



WHOLESALE DISTRIBUTION INDUSTRY

NetSuite Services

Family-run business. Legacy, on-premise systems and tools. Box-store relationships. For generations, companies in the wholesale distribution industry had everything they needed within their facilities and existing networks to keep things running and their businesses growing.

Not anymore.

Changes in the marketplace have meant disruption in the industry. For example, the “Amazon Effect” has given rise to consumers’ expectations for a personalized, online shopping

Key Benefits

- Ability to compete
- Empowerment to adapt and change
- Stability and growth
- Improved operational efficiency
- Improved controls and accuracy
- Increased speed to market
- Reduced the cost to serve
- Faster time to value
- Increased profit margin
- Long-term partnership

experience with endless options and fast delivery. Meeting these demands can be a big challenge for companies that have been operating on multiple disconnected systems. It's an even bigger challenge when managing numerous subsidiaries with multiple accounting systems. And forget about aggregating data to generate real-time reports—having multiple systems makes that nearly impossible.

Simply put: Wholesale distributors are at a crossroads, and it's time to make a decision. Continue with business as usual, or optimize your business with industry best practices.

NetSuite Services can lead you on the path toward business success.

NetSuite Services offers companies in the manufacturing industry support for the full lifecycle of your business—from the initial NetSuite implementation with our exclusive SuiteSuccess methodology—to our online training services with Learning Cloud Support—to continuous managed services with Advanced Customer Support. We help distributors seamlessly transition to the cloud while addressing the industry challenges of thin margins, seasonality, the “Amazon Effect”, inventory costs, resource constraints, and the unique juxtaposition of trying to both survive and grow in a highly disrupted and evolving industry.

The results are the ability to compete in the marketplace, empowerment to adapt and change, business stability and growth, improved operational efficiency, greater visibility into the business, improved controls, proactive decision

making, faster time to value, and increased profit margin. Although we are a global multinational corporation, we are small and personal in our approach. We have partnered with thousands of companies and are here to help you. As your company grows, we grow with you—with the ability to guide you for generations to come.

NetSuite Services – For the Full Lifecycle of Your Business

NetSuite Services is successful in meeting the unique needs of the wholesale distribution industry because of the holistic approach we take with every industry. From Consulting Services to Education Services to Support Services, NetSuite Services offers industry-specific support both before and long after you go live.

NetSuite Services provides a full suite of offerings that includes the following:



Industry Expertise

At NetSuite, we lead with industry. We have deep expertise and experience in the wholesale distribution industry and we leverage that expertise to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry-specific add-on service offerings.



Consulting Services

SuiteSuccess, Packaged Services, Custom Services

You've invested in us, so we're investing in you. Our team of experts help ensure that you're not paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway for you to succeed by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory. And with NetSuite's Global Delivery Centers, our costs remain competitive.



Education Services

NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support offering provides access to learning content anytime, anywhere.



Support Services

SuiteSupport, Advanced Customer Support (ACS)

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater return on investment can take advantage of Advanced Customer Support (ACS)—an umbrella offering that provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to grow and change.

Stairway to Your Success

Through SuiteSuccess, we offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward growth trajectory tailored specific to the wholesale distribution industry.

- Rapid and efficient implementation
- Leading wholesale distribution industry practices
- Tailored delivery
- Growth and expansion

NETSUITE STAIRWAY FOR WHOLESALE DISTRIBUTION



Why NetSuite Services for Wholesale Distribution Companies

Implementing an ERP system can be extremely disruptive. How can you ensure success? Oracle NetSuite Services is the only services provider that can provide wholesale distribution companies with ALL of the following:

- **Wholesale Distribution Industry.** Our NetSuite Services team has deep understanding of wholesale distribution companies, the challenges you face and the best practices to help you transition to an optimal state of operations.
- **Leading Practices to Accelerate Business Growth.** Our competitive advantage is that we not only have a product tailored for

wholesale distribution companies but we also have a deep bench of consultants that work with wholesale distribution companies all day every day and the largest network of NetSuite consultants to share leading practices. Additionally, our verticalization in several industries enables us to share best practices from an adjacent industry and a more robust implementation.

- **NetSuite Expertise.** We have the highest number of certified NetSuite consultants in the marketplace. With our proximity to product development, we have the advantage of receiving updates from product development and a broad network of solution consultants

and technical account managers with both product knowledge and implementation know-how.

- **Value Added Services to Increase Margins.** We share and educate your C-Suite on industry best practice integrated into our SuiteSuccess methodology to enable you to increase your margins in a way you were not able to just a few years ago.
- **Empowerment for the New Industry Paradigm.** We educate and empower you to make changes in your business model and processes that are going to help you adapt to the new industry paradigm.
- **Immediate Help with Resource Constraints.** Many distributors are at resource capacity and are often not sure if they can take on an ERP implementation as a small company.
 - We work with thousands of customers like you within this industry vertical.
 - We place you into a position where you don't have to come with full time resources.
 - We set you up for success and enable you to continue to run your business.
- **Here for the Long Haul in Short Trips.** We're here for our customers to ensure their "go live" and be available through the entire business lifecycle.
- **Minimal Time Investment.** NetSuite is your partner on the implementation—we perform most of the heavy lifting. Typically, a customer provides a few hours a week for two to four months and then they are on the best of breed ERP platform.

- **Predictability around Engagement.** Many companies like yours appreciate that our SuiteSuccess offering is a fixed bid and that we have the ability to scale and deliver at a predictable cost.
- **We Grow with You.** We are a global multinational corporation but we are small and personal in our approach. We have partnered with thousands of companies and are here to help you. As your company grows, we grow with you—with the ability to guide you for generations to come.
- **High User Adoption.** Our education, training and testing teams ensure a successfully implemented solution that works and has a high adoption rate. NetSuite is committed to the growth of your business, and is therefore invested in the successful adoption of the platform by your organization.
- **Faster Time to Value.** NetSuite is a software activation company, not a service-focused organization. That means you receive predictable timelines and a lot of comfort knowing that as a business we are not going to camp out and stay forever. There is a reduced risk from our fixed bid approach.
- **Full Lifecycle.** We offer wholesale distributors support for the full lifecycle of your business—from the initial implementation, through our exclusive SuiteSuccess methodology, to education by our NetSuite Adoption Services and Training team, to ongoing support with our Advanced Customer Support managed services.

- **Global Reach.** NetSuite Services provides global support for wholesale distributors that have multiple international subsidiaries. Through our recent acquisition by Oracle, we have even further strengthened our global footprint and reach with offices around the world with our Global Delivery Centers.

