

7 SIGNS YOU NEED NEW BUSINESS SOFTWARE



Introduction

The pains, frustrations, and challenges of software can sometimes seem impossible to overcome. Using information to make educated decisions on your businesses software strategy can be even more difficult! Though nothing is more stressful than the realisation that your business software needs replaced.

But how can you be sure that your organisation needs to make such a change?

For most organisations, the symptoms of a failing business won't be so obvious, unless you are asking yourself and the people who use the system daily the right questions. A clear majority of organisations stumble along, making do with their current system. Reality is often accepted as the norm, and organisations become complacent with their current system, succumbing to work within the confines of the ability of a failing system.

The story often starts with the rationalisation that no business software system is perfect, thinking that it is no better nor worse than what anyone else is using. Surly everyone has a problem with their software, this is just a burden to carry. Complaints from employees about the reliability of your system and the time it takes for them to complete menial tasks become commonplace, and an accepted norm. Sure, every business has the same issues... right?

The Reality

This shouldn't be the case. The underlying issue may be software related, but in the majority of cases, most organisations simply outgrow the capabilities of their current software. Growth is good, but with growth comes change. The reasons aren't really that important, but failure to recognise that it's time to change is the key issue. If you wait until you can no longer compete in your market effectively, then it's already too late. Constantly evaluating software performance to anticipate change, allows you to stay ahead of the pack and remain competitive.

So, it all comes down to this, what are the 7 most obvious signs that your current business software needs to change!

1 Partner Problems

Perhaps the most obvious sign that you need to replace your current software, and the most urgent to react to. If your vendor is not updating their Software on a regular basis or is not providing you the support you need, this is a massive signal that the vendor itself is starting to suffer or they have decided that their software can no longer remain competitive. If you find yourself in this situation, change is essential!

If you are simply not receiving the support you need from your current reseller, but the software itself is solid (i.e. it's still competitive), your answer might be finding a new reseller to work with.

This is completely your right, and as long as you can find a knowledgeable reseller who wants to work with you and meets your requirements, there shouldn't be any real pressure to change your software completely!

CASE STUDY



COMPANY

Action

INDUSTRY

Software

SOLUTIONS

NetSuite OneWorld
Financial Planning

LOCATION

Redwood City, Calif

APPLICATIONS REPLACED

Intacct

CHALLENGES

- Reaching a crossroads with a six-year-old Intacct system, Action sought enterprise-level ERP capabilities to strengthen financial controls, heighten visibility and improve preparedness in advance of a potential IPO.
- Intacct could not provide consolidated reporting at the detailed level that Action needed to meet the requirements of its complex business.
- Intacct's limitations in foreign currency reporting, country-specific tax compliance and integration with Salesforce.com CRM undermined confidence in the system and forced manual workarounds.

CUSTOMER SUCCESS

- Action has achieved future-proof scalability for rapid global growth since implementing NetSuite OneWorld to replace Intacct in August 2014.
- NetSuite OneWorld enables real-time transparency across multiple subsidiaries and countries for the leading provider of big data analytics solutions, with more than 10,000 customers.
- Action has faster, more flexible global financial reporting and consolidation across 12 subsidiaries, including offices in Germany, Australia, Brazil, the U.K., India, France and Netherlands.
- Robust and sophisticated capabilities to transact in more than 12 currencies across Europe, Asia and Australia enables rapid growth for global software vendor.
- Action has also improved its handling of VAT, GST and other foreign taxation requirements, compared to its previous Intacct system.
- With NetSuite OneWorld, Action has simplified management of complex subsidiary units created by its acquisition of Pervasive Software, ParAccel and Versant.
- NetSuite revenue recognition streamlines reporting of complex revenue streams from subscription, perpetual and term licensing of both cloud and on-premise software products.
- Flexible, accurate billing through NetSuite enables Action to meet diverse customer billing requirements while eliminating the manual work that was needed previously.
- Action has a seamless lead-to-cash process with tight integration between NetSuite and Salesforce.com CRM, compared to manual work required with Intacct.
- NetSuite Financial Planning module, powered by Adaptive Insights, enables data-driven budgeting, forecasting.

SOLUTIONS

- Used by more than 1,000 software companies, NetSuite offered a proven solution for the fast-growing Action, vs. the alternative of attempting to customize its Intacct application.
- NetSuite Professional Services team provided "phenomenal" services in helping Action map out, implement and optimize its OneWorld solution.
- Action and NetSuite partnered to develop a integration connector between NetSuite and Salesforce.com, now commercially available to other NetSuite customers.
- Solution from NetSuite partner Avalara enables Action to seamlessly handle sales tax compliance and remittances across dozens of U.S. tax jurisdictions.



NetSuite gives us an enterprise-grade back office that can scale. We're much better equipped to handle growth, complexity, revenue recognition, billing and planning than we were with Intacct.



2 Your software doesn't support the needs of your customers.

The key to business success is attracting prospects, converting them to customers and then retaining these relationships. Every customer's expectations must be met to ensure that they will continue to order from, or work with you. Your Business Software should give you the information and functionality that will enable you to provide the best possible customer experience for your clients.

If your Business Management Software can't meet the needs of your customers, or doesn't offer you the information you need to offer a unique customer experience, this may be an indication that you need to make a change.

CASE STUDY



COMPANY Adtegrity	INDUSTRY Digital Advertising	SOLUTIONS NetSuite Media Edition
LOCATION Grand Rapids, Mich.	APPLICATIONS REPLACED QuickBooks	

CHALLENGES

- Silos of information created problems with visibility and data access that complicated decision-making and client service.
- Client sales and service effectiveness was compromised by the lack of a 360-degree view across clients and financials.
- QuickBooks lacked scalability and functional scope to enable Adtegrity to cost-effectively achieve its growth targets.

CUSTOMER SUCCESS

- Upgrading from QuickBooks in 2007, digital ad agency has gained visibility and efficiency that's contributed to a 2x increase in revenue while the workforce has doubled.
- NetSuite Media Edition supplies a scalable, real-time platform across Adtegrity ad operations, sales, finance, IT and HR, giving personnel consistent and reliable data.
- NetSuite helps streamline the entire lead-to-cash process, including insertion orders and complex billings based on pay per click, cost per impression and cost per action models.
- Integration between NetSuite and proprietary ad engine improves effectiveness of placement of 20 billion+ cross-screen online, mobile and video ads per month on Google DoubleClick, Yahoo Right Media and AppNexus.
- Monthly invoicing that used to take three to five days with previous system is now accomplished in five minutes with NetSuite.
- Single client view in NetSuite CRM improves sales and service, helping Adtegrity grow the business with such clients as Domino's Pizza, Men's Wearhouse and Swiffer.
- CRM and ERP combine to provide Adtegrity with a real-time view and drill-down reporting of financial performance and other key metrics.
- Adtegrity has avoided high costs of on-premise infrastructure and between five to 10 personnel otherwise required with an alternative approach.

SOLUTIONS

- NetSuite selected over Microsoft and Salesforce.com alternatives as a complete cloud solution that could integrate and handle multiple functions.
- Open APIs in the NetSuite SuiteCloud development platform enabled integration with Adtegrity's proprietary online advertising engine.
- NetSuite QuickBooks data migration program enabled Adtegrity to have its QuickBooks data imported and ready in NetSuite in a few days with no downtime.



We were flying blind, and now with NetSuite we have increased accountability across all departments and can make sure everyone is on the same page. NetSuite has allowed us to grow and evolve and stay on top of our industry. We wouldn't be where we are today without the comfort and features NetSuite has provided over the last six years.



3 Your CRM does not support your sales and marketing strategy.

Marketing is all about attracting leads and prospects, and sales is all about building the relationship and closing the deal. Your CRM system must enable you to do both.

If your CRM is not seamlessly integrated with your Business Software System or if your CRM does not assist in attracting and holding customers, it may be time for you to either find a CRM system that integrates with your Business Software or find software that integrates with your current CRM system.

CASE STUDY



COMPANY

Fluance

NUMBER OF USERS

85

LOCATION

Niagara Falls,
Ontario, Canada

INDUSTRY

Retail/Manufacturing

EMPLOYEES

100

SYSTEMS REPLACED

QuickBooks, Microsoft
Access, Excel

OTHER SOLUTIONS CONSIDERED

MICROSOFT DYNAMICS
GP, SAGE

NETSUITE PRODUCTS IMPLEMENTED

NetSuite
Bronto Email Marketing

REVENUE SOARS 20X ON NETSUITE

Since implementing NetSuite, Fluance has grown revenue 20x, while handling 30x more transactions. Order management and fulfillment that used to take 45 minutes is now done in two minutes, while Fluance has avoided the cost of five full-time order personnel. Real-time insights help Fluance track key metrics and fine-tune its product lineup.

A UNIFIED PLATFORM FOR MANUFACTURING AND RETAIL

Fluance has dramatically improved efficiency since implementing NetSuite for financials, order and inventory management, CRM and customer support in 2009. The company also relies on NetSuite for transactions with contract manufacturers, fulfillment by 3PL partners and its ecommerce website.

PASSION FOR THE BUSINESS, NOT IT

By automating processes and providing real-time visibility in the cloud, NetSuite has helped Fluance focus on its passion for high-quality audio without costly overhead. Customization abilities and partner solutions for EDI, taxation, demand planning and more give Fluance an agile platform to continue cranking up its business volume.

“

We never would have been able to grow to where we are today without an ERP system like NetSuite.

”

4 You are planning to compete in a new industry.

If you are expanding into a new industry you will need to ensure that your current system can support the functionality needed to operate efficiently in this sector. This is essential, and ensuring you have the functionality to expand into this new sector should be done before ever taking the step!

If you discover your current software won't support you and offer the functionality you need, then this is a sure sign to change! Having the correct software to run your full business on is essential. It sounds simple, but you would be amazed by the number of organisations who have taken the step into a new industry without even taking stock of how their software will support them in this move!

COMPANY 7 Nation	NUMBER OF USERS 25	NETSUITE PRODUCTS IMPLEMENTED NetSuite OneWorld Light Manufacturing SuiteCommerce Demand Planning
LOCATION Hood River, Ore	INDUSTRY Manufacturing, Distribution, Brand Management	NO. OF COUNTRIES 54
EMPLOYEES 49	SYSTEMS REPLACED Sage Peachtree	
NO. OF SUBSIDIARIES 4		

UNIFIED PLATFORM, BUSINESS ACROSS BRANDS

NEW BRANDS ARE BORN

Slingshot went live on NetSuite in 2009 to run unified financials, operations and ecommerce. Shortly thereafter, it leveraged NetSuite OneWorld to launch Moonshine Manufacturing skateboard and Ride Engine watersports subsidiaries, and NetSuite Work Orders and Assemblies to run The Distillery—its factory—while unifying all brands under the parent company “7 Nation”.

SUITECOMMERCE EMPOWERS B2B, B2C ECOMMERCE

With SuiteCommerce, 7 Nation has streamlined B2B and B2C ecommerce for its brand properties while a single customer service team can efficiently serve 450 US-based retail partners and distributors across 54 countries from one dashboard.

POISED FOR OMNICHANNEL DOMINANCE

Ecommerce is growing at a faster rate than other buying channels, with B2B transactions up 60 percent in the last year. With a single record of customer, order, and inventory data, 7 Nation can create seamless experiences across channels to deepen brand loyalty.

“ Our single stack B2B and B2C NetSuite system provides a single source of truth that gives us a competitive advantage. ”

5 You will be opening new offices in another location, or acquiring another company.

First and foremost, if you are opening new offices in another location, does your system support multi-location? Will you need to buy new hardware to support this? Or is your software cloud based and flexible enough to enable a seamless move? What about the geography of this location, will your software support the tax and local legal requirements of that location?

The same goes for acquiring another company. How will the current system deal with this company's information? Will you be able to merge the entire company's data? As we said above, is this company operating in a different industry? If your software fails to answer any of these questions, it's time to look at changing! Don't take a chance on leaving your organisation siloed, and ensure that data is able to be seamlessly managed between locations. If you're not careful, you could soon end up with a disconnected mess in your hands!

CASE STUDY



COMPANY
Lovesac

INDUSTRY
Manufacturing/Retail

**NETSUITE PRODUCTS
IMPLEMENTED**
NetSuite ERP
CRM
Order Management
SuiteCommerce InStore

LOCATION
Stamford, Conn

SYSTEMS REPLACED
Microsoft Dynamics GP,
Proprietary Systems

EMPLOYEES
300+

TRANSFORMATION FROM FOUNDATION TO FRONT LINE

Lovesac transformed its operations to continue its 50 percent, year-over-year revenue growth. NetSuite optimizes inventory and order management, while store associates get real-time visibility into customer, order and inventory information to deliver a quality and personalized experience.

TECHNOLOGY CHANGES THE GAME

CLOUD PLATFORM, UNIFIED SOLUTION

With a cloud-based, unified solution from the back office to point of sale (POS), Lovesac delivers rich functionality and real-time visibility of all customer, order and inventory data to its Stamford, Conn. headquarters and across its 60+ retail stores. NetSuite also enables Lovesac to readily implement custom workflows to support unique operational and financial processes.

SCALABILITY WITH INSIGHT

Lovesac is moving forward with new insights into key financial, operational and customer metrics to support informed and data-driven business decisions. With dramatically improved end-to-end processes, Lovesac is equipped to continue on its path of phenomenal revenue growth.

“ We use NetSuite to deliver a holistic, omnichannel experience that drives customer satisfaction and repeat business while streamlining our operational business processes. ”

6 You cannot complete business activities and tasks effectively and efficiently.

Once you receive a customer's order, how do you record, monitor and complete the customer's order and do so for the lowest possible cost? That's where the notion of effectiveness and efficiency comes into play. You need to give customers what they want (appropriate products and services at the right price, on-time delivery, quality and communications). You need to complete each order as efficiently as possible.

Your Business Software System must first help you meet the needs of your customers, then help you complete business transactions at the lowest possible cost. If it takes too long to complete business tasks, you may need to search for a new Business software that supports your business activity effectively and efficiently.

COMPANY
iAutomation

INDUSTRY
Industrial Automation

LOCATION
North Attleboro,
Mass.

SYSTEMS REPLACED
Epicor, Goldmine,
Sage Peachtree,
QuickBooks,
Automation Solutions,
Sage MAS 90,
Excel

**NETSUITE PRODUCTS
IMPLEMENTED**
NetSuite CRM
NetSuite Inventory
Management
NetSuite Manufacturing
Edition

CONTINUING SINGLE-PLATFORM SUCCESS

ACQUISITION LEADS TO CLOUD

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NETSUITE SPURS WIDESPREAD IMPROVEMENTS

NetSuite has super-charged iAutomation's business, helping generate double-digit revenue gains and significant customer service improvements. iAutomation now enjoys real-time data access across 11 offices, a streamlined supply chain, optimized stocking, and newly automated sales and purchase order processes.

A PLATFORM FOR FUTURE ACQUISITIONS

iAutomation's successful adoption of NetSuite served as a springboard to migrate another company it acquired in 2010, Action Automation & Controls, to the platform. Its newfound unified data and business processes enable it to quickly extract value from such acquisitions.

“ NetSuite has taken our business to the next level by giving us total integration across the platform and a tremendous ability to mine data. ”

7 Employees must resort to manual tasks to accomplish their job assignments.

Business Software Systems should help people do their jobs efficiently, but that's not always the case! With nearly all businesses, some tasks will have to be manual, but a critical question to ask yourself, and your employees, when it comes to manual tasks is "What can we automate?" and "Is there a better way?". There are far too many legacy systems that demand a ridiculous number of manual tasks, tasks that modern software solutions operate and automate in the background.

Assess your business processes and evaluate the tasks your employees must take to complete daily operations. You will be amazed at the amount of time can be saved by software that is built to help you run your business! If you realise far too much time is being spent on menial manual tasks, it's time to start looking for new software. Software is no longer just a tool, software should be catalyst empowering your business to succeed!



CASE STUDY

COMPANY

AbilityNet

INDUSTRY

Nonprofit

NETSUITE PRODUCTS

IMPLEMENTED

NetSuite

LOCATION

Warwick, United Kingdom

SYSTEMS REPLACED

Sage, SharePoint, Legacy Systems

NETSUITE SPURS WIDESPREAD IMPROVEMENTS

The combination of consistent customer data and accurate demand planning has strengthened AbilityNet's fundraising efforts. Automated order-processing is saving time and reducing the costs associated with manual methods, and optimized asset and inventory management has improved audit compliance.

NONPROFITS NEED THE RIGHT TOOLS

BRINGING AUTOMATION TO FUNDRAISING

After an exhaustive review, AbilityNet chose NetSuite over Goldmine and Microsoft Dynamics NAV, and the decision brought immediate results, delivering the automation needed to stretch the nonprofit's limited funds. Case in point: a new NetSuite-powered sales order processing engine was up and running in just over a month.

TAKING FUNDRAISING TO THE NEXT LEVEL

Nonprofit fundraising is one of the most difficult business tasks to undertake, and trying to do it with inferior technology only adds to the challenge. With NetSuite as its business engine, AbilityNet is approaching its fundraising activities more efficiently than ever.

“ We use NetSuite across the business—it's put us firmly back in control and has improved life for our users and our clients. ”

KNOWLEDGE IS THE KEY TO BUSINESS SOFTWARE SYSTEM EXCELLENCE

As with all things, Knowledge is power. When it comes to business software the knowledge of how employees and clients find working with your system is the number one piece of information you need. Evaluate your software's performance through the eyes of the people who most often use it, gather their thoughts, opinions and struggles, and use this to understand how your business software is really performing!

You need to be on top of this, because businesses can now be made or ruined by their choice in software, and ensuring you have a platform that is going to support your organisation, your employee's tasks, and your requirements is essential to success!

Like we said before, software is now more than a tool to be used, it's now a catalyst that can help drive a business towards success!

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