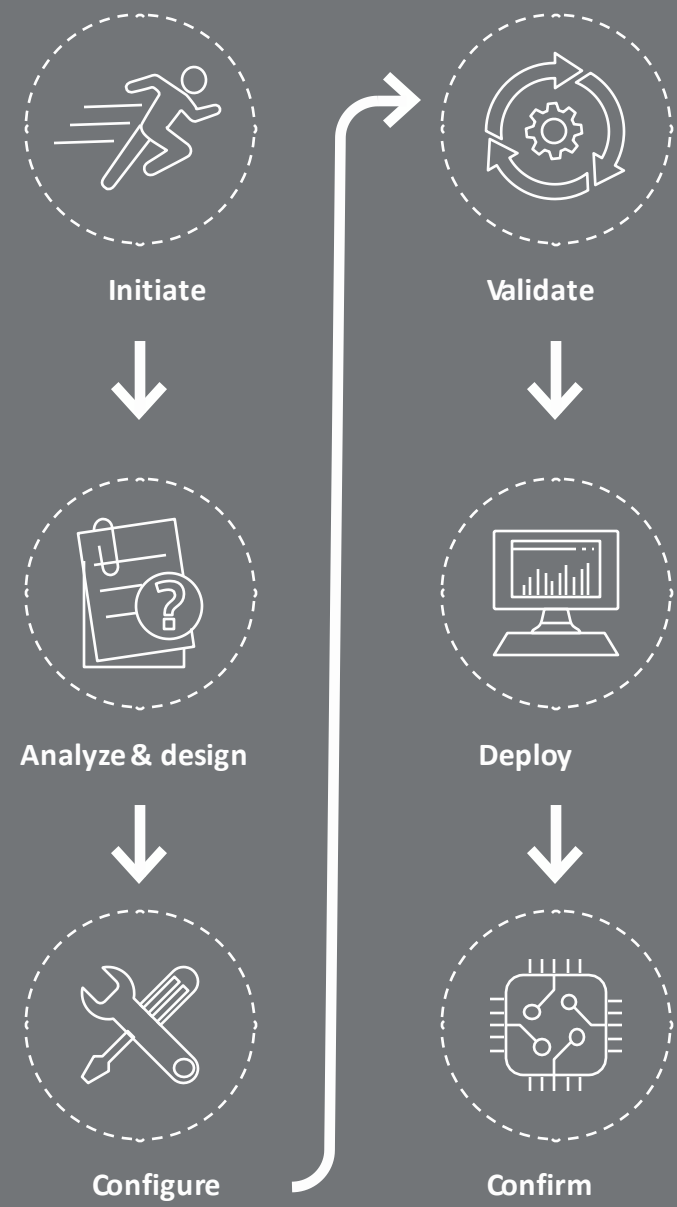
project.

RSM's digital transformation methodology

When it comes to ERP implementation, one size does not fit all. Once you've decided that NetSuite is the right solution for your business, your RSM advisor will help you identify the appropriate product configuration for your goals and future growth plans.

An RSM advisor works closely with you throughout the implementation process and then continues to offer ongoing support to make sure your NetSuite package continues to meet your business needs.

Including project and change management, as well as process design, our team will follow a proven methodology including:

Initiate

Validate

Analyze & design

Deploy

Configure

Confirm

RSM'S DIGITAL TRANSFORMATION METHODOLOGY

1
2
3
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7
8

Initiate

In this phase, we provide clients with an owners,
onboarding package and a list of requested training, enable
documents. With that, we create a assess client
draft framework and define the project responsibilities. We then align teams with management structure. We confirm
the project team and their roles and

the project's scope, time and budget.

Analyze & design

Next we review the company's current state, which helps us determine your future goals and the use cases driving the NetSuite design. With that, we design best-
practices and confirm integrations and process.
data-conforming systems and
cut-over strategy. In the final step of this

Configure

Using the agreed-upon design, we
confirm and unit test the system, develop
application customization, develop any
integrations and migrate initial data. Then,
we create a training and test plan and
conduct a client configuration review.

Validate

In this phase, we train process
facilitate user acceptance
executers to test cases and
readiness for Go-Live.

Deploy

As we near the end of the implementation,
process owners will conduct end user
training. Then we migrate final data into
NetSuite, confirm readiness for Go-Live
and cutover your business process to
NetSuite. Then it's Go-Live!

Confirm

Our engagement does not end at Go-Live.

We support clients through their first period
close, conduct go-live training to enhance
system knowledge and promote user
satisfaction, and review project success
determine future initiatives. At this
point, we formalize the project close and
request client feedback. At the end of this
phase, clients are transitioned to Managed
Application Services for ongoing support.

Industry solutions for NetSuite

To extend the benefits of NetSuite's robust ERP solution, NetSuite and RSM offer additional functions for specific industries.

The RSM team not only has deep knowledge of these industries to support common configurations, but we also have developed numerous RSM industry accelerators to get you up and running quickly.

The result is a tailored approach that delivers cost-effective and powerful solutions that leverage industry and NetSuite best practices.

Many of our delivery consultants worked in industry before joining RSM and know the pain points that keep you up at night.

We have a deep bench of industry experts that not only know NetSuite, but extend beyond technology to include operations, risk, tax and accounting services.

Our team has successfully implemented hundreds of clients in the following industries.

Click on the icons in this chart to learn more about our RSM solutions:

Consumer goods

Life sciences

Nonprofit

Technology and software

Business and professional services

Manufacturing and distribution

Construction

Below are a few examples of what our customers say about their experience:

"NetSuite is a solid ERP. It's been really good for us and we're very happy with the platform. But we've learned the hard way that any software solution is only as good as the partners we have to implement the system and support our team's goals.

—**Steve Scalia**, Vice President of Operations, Tanner Pharma Group "

"The biggest benefit that I felt right away with RSM's NetSuite managed services team was the development of a close, personal relationship.

If I run into any issues with NetSuite, I can just send an email and they will get back to me within a few hours. It's been very impressive.

— **Jerry Pan**, Assistant Controller and NetSuite Administrator, Government Brands "

"This project reinforced that RSM is a company that is dedicated to serving the middle market. They understood we had limited resources and they provided us with a platform to help us grow .

—**Ed Kubek**, Chief Financial Officer, Paro Services Corporation "

PRICE MODERN

Price Modern, a provider of modern office furniture and design solutions, needed a nimbler technology framework with CRM, a centralized quoting system, greater visibility, enhanced reporting and dashboard functionality. NetSuite fit the bill. Now Price Modern's stakeholders can see real-time sales, review cost of sales and manage customer expectations— while eliminating manual processes.

AMWELL

A leader in telehealth, Amwell provides immediate urgent care web visits. A 2018 acquisition enabled Amwell to also provide specialized medical care within health care facilities through video-enabled carts.

Recognizing the need for a finance transformation, an integrated ERP implementation was the first step in that process.

Pricing

There are many factors that go into pricing your NetSuite package, including selected product configuration, add-on modules, total user accounts, contract duration and integration with existing data and systems.

Therefore, pricing is unique for each engagement. That said, a minimum NetSuite purchase requires a base account with at least two additional users.

Organizations can choose advanced NetSuite modules to enhance their standard platform license and add additional users as needed.

NetSuite licenses operate on a subscription basis, which can be renewed annually or over longer durations.
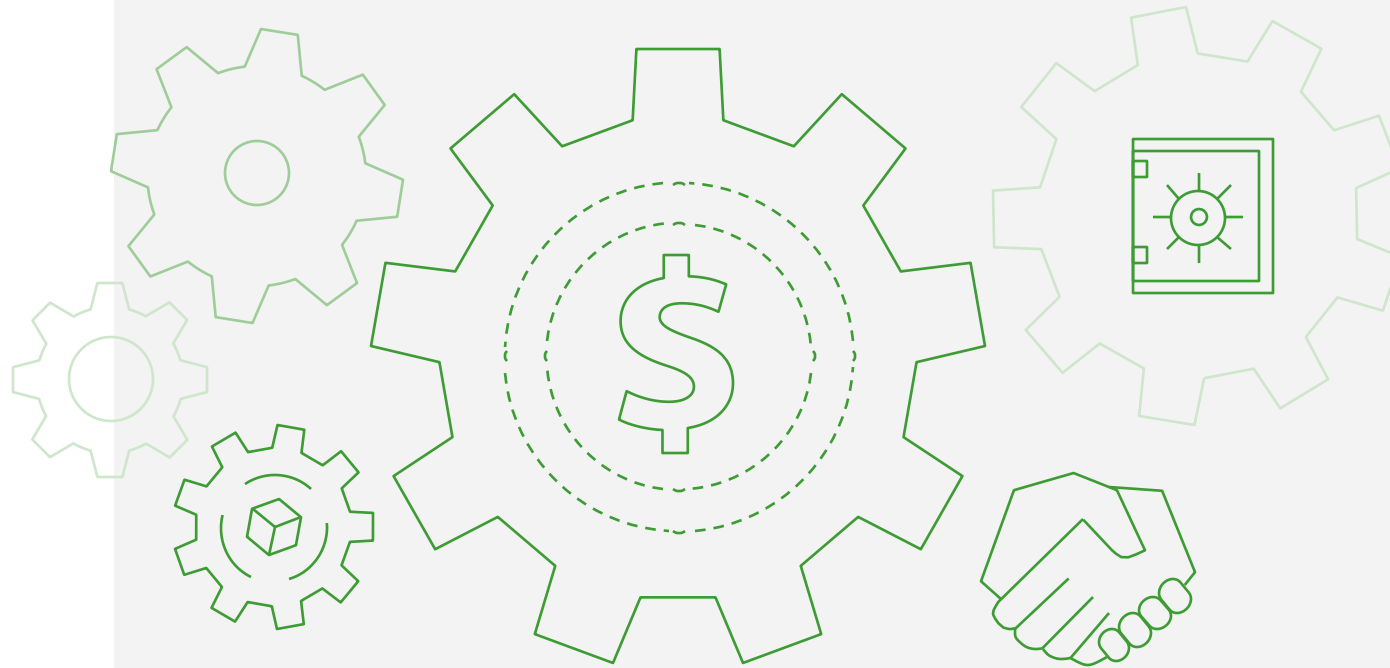
1
Base packages

2
NetSuite industry on/advanced bundles

3
Add- modules

1
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8

Base packages

The SaaS model usually carries a per-user fee, and NetSuite is no exception.

Therefore, you need to determine the number of unique logins your company will require.

Our RSM Advisors could give your Company a high-level overview of common user packages at the base starting rate; however, there are other user packages specific to editions that are priced on company/employee size.

NetSuite industry bundles

There are several pre-bundled vertical editions of NetSuite, which can be a useful way to identify the package and modules you will need quickly.

Our RSM Advisors could represent a snapshot of the most common industry bundles.

Keep in mind that each NetSuite bundle can be right-sized for your organization, depending on whether you are a small business, mid-market or enterprise and RSM can help to determine the right bundle for your business needs.

All ERP packages should include the baseline elements as a requirement.

Add-on/ advanced modules

NetSuite is a highly flexible system that can grow with your business.

As your business matures, enters new markets and acquires other businesses, your needs may extend beyond the NetSuite baseline package.

When it does, the following add-on modules can easily be added to the system to expand your capabilities:

- **NETSUITE SUITE COMMERCE**
- **NETSUITE SUITE PEOPLE**
- **NETSUITE ADVANCED REVENUE MANAGEMENT**
- **NETSUITE ONEWORLD**
- **NETSUITE SUITE BILLING**
- **NETSUITE OPEN AIR PROFESSIONAL SERVICES AUTOMATION**
- **NETSUITE PROJECT MANAGEMENT**

Our team will work with you to determine the best configuration for your business needs.

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