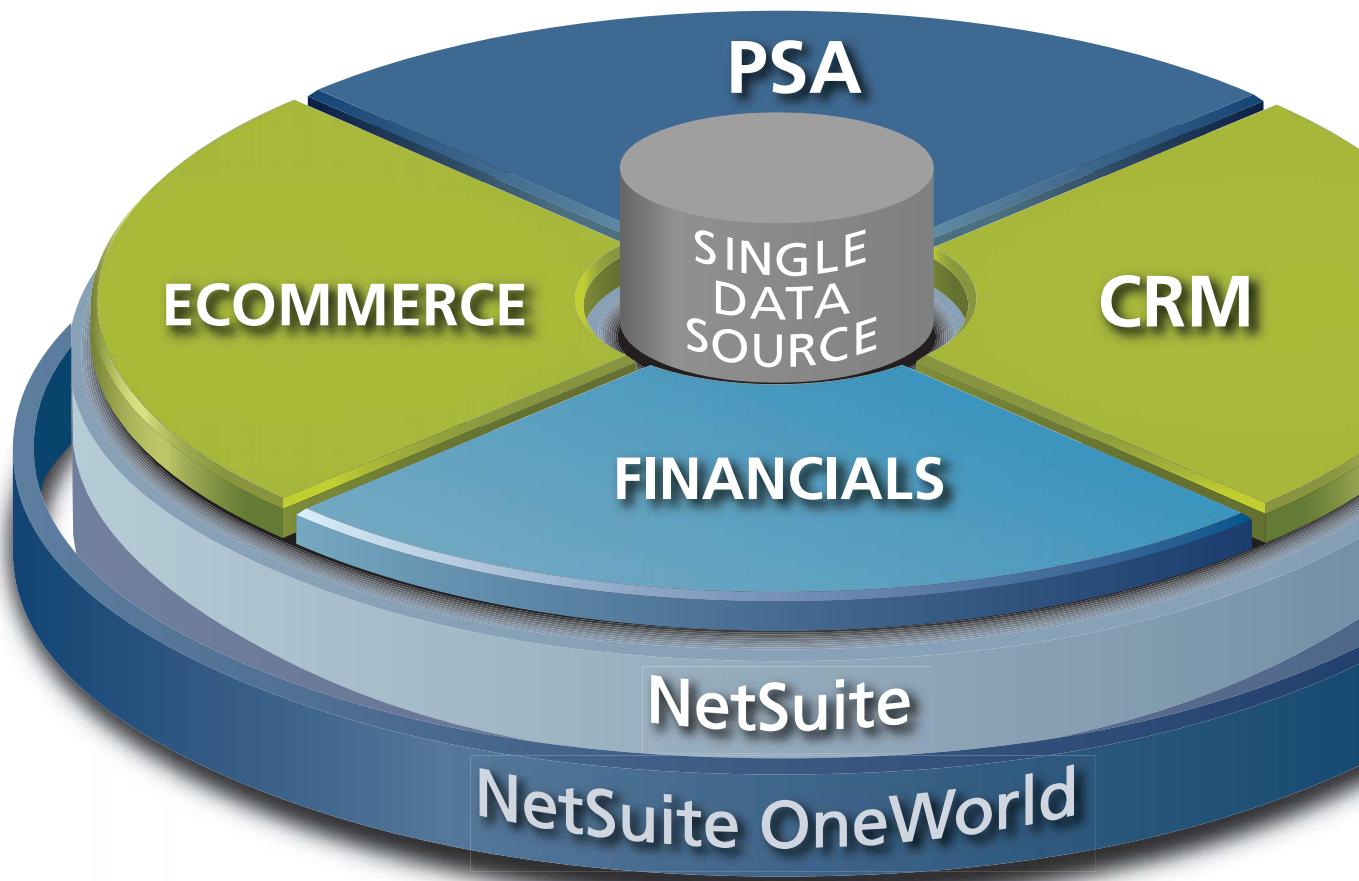# NETSUITE

# The #1 Web-Based Business Software Suite

Accounting/ERP

CRM

Ecommerce

NetSuite Inc. is the world's leading provider of on-demand integrated business application software, serving thousands of customers globally. Our goal is to enable mid-market enterprises and divisions of large companies to make better, faster decisions in fiercely competitive markets. That's why our products combine complete accounting/ERP, customer relationship management (CRM), and ecommerce into a single powerful application. Using NetSuite, companies can unite departments, automate processes, and gain unparalleled insight into their business. Delivered via the Internet, NetSuite can be implemented all at once or modularly, depending on your needs. Run your business better today with NetSuite.

# NetSuite delivers on the promise of intelligent, complete and simple applications

PSA

ECOMMERCE

SINGLE
DATA
SOURCE

CRM

FINANCIALS

NetSuite

NetSuite OneWorld

# for every business.

## Intelligent

You have real-time access to all the information you need to make better, faster business decisions. Role-based customization facilitates quick end-user adoption across your organization. With the real-time dashboard, users see the information most relevant to their job functions.

## Complete

NetSuite integrates front-office, back-office and ecommerce capabilities into a single powerful application. With one data repository, you can be certain that all your users view and use accurate and up-to-the-second data.

## Simple

As an on-demand, Web-based solution, NetSuite significantly reduces your total cost of ownership. It's faster and less expensive to implement than traditional software. Additionally, you no longer have to purchase hardware, or maintain and upgrade software. And its simple user interface facilitates quick end-user adoption.

# Role-Based Dashboards



# Real-Time Intelligence

### Increase Visibility, Drive Better Business Decisions.

Customizable dashboards offer you real-time access to key performance metrics, supporting intelligent and timely business decisions. In addition, full visibility into customer records results in more efficient and highly personalized sales, fulfillment and service processes. The result — improved customer satisfaction, more repeat business and increased cash flow and profitability.

### Your Job, Your Dashboard.

Unique drag-and-drop capabilities allow each employee within your company to personalize the dashboard. Employees can also access the exact tools and data they need to succeed. So whether you are the CEO, a sales executive, finance manager, warehouse operator, support manager or advertising assistant, the terminology, interface and functions are tailored to your needs.

### All The Detail, All the Time.

Manage your business better with NetSuite dashboards. Built-in reporting tools allow you to customize reports to see exactly the level of detail you need to run your business. NetSuite also has robust report customization capabilities, so that you can view the reports in Microsoft Word and Excel.

## Automate

NetSuite automates all your key business processes — from lead generation to sales orders, from product shipment to customer service — across your entire company and through your trading partners. Since all corporate data is held in a single system, you access one real-time view of all your key business metrics, enabling you to make better, faster decisions in an increasingly competitive landscape.

## Streamline

As a Web-based, on-demand solution, NetSuite significantly reduces your total cost of ownership. There is no software to install, no hardware to purchase and maintain, and no upgrades requiring complex re-implementation over time. Our team of IT professionals manages your maintenance, support, and upgrades at our world-class data center. As a result, you can focus on running your business while NetSuite runs your software.

## Visualize

Our patent-pending dashboards give you a real-time snapshot of your business, enabling you to make better, faster decisions. You can view anything from leads, commissions, sales revenue and forecasts, to bank balances, receivables and payables, anywhere and anytime.

## Grow

NetSuite gives you the sales, marketing and support tools you need to grow faster and serve customers better. And it gives you the business process and automation tools you need to scale the organization rapidly and efficiently.

*" NetSuite has helped us be more competitive and more agile, and plan our future with more precision and flexibility, than we ever thought possible.* "

—**Katrina Ralston,** *President, Feeney, Inc.*

# Automate Your Processes — From Contact-to-Contract-to-Cash

With a single, integrated platform for CRM, accounting/ERP and ecommerce, you can automate key business processes across all your departments, including marketing, sales, service, finance, order fulfillment, procurement and employee management.
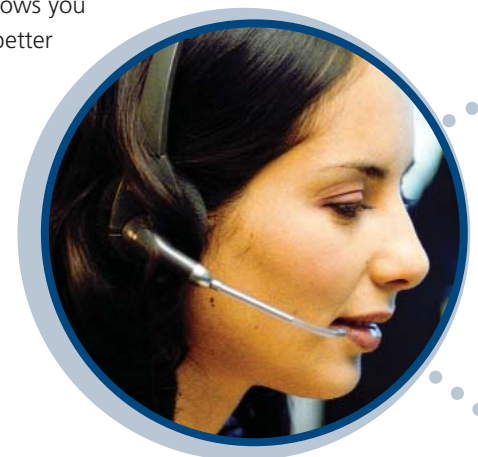
# CRM

NetSuite integrates all of your customer-focused activities, **from contact-to-contract-to-cash**. With NetSuite, you have a powerful, easy-to-use tool to manage your sales processes, customer service, marketing activities and partner programs.

Unlike competing products, NetSuite is the only hosted CRM solution with integrated **order management**—meaning you can actually create quotes and orders from within the application. NetSuite is also first to integrate CRM with real-time commissions management, which motivates your sales team with weekly, monthly and quarterly projections.

And with one complete view of your customer, NetSuite allows you to close sales faster, **upsell** existing customers and deliver better customer service. Your **marketing campaigns** can better target customers with promotions based on **purchase histories**, your sales team can recommend new products or services, and customer support can offer **better service** by reviewing and responding to past support issues.

In addition, NetSuite seamlessly **ties together CRM with accounting, warehousing and shipping applications to support your entire sales process**. As a result, your departments can work collaboratively to serve customers better, increase customer satisfaction, and boost retention rates and repeat business.

## OUR SOLUTIONS:

### NetSuite

NetSuite is a complete business management system for midsize companies. It's the only mid-market offering that combines accounting/ERP, CRM, and ecommerce capabilities in one system, allowing you to unite disparate departments and truly integrate your business. NetSuite is quick to deploy, user friendly, and flexible enough to support all your business processes.

### NetSuite CRM+

NetSuite CRM+ goes beyond traditional CRM to provide complete customer lifecycle management, with a true 360-degree view of the customer. It includes sales force automation, marketing automation, customer support and service —as well as order manage-ment, incentive management, project tracking, a complete customer portal, Web site capabilties and analytics, part-ner management and more.

### NetSuite OneWorld

NetSuite OneWorld is the first and only on-demand system to deliver real-time global business management and financial consolidation to mid-sized companies with multina-tional and multi-subsidiary operations. With NetSuite OneWorld, you can manage companies with multiple subsidiaries, business units and legal entities, all from a single NetSuite account.

# Accounting / ERP

NetSuite streamlines back-office processes for growing and mid-size businesses. By **melding your business processes together**—rather than isolating them as departmental functions—you improve communication and collaboration across all departments. NetSuite **eliminates the need for data re-entry**, batch downloads or data consolidation, improving your productivity and competitive edge.

The integration of all your key data—**financials, customer service, order management, purchasing, inventory and employee management**—improves cash flow and bottom-line profits. Plus, the automation of manual business tasks, including order-to-cash and procure-to-pay processes, can cut costs significantly. Self-service vendor and customer portals extend your business process to partners for true **B2B and B2C collaboration**, and strengthen your relationships for long-term competitive advantage.

In addition, NetSuite provides **real-time visibility** into vital business metrics for better, faster decision-making. Because data is stored centrally, you also benefit from **integrated reporting and analytics** across all departmental data. With NetSuite, you'll accelerate your business cycles, improve data reliability, and offer higher levels of service to customers, suppliers and partners.

# Ecommerce

NetSuite's ecommerce capability lets you **leverage the Web to grow your business** faster and more cost effectively. With NetSuite, you can transform your static Web site into a dynamic, database-driven ecommerce portal. At last, you can tie together online customer acquisition efforts with back-office order fulfillment. Most importantly, tight integration between front- and back-office applications allows you to monitor all customer and partner activity on your Web site.

With NetSuite, your company can easily deliver an "Amazon.com-like" experience to customers and partners alike. NetSuite allows you to provide a **customized Web experience** to your customers. You can offer customers anything from targeted special offers and pricing, to personalized content and support.

NetSuite allows you to lower operational costs and improve customer satisfaction with 24/7 self-service. With NetSuite, customers can always access reliable, round-the-clock self-service, an extensive knowledge base, and online support.

"NetSuite OneWorld gives us a way to deliver a standard platform across the organization in a timeframe and at a cost that supports our continued growth and development."

**Ysmael Baysa**
*CFO, Jollibee Foods Corporation*

"NetSuite allows us to think, act, and work as a single company worldwide."

**Steven L. Yeffa**
*President, Cartridge World Americas*

"With NetSuite, we have accurate, up-to-date information at our fingertips. And faster reporting means quicker budget decisions and better cash flow."

**Jonathan Hickok**
*CFO, Meredith Management*

"NetSuite has the deep CRM functionality we needed to set up all of our cases, customers and contacts ... [even] as our needs change and grow."

**Chris Boots**
*Director, Sales & Marketing Operations, Intuitive Surgical*

"We have had a 300% growth in dollar volume on the e-store and a nearly fourfold increase in the quantity of orders. That just would not have scaled on the old system(s)."

**John Tannone**
*Business Systems Manager, ESET*

"NetSuite was the most flexible architecture for our needs. We couldn't possibly communicate with the kind of frequency and consistency we need without it."

**Tracy Behler**
*EVP Customer Relationship Development,
Prudential Locations LLC*

**CODiE 2011 Winner**
Best Financial Management Solution
NetSuite OneWorld

**CODIE 2010 Winner**
Best Business Software Solution
Best Relationship Management Solution
Best Cloud Infrastructure Software

**Gartner 2011 ERP Report**
World's Most Deployed Cloud ERP Solution
Fastest Growing Top 10 Financial Solution,
North America, UK, Australia

**2011 CRN 5-Star**
Partner Program Guide Winner

**Customer Interaction Solutions**
Product of the Year

**AccountingToday**
The 2011 Top New Products

**ISM Top 15 CRM Winner**

**Best Cloud Application 2010**

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"None of…NetSuite's rivals have packaged together the full complement of back office, front office and e-commerce capabilities into an integrated, software-as-services offering."

**Laurie McCabe**
*Partner*
*SMB Group*

"NetSuite breaks the limitations of traditional CRM systems by integrating complete back-office and front-office systems in a simple application. For the first time, mid-market companies can go from  lead to sale to shipment to service without ever having to integrate data from disparate systems."

**Denis Pombriant**
*Managing Principal*
*Beagle Research Group*

"[With NetSuite] a customer begins to realize ROI immediately… with no hardware to procure, no up-front license fee, and no complex set-ups."

**Jayson Maynard**
*Research Analyst*
*Credit Suisse*

"Within the first year after deploying NetSuite to manage our multi-national manufacturing business, we were able to reduce excess inventory by over $1 million."

**David Duff**
*Chief Financial Officer*
*Xtellus Inc.*