



THE COMPLETE OVERVIEW OF

ORACLE®
+
NETSUITE



NetSuite delivers an incredible set of enterprise tools in one unified system, all while operating in the cloud for maximum mobility. Allowing small, medium, and large enterprises to shed siloed and disparate systems in exchange for a software solution that speaks to every department's needs, NetSuite ERP is the #1 Cloud ERP solution when it comes to empowering enterprises to take charge of their prosperity.





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1. NetSuite ERP

A full profile will give prospective enterprises better insight into the capabilities and components of NetSuite ERP that can be utilized by every facet of an organization. The following is a comprehensive profile of the software solution from the time of writing this article.

1.1. General Data

Below, you'll find a brief overview of general characteristics and capabilities of the NetSuite platform. This section includes information that outlines integrations, architecture, database platforms and server OS.

1.1.1. Architecture

NetSuite is operating under the designation of Software As A Service (SaaS) with multitenancy capability. This refers to a software in which a single instance of software runs on a server and serves multiple tenants. A tenant, in this case, is an individual that is part of a group of users who share a common access with specific privileges to the software.

1.1.2. Software Upgrades

Users are always kept current with the latest release of NetSuite. Clients are upgraded to the latest version of NetSuite as soon as it is released, ensuring your tools are operating at peak performance.

1.1.3. Financing Options

NetSuite is a subscription-based service. This means that your access to the tools is rolling on an annual basis. The longer the commitment at the time of subscription period or the longer of the interval between payments, the better the price your organization will receive when it comes to utilizing services.

1.1.4. User Profiles

While there is only one user profile required when implementing NetSuite, companies utilizing the platform have the capability to create an unlimited number of user profiles for their workforce in an unlimited number of roles.

1.1.5. Multi-Site and Multi-National Functionality

For those enterprises operating more than one facility, in more than one location, or in more than one country, NetSuite offers the management tools to keep operations running smoothly. Permissions and visibility are set according to the company's needs, meaning everyone who needs multi-site and multi-national visibility will have it.

1.1.6. Multi-Language, Multi-Currency, and Multi-Tax Code Compliance



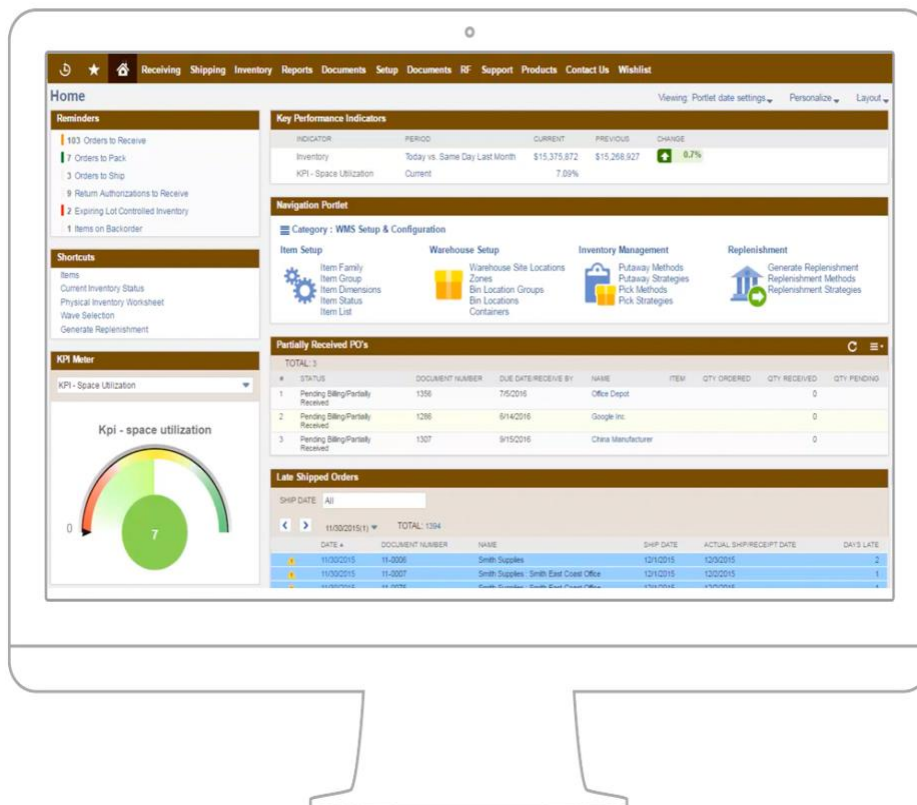
While not every enterprise will make use of these functionalities, it is worth noting that NetSuite also incorporates multi-language and multi-currency functionality into its toolset, ensuring that businesses serving an international audience can localize their operations and abide by the tax codes and reporting regulations of 50 different countries. NetSuite solutions have been translated in over 20 languages including Chinese, Japanese, French, German and many more.



2. NetSuite Warehouse and Order Fulfillment

Controlling inventory fulfillment and shipping costs are a focus for smart enterprises and the concepts are essential to run a successful business. Streamlining your warehousing operations will enable your enterprise to deliver products on-time and at optimal cost.

Increase warehouse operational agility, visibility and labor efficiency with the powerful Warehouse and Order Fulfillment module found in NetSuite. By combining long studied best practices with a sophisticated Warehouse Management System (WMS) helps enterprises to optimally manage their resources within distribution operations while at the same time minimizing the organization's total cost of operation or ownership (TCO).



NetSuite's WMS solution optimizes the management capability of organizations when it comes to advanced strategies and operations like wave picking, cartonization, cycle count planning, real-time inventory updates and integration with shipping systems using RF device directed putaway and picking tasks.



3. NetSuite Procurement

Optimize your procurement process for cost certainty with workflow-driven approval routings
Purchasing can be a time-consuming and inefficient ordeal, especially when requests for goods and services have to be processed manually using a combination of phone calls, emails, paper catalogs and faxes. NetSuite's procurement solution helps companies buy goods and services at the best cost and in a timely manner by saving employees' valuable time with easy-to-use capabilities, reducing costs by channeling purchases to approved suppliers and pre-negotiated contracts and improving visibility by rendering real-time information into company spend and vendor performance.

THE NETSUITE MERCHANDISING SOLUTION

			
Item management	Inventory management	Planning	Purchasing
<ul style="list-style-type: none">• Cloud-based, unified system facilitates easy management of the item master• Complete pricing and transaction history for all items• Real time quantity on hand in multiple locations	<ul style="list-style-type: none">• Automated reporting of inventory profitability and turns• Store and warehouse transfer orders and cycle counts	<ul style="list-style-type: none">• Inventory planning and re-ordering tools to ensure you have the products your customers want to buy• Vendor scorecards to help with vendor management initiatives	<ul style="list-style-type: none">• Proactive reminders to avoid stock-outs• Purchasing, inventory management, and accounts payable functions are linked for automated, error-proof transactions.

NetSuite also streamlines and improves the accuracy of the procure-to-pay process by automating and linking key procurement transactions and providing approval and matching workflows to support internal controls and compliance requirements.



4. NetSuite Materials Management

Operating a business is complex and requires consistency, compliance, and control at every stage. The tools NetSuite provides to these enterprises. Beyond providing unsurpassed visibility, users will enjoy the capability to Manage orders across all channels, whether that be via web, call center, B2B portal or marketplace, to deliver an exceptional omnichannel experience.

Inventory visibility and supply chain management are huge components in just about every enterprise, as well. NetSuite provides real-time inventory visibility alongside supply chain management that allows enterprises to control and plan their processes more accurately.

4.1. A Real-Time System

The most valuable resource for an enterprise is data, real-time and relevant data. In competitive, low-margin industries, enterprises of every size need updates as soon as they become available. NetSuite understands this need and provides a real-time system where users can customize dashboards to bring the key data they need into focus at the forefront of the decision-making process. Even more importantly, when things are performing poorly reacting is an action that often comes too late. With NetSuite, you get the insight you need to act on process performance issues before they become process performance problems.

4.2. Advanced, Multi-Location Inventory for Distribution

Whether you self-distribute or outsource to a dedicated distributor, NetSuite gives you the tools to capitalize on accurate, cost-effective inventory management and provide a superior service to your customers. Multi-location inventory, kits and assemblies, multiple units of measure, lot tracking, serialized inventory and specific costing, matrix items, and bar coding are all included from day-one with NetSuite.

4.3. Order Management and Advanced Shipping

As a critical connection between your front office's CRM and back office's ERP, your Order Management must deliver without fail. NetSuite gets you there with the only hosted application providing integrated order management. An invaluable tool for enterprises of every size, integrated shipping allows businesses to fulfill orders directly through pick, pack and ship. Enterprises opting to indirectly drop ship items can do so with automatic ordering and shipping from the vendor to your customer.

4.4. Bin Management

Improve the inventory stored in your warehouse, brewery, cellar, or distillery with advanced bin management capabilities. This indispensable tool allows inventory to be received and racked according to specification, providing an easy picking process down the line during the order fulfillment process.

4.5. Demand-Based Inventory Replenishment

Demand-based inventory replenishment is a tool that assists in tracking the demand of your products, follows seasonal trends, and ensures you have the stock that is in-demand, on-hand. Considering sales



history and inventory reorder points, reorder levels can be dynamically calculated, based on historical sales or seasonal demand. In short, NetSuite's replenishment tools analyze average lead time, sales demand, and days required to replenish stock to dynamically set reorder points for ingredients to ensure you are never caught short-handed when meeting demand.

4.6. Order Promising and Inventory Commitment

When it comes to your sales teams, be it in-house or on the road, real-time visibility into inventory ensures your quoting and ordering processes deliver on customer expectations. All sales orders are committed from available stock automatically, while back orders are fulfilled as purchased orders are received. Enabling in today, out today order processing, your inventory can be reallocated manually at-will if needed.

4.7. Return Management Authorization (RMA)

The last thing any enterprise wants is to process return orders. However, in the event RMAs are required, NetSuite efficiently manages the process with full visibility to you and your customers. Whether your staff is logging the forms or a customer does so from their side, the headache of RMAs is gone with a streamlined RMA process.



5. NetSuite Sales Order Management

Managing your sales funnel is a key component in supporting your enterprise's growth and NetSuite offers nearly a dozen Sales Order Management tools designed to optimize the process from start to finish. Ensure your sales team is equipped to deliver the best result to your clients with superior sales order management.

Summary	
SUBTOTAL	1,300.00
DISCOUNT	
TAX	0.00
SHIPPING COST	32.36
HANDLING COST	1.00
GIFT CERTIFICATE	
TOTAL	1,333.36

Gross Profit	
EST. EXTENDED COST	999.90
EST. GROSS PROFIT	300.10
EST. GROSS PROFIT PERCENT	23.0846%

5.1. Order Process Automation

Utilizing real-time information about inventory, vendors, and customers, you'll be able to cost-effectively manage orders inside and outside the organization with 360-degree visibility.

5.2. Automated Payments

With NetSuite, Accounts Payable can leverage proper receipt and purchase order matching to verify invoices and approve payment releases. This can all be done by paper check, online banking or EFT.

5.3. Purchasing Manager

When your reorder parameters have been set, one-click purchase orders are a reality. Suggested buy reports emerge once your reorder threshold has been reached, whereby purchase orders can be automatically generated and emailed or faxed directly from NetSuite. Freely make edits, additions, or deletions before reviewing the finalized purchase order.

5.4. Order Management

NetSuite's provides the only hosted solution that empowers your sales reps to create both estimates and orders in a single click. Focusing on the sale, instead of the paperwork, puts your team on point in every interaction and boost efficiency through time-saving automation.



By providing customers with full visibility on their order status, your business can instill confidence and satisfaction that will lead to long-term loyalty.

When it comes to analysis, visibility into client account data and order history offers unparalleled opportunities to enact strategic marketing, upselling, and cross-selling.

Real-time status provides your team and clients access to the same order information that is always up to date, including when orders are placed, shipped, received, and billed.

One unified data source captures all orders and histories, ensuring you avoid the pitfalls and unnecessary costs of operating multiple departments across siloed and disparate systems.

5.5. Streamlined Procurement to Payment Purchasing

By eliminating the need for manual, paper-based purchasing, NetSuite helps your business cut costs and increase efficiency through automated processes. Getting rid of tedious steps in the purchasing process frees your resources to focus on making your business money.

5.6. A complete Self-Service Vendor Centre

Using NetSuite's integrated Vendor Center, vendors are granted access to all the relevant partnership information they share with your business. This includes purchase orders, accounts payable data, contracts and other relevant documentation.

5.7. Real-Time Order Status

Integrate all your critical business data across departments and leverage real-time dashboards to give employees instant visibility of KPIs, whether it be in sales or support. NetSuite gathers the data so your workforce can invest in analysis and action.

With NetSuite, your sales and support staff are better equipped to address customer issues with all the relevant data in one place. Resolve tickets in a single call rather than having to follow up and track progress.

When it comes to orders, move the process from front-end to backend with ease, ensuring that customers are satisfied with speed and efficiency. Add visibility at every stage of the fulfillment cycle for enhanced shipping, receiving, and billing.

Built-in features:

- 45 pre-packaged KPIs, including forecast, pipeline, opportunities, new leads, orders, prospects, cases, marketing campaigns and more
- Ability to create custom KPIs
- Quick look-up based on names, invoices, purchase orders, and a multitude of additional parameters
- Real-time delivery of data on a single, easy to interpret interface
- Status notifications to your workforce of priorities and critical tasks



- status reporting that alerts those who need to know of issues awaiting approval, overdue deadlines, order process conflicts.

5.8. FedEx, UPS, and USPS Support

When it comes to wholesale distribution, NetSuite offers FedEx® Shipping Integration, UPS OnLine® Tools, and USPS integration, which provides customers, suppliers, and your employees with anytime anywhere tracking capability. Emancipate your business from the hairball of manual data exchange between order management, package tracking, shipping and customer service systems that don't speak to each other. Not only are your shipping and distribution processes streamlined with NetSuite carrier integrations, but lightning-quick label generation reduces order fulfillment time even further.

Built-in features:

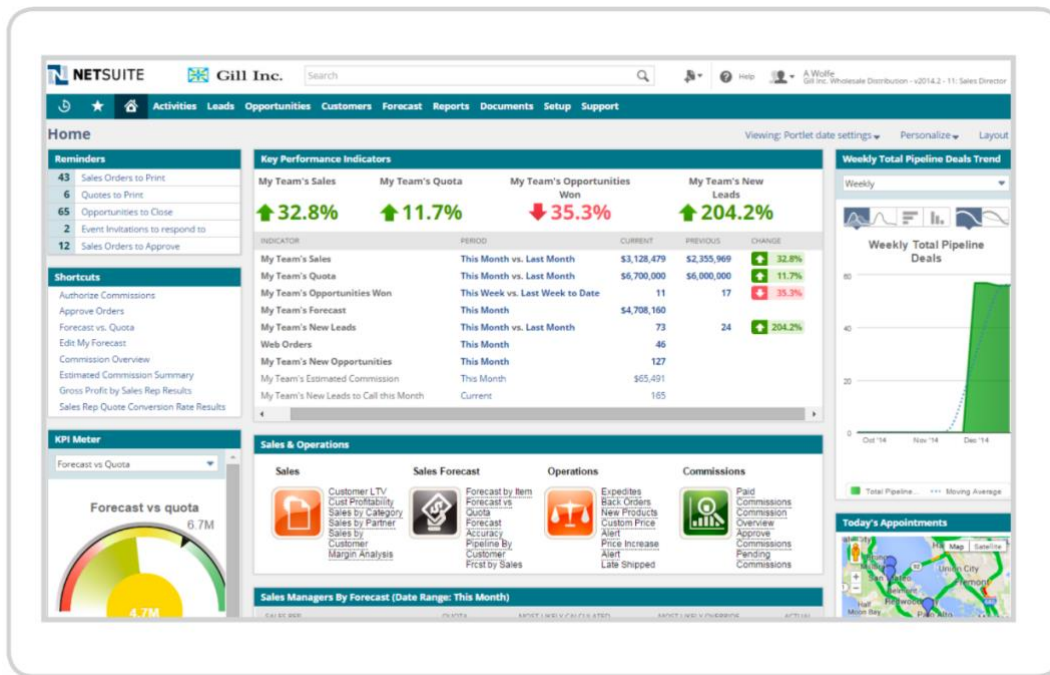
- Shipping item creation from real-time dashboards that support domestic and international shipping via FedEx® Shipping, UPS OnLine®, and USPS, all within NetSuite.
- Instantly attribute shipping preferences, validated addresses, and calculated rates and handling fees to customer invoices.
- Assign tasks to individual employees for all steps of fulfillment, including picking, packing, and shipping, as necessary.
- Complete visibility for employees regarding the shipping progress and delivery history from any transaction or customer record thanks to linked tracking numbers to sales orders, invoices and customer records.
- 24/7 self-service center where customers can log in and view all their associated information, including orders, payments, and shipment status.

5.9. Streamlined Receiving

Empower your warehouse with the tools needed to deliver superior service. Utilizing streamlined receiving tools, your warehouse will be able to open purchase orders upon receipt and either auto-receive materials or do so by line or item number. Automatically updated inventory levels and automatic backorder filling only add to the tool's capability.



6. NetSuite Financial Management



6.1. General Ledger, Accounts Receivable and Accounts Payable

Full financial visibility of outstanding invoices and bills provide your payables and receivables with the ability to address billing issues in real-time. After receipt of goods and services by customers, generating sales order invoices can be completed with a single click. Reduce paperwork and increase efficiency with this powerful financial tool from NetSuite.

6.2. Financial Summary

While an efficient process is essential to your business' financial management strategy, reporting and understanding of how those practices impact your bottom line is just as important. Control all your financial data flow and processes with one powerful tool that integrates seamlessly into your sales, support, shipping, and receiving processes.

6.3. Advanced Billing

Facilitating a faster, more convenient, and easier to manage contract billing process, Advanced Billing allows you to more efficiently utilize interval billing, range-of-time sales, and contract term transactions.

6.4. Amortization Schedules

Bills, bill credits, and journal entries tripping up your accounting department? Amortize them with NetSuite Amortization Schedules. Functioning similarly to Revenue Recognition Schedules, your business can



streamline unnecessary steps in accounting processes. Link these schedules to jobs for a top-down view of expenses amortized in proportion to a job's percentage of completion.

6.5. Multi-Currency Transactions and Reporting

If your business is operating in international territory or exports directly to other countries, Multi-currency Transactions and Reporting tools are a must. Automated currency revaluation provides adjusting journal entries to simplify the period-end close process. Exchange rates are accurately reflected in open accounts payable or receivable transactions and items can be priced accordingly in multiple currencies with current exchange rates and prices

6.6. Project Accounting

Geared towards professional services businesses, Project accounting makes it easy to track and report projects and jobs with clients. Automating projects and jobs is easy to implement when specific services are purchased, whereby you can track completion percentages and time budgeted, as well as spent, on specific project tasks. Analyze employee workload and efficiency issuing the reports for utilization and backlog. Even estimate profitability with reporting based on labor costs and expected billings before the project even begins.

6.7. Revenue Recognition

Bringing revenue recognition management to mid-sized companies, NetSuite makes revenue recognition easier through customer contracts, GAAP, and other accounting practices and standards.

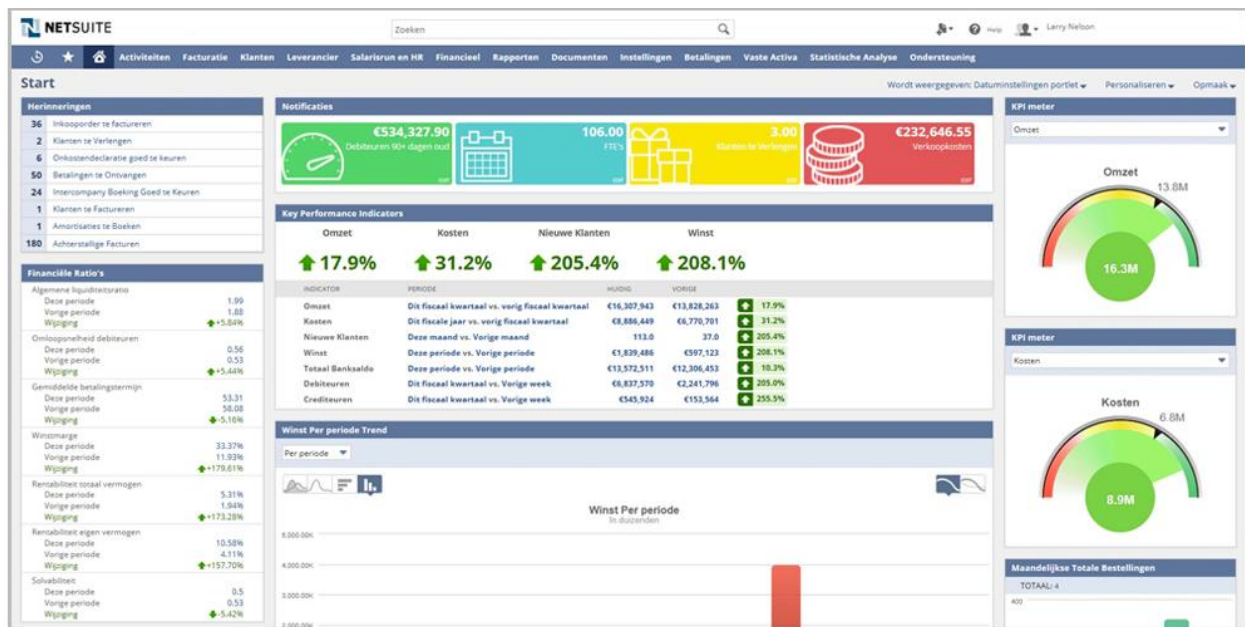


7. NetSuite Production Management

NetSuite enables businesses to deliver high-level service to their customer through accurate and cost-effective inventory management solutions across not just single but multi-site operations, too. Providing support for high-volume SKU management as well as additional advanced inventory management capabilities in:

- Multiple warehouse management
- Serialized inventory
- Barcoding and labels
- Lot and bin management
- Expiration dating
- Pick
- Pack and ship fulfillment processes
- Drop-shipment and special orders
- Auto-calculation of reorder points and preferred stock levels based on sales history
- Returns automation and demand-driven replenishment

The peripheral modules of production management are included in the toolkit, providing a comprehensive answer to every challenge faced by enterprises large and small on the production side of operations.



7.1. NetSuite Assembly Management



Enterprises can more effectively manage component quantities and multi-level assemblies for manufacturing operations with superior Assembly Management tools provided by NetSuite. With assemblies tied so closely to work orders, the capability to allow multi-level assemblies to be built one assembly at a time or in chorus enhances an operation's resource allotment to suit factory conditions.

While demand is based on sales, it only makes sense for NetSuite to include separate queues to indicate when more stock should be built or ordered from subcontractors. Dynamic stock management and replenishment for assemblies and their components have never been easier than with NetSuite's Assembly Management tools.

7.2. NetSuite Work Order Management

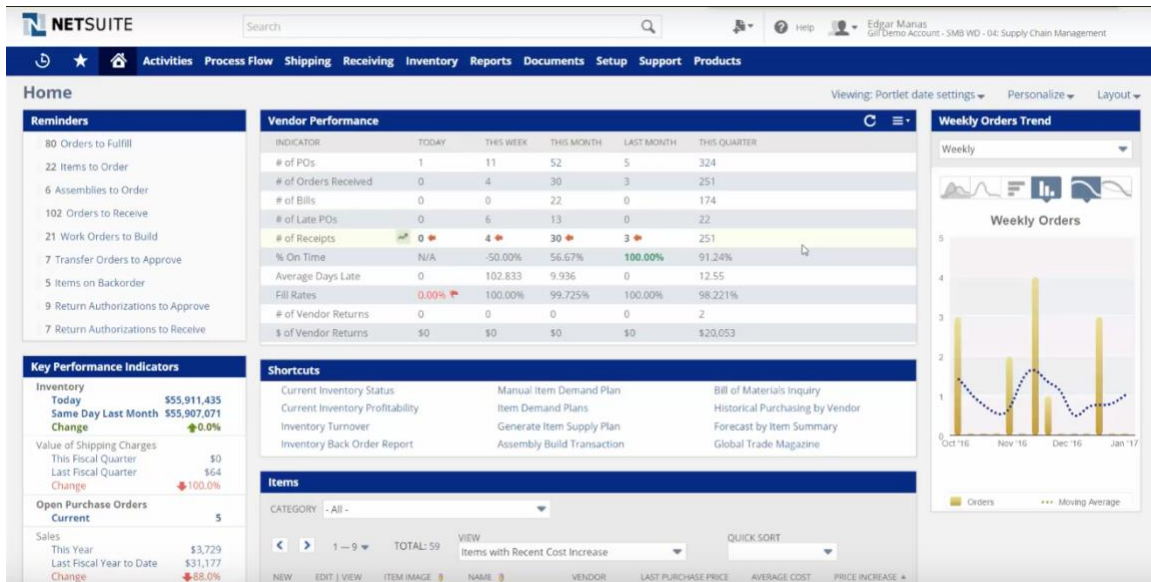
NetSuite can easily be configured to fit the needs of manufacturers of every size. The Work Orders Management module provides manufacturers the ability to define assembly items, build complex and multi-level bill of materials instances, create work orders, record assembly builds, and backflush in a just-in-time inventory environment with ease.

Forecasting is made easy, as well. NetSuite tracks reorder points and calculates the preferred stock levels based on manufacturing activity. This provides manufacturers with the ability to pinpoint the optimal time and amount when reordering work order components.



8. NetSuite Supply Chain Management

When it comes to critical business assets, the two most emphasized are arguably inventory and accounts receivable. Together they directly translate into revenue generated by a business. Relevant, accurate and up-to-date information is of equally critical importance to businesses to ensure they are equipped to not just remain competitive but be considered the competition. NetSuite's Supply Chain Management module allows manufacturers to improve turnaround time, save money, and satisfy customers with a superior level of performance.



Real-time status tracking lends more insights your employees can leverage with comprehensive tracking components of your inventory, be it in the form of sales orders, transactions, quotes, adjustments, and accounts payable, which improves visibility and increases process performance.



9. NetSuite Customer Relationship Management (CRM)

When it comes to running a successful business, delivering a quality experience for customers is of paramount importance. Whether you operate as B2B, B2C, or combination of both, ensuring every interaction and transaction runs smoothly is the best way to secure the future business of your established and prospective customers. NetSuite's CRM module enables you to do just that with powerful tools that speak directly to maintaining the relationships you have with clients and establishing new ones.

9.1. Incentive Management

When it comes to commissions delivered to your in-house workforce for a job well done, workbooks and homegrown systems can be unreliable. The result is your sales team spending valuable time shadowing their commissions to ensure they're being compensated fairly and correctly. Automating this process with Incentive Management enables your sales to focus on what really counts: the sale. The entire process can be integrated into sales team and manager dashboards, offering a paperless and accurate system by which realized and projected KPI and compensation figures can be tracked at a glance.

The addition of NetSuite CRM+ into your automation toolkit allows you to structure compensation packages as you see fit, be it by quantity, sale amount, service sold, the profitability of the product sold, or percent of quota reached.

9.2. Job and Project Tracking

The success of customer relationship management is found in delivering the service customers expect and beyond. Job and project management are often not included in the thought process, but they demand equal attention when it comes to visibility and accountability based on the customer expectations. Tracking projects and relaying their progress to customers has never been easier than with CRM+. Going even further, NetSuite CRM+ enables businesses to organize tasks, calls and events, linked to specific projects and clients, as well as manage project and client data in one unified system.

9.3. Partner Relationship

Maintaining relationships with partners is a core function of businesses in every industry. Manufacturers, retailers, distributors all demand visibility to deliver on the promise of a quality customer experience. NetSuite CRM+ provides collaborative tools for businesses and their partners that facilitate the sharing of key customer and sales data to effectively manage the pipeline, process orders, track marketing activity and forecast sales.

Utilize NetSuite CRM+ to reach all your partners control each element of your sales and marketing process, with tools to deliver superior marketing campaigns, lead management, and order processing.

9.4. Sales Order Management



Streamlining the order fulfillment process is a key component of a successful sales cycle. By reducing the paperwork your sales team needs to complete, everyone is freed to invest more time on the customer-facing side of the sale.

Lending itself to a stronger and more tangible customer relationship, NetSuite CRM+ is built around your team and the customers they serve. Customer intelligence, dashboards, and reporting components all endeavor to drive customer satisfaction and long-term loyalty. Communication tools included in the ordering process make updating clients and meetings over the web just as efficient and fruitful as if they were conducted in person. Order status and visibility across the department ensure your sales team know where they stand, when to follow-up, and where to direct customers to the right information in the Customer Center.

9.5. Self-Service Customer Portal

Emerging as a preferred method of exchanging updates and communications, between both businesses and customers, customer support centers provide a venue to post issues, address conflicts, view orders, and make new purchases online, 24/7. This powerful tool enables businesses to operate day and night, both domestically and internationally. Not only this, but the level of service remains consistent, high-quality, and offers an interactive component to customer relationship management for businesses.

The real-time, cross-channel views this tool provides offer superior service with the ability to assess changes made just seconds ago and communicate with the relevant parties at a moment's notice.

The Customer Center also offers a hassle-free return process, with the ability to access requests, create barcodes and packaging labels, as well as handle shipping through FedEx® Shipping Integration, UPS OnLine® Tools, and USPS integration supported by NetSuite.

Finally, and perhaps more importantly, a comprehensive order history provides your sales team with the information they need to assess entitlement to service levels as well as intelligent upsell and cross-sell opportunities.

9.6. Website

Your company website is the front door of your digital marketplace and serves to inform customers, partners, and potential hires of who you are and what you do. As the decide customer channel of choice NetSuite has developed a powerful set of tools to help business develop and maintain their online presence through the digital age's most powerful marketing vehicle. Web hosting and a robust site building utility allow your business to capitalize on the potential of online product catalogs, lead capture, and customer self-service opportunities.

Additionally, one-to-one publishing capability enables your business to create personalized and targeted content for delivery to prospects and customer portals. Rich analytics inform you of where your efforts are on target and missing the mark. Provided reporting and aggregate site metrics that have previously only



been made available through third-party monitoring services are yours to leverage in sales and marketing follow up.

Tailoring content to different departments and groups of individuals internally, for instance, managers vs. all employees, is made possible through a robust intranet publishing landscape.



10. NetSuite Real-Time Dashboards

When it comes to your business' data, it can be easy to get lost among the menagerie. Fortunately, NetSuite' real-time dashboards allow you to fully customize your visibility to include all the data you need and none you don't. everything from KPIs, up-to-date status, comparative data over time and trends are at your fingertips to provide metrics detailing work orders, assemblies, BOM components, and finished goods ordered and shipped.

There are more than 30 role-based dashboards you can utilize out-of-the-box based on the best practices of more than 40,000 international companies surveyed over decades. Alternatively, dashboards can be customized with point-and-click content alongside drag-and-drop ease or programmed by your in-house or contracted development team.



More attractive features that work in tandem with NetSuite's real-time dashboards include:

- Key Performance Indicators – compare using period or out-of-tolerance notifications tailored to your specifications to gain real-time, at-a-glance insight into performance at any level.
- Real-Time Visibility – Receive the data you need, when you need it. Real-time visibility is every business' dream when it comes to the time sensitive components of your business, including quotations, work orders, and support issues.
- Customized Reporting – No two businesses are built the same, but many of the processes and procedures among them share similarities. Utilizing NetSuite's customizable reporting features, you can create your own queries to be saved for rapid, repeatable ad-hoc reports that are visible within real-time dashboards.
- Group Calendaring – Not only can you utilize real-time dashboards for scheduling important items for yourself, but the visibility of others' schedules ensures you avoid conflicts and can invite colleagues to meetings, assign tasks, and view availability without exiting the program.



- RSS Content – The days of seeking out content are over with RSS content feeds facilitated by real-time dashboards. Get all the news and information you want right on your dashboard.
- Direct Drill-Down – while dashboards begin with an overview of the data you’re looking for, drill-down capability allows you to get as detailed as you like in one interface.



11. NetSuite Security

When all is said and done and your business is running smoothly with the tools you've mastered, what's left is to ensure your processes and data are never compromised. Ensuring your business data remains secure and accessible is a top priority for NetSuite. Not only this, but your customers need to be assured their data is safe with you, too. NetSuite employs multiple layers of data redundancy along with state-of-the-art security measures and infrastructure into which the company has invested billions. In short, NetSuite harbors a three-part vision of security: availability, integrity, and confidentiality. Businesses and their clients can rest assured that their data is accurate, accessible and secure thanks to NetSuite.



12. NetSuite Support Services

When it comes to providing support to users, NetSuite has a detailed set of principals it abides by to deliver superior service and maintain the highest level of client satisfaction.

Service Uptime Guarantee

At its most basic level, NetSuite's customer agreement guarantees 99.5% uptime outside the scheduled service windows. Because, after all, what good is software if you can't use it?

Ongoing Upgrades

NetSuite is continually rolling out updates to enhance performance and updates to improve capability and functionality of its software. As a result, NetSuite users are always guaranteed the latest configuration of NetSuite software, which preserves each user's account configuration across the board.

Customized Account Configuration

To ensure users get the most benefit from NetSuite's capabilities, users can configure their accounts with custom processes, forms, records, and fields.

Integration with Other Applications

The transition from disparate and soiled systems can be a jarring one for an enterprise of any size. NetSuite understands this and provides integrations for many of the most utilized standalone applications with industry standards-based integration capabilities and optional professional services.

Data Security

Multi-layer data encryption along with role-based security provides added options when it comes to protecting your company's sensitive data.

Data Ownership

While enterprises pay a subscription fee to utilize NetSuite products and services, NetSuite recognizes that the data in a business' NetSuite account is your data. Should you plan to end your NetSuite subscription, there are several ways for you to export your data.

Quality Customer Service

NetSuite provides enterprises with exceptional tools to deliver exceptional customer service. NetSuite is no different in its approach to service. NetSuite guarantees your team will work with a responsive, knowledgeable and well-trained customer service professional.

Proactive Communication

NetSuite always maintains an open channel of communication with enterprises, no matter what their size or service level, as well as provides advanced notice of upgrades and new product features.

Community



NetSuite encourages users to collaborate and share their ideas as well as experiences with other customers. The community is then better able to direct NetSuite in how best to improve services that may be falling short of user expectations.



13. Tools, Templates and Trainings from NetSuite Central

A complete destination for knowledge and resources for users, Netsuite Center provides everything enterprises need to hit the ground running and maintain a working knowledge of all NetSuite modules, including:

- Templates and scripted best practices for implementation that help orient project team members NetSuite's own SuiteConsulting team's proven methodology.
- A complete introductory education environment is provided in Netsuite's E-learning modules, which provide learning resources for key areas like basic navigation, Salesforce automation, marketing, support, accounting, and order processing.
- A library of recorded webinars that provides visual training sessions to keep staff informed on the newest features and best practices.
- End-to-end process documentation that provides users with an Extensive roadmap for deriving maximum productivity from the NetSuite platform.



14. NetSuite Site Consultation

Implementing and customizing NetSuite to suit a unique business takes expertise and planning. For this reason, NetSuite and its partner providers have developed a sound and proven methodology that addresses a business' unique requirements to create the perfect approach to software, professional services, wholesale distribution, retail, financial services and manufacturing operations. Every approach takes into account a business' size, budget, and resources to create the optimal solution.

14.1. Shared Consulting

Shared Consulting is an implementation concept that emerges as a cooperative, hands-on project, managed both by a NetSuite Consulting team or partner provider and you. Any specific requirements, from customized business processes, complex workflows, implementation of NetSuite advanced modules, integration with other applications or data conversion issues can be addressed in a shared consulting scenario.

14.2. Guided Consulting

Designed specifically to enable organizations to manage their own deployments, Guided Consulting leverages NetSuite's proven implementation methodology and extensive track record based on a business' needs. With two levels of support available, businesses taking a Guided Consulting approach to implementation and integration can determine how much utilization of NetSuite's and its partner providers' assistance is necessary according to their project's needs.



15. Supported Database Platforms

NetSuite is very robust, supporting more database platforms than most other ERP software solutions. There are dozens of supported platforms, including:

- MS SQL Server
- Progress
- IBM DB2
- Oracle
- ODBC Compliant
- Proprietary
- Customized per Client
- Pervasive
- Power
- Sage ProvideX
- Sybase
- PostgreSQL
- MS SQL Express
- abas Open Object-Oriented Database
- MS Access
- IBM UniData/UniVerse
- Universally Compatible w/all Data Base Platforms
- Quickbooks
- Salesforce
- Multi-Tenant SaaS on the Salesforce Cloud

15.1. Server Operating Systems

NetSuite servers operate on the most widely used operating systems, including Mac OS, Windows, Unix, Novell NetWare, and Linux.

15.2. Supported Browsers

As a browser-based software solution, users can log into their NetSuite account from:

- Internet Explorer 5+
- Safari
- Chrome
- Netscape 7+
- Any other Mozilla-based browsers on any desktop or mobile device