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NETSUITE
ONE SYSTEM. NO LIMITS.

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NetSuite CRM+

NetSuite CRM+ offers the industry's first and only:

- Order Management
- Incentive Management
- Project Tracking
- Web Hosting, Analytics, Intranet
- Xtreme List Editing

NetSuite CRM+ functionality includes*:

- Sales Force Automation
- Contact Management
- Marketing Automation
- Customer Service and Support
- Reporting and Analysis
- Offline Sales Client
- Complete Customization and Configuration

+Integrated Order Management
+Incentive Management
+Project Tracking
+Customer Portal
+Partner Relationship Management
+Website Hosting & Analytics

*Some features sold in add-on modules

Beyond Traditional CRM: Complete Customer Lifecycle Management

NetSuite CRM+ goes beyond traditional CRM's simple prospect-centric view to provide companies with a customer-centric view to manage initial and on-going relationships over the phone, in person, or on the Web. NetSuite CRM+ is the only hosted CRM application that integrates order management, partner management, incentive management, project tracking as well as website hosting and analytics, giving businesses large and small seamless customer processes and clear lines of visibility across traditional and online channels.

NetSuite CRM+ includes all the powerful capabilities found in NetSuite CRM. Both products include Sales Force Automation, Marketing Automation, Customer Support & Service, flexible customization through SuiteFlex, and more. And both products include the best opportunity management and forecasting capabilities in the industry.

NetSuite CRM+ is only Web-based CRM system that:

- Provides a true 360 degree view of all customer data and customer interactions, including complete visibility into all financial transactions and website interactions without any integration required. Now a single view of customer information is available to everyone in your company who needs it.
- Automates the entire customer lifecycle, from a "suspect" browsing a business' Web site, to an interested lead, to a qualified prospect, to a customer who has actually placed an order, to servicing that customer and finally, to guiding that customer to re-purchase.
- Allows salespeople to take real orders from customers quickly and easily, with an integrated Order Management system.
- Shows full purchase histories for your customers without requiring complex integrations with your accounting/ERP system.
- Offers complete Partner Relationship Management. Now you can treat your channel partners as an extension of your direct sales team—seamlessly.
- Tracks commissions automatically and accurately, without requiring you or your salespeople to use spreadsheets.
- Fully encompasses the Web and e-mail marketing. NetSuite CRM+ incorporates your Web site into the selling process, by tracking all customer interactions on the Web and by providing a comprehensive self-service customer portal.
- Provides better, more accurate forecasts. Booked orders can be finally seen in forecasts, your forecasts have greatly increased reliability, predictability and accuracy. And the "actuals" information in forecast vs. actual reports in now based on real sales data.
- Shows you true marketing effectiveness and ROI. Other CRM systems do not capture the details of what a customer has purchased, they frequently provide incomplete and incorrect results for marketing and sales campaigns. With no record of what or how much has been ordered by each customer, marketing has no way to know if the leads generated are actually converting to customers.

Find out more: engage@exploreconsulting.com 425.462.0100

Real-Time Dashboards

Real-Time Dashboards
The NetSuite role-based Dashboards provide data from all your departments, so your executives and employees can spend more time analyzing and acting on data and less time gathering it. Plus, the Dashboard offers highly customizable graphical reports and snapshots, enabling you to drill down into the information for deeper insight. You can access key performance indicators (KPIs), such as sales, forecast, orders, support, cases, accounts receivable, items to ship, and more, anytime and anywhere. As a result, you can accelerate your business decisions and sharpen your competitive edge.

Prepackaged Roles and Drag-and-Drop Capability
NetSuite's Real-Time Dashboard comes with 15 prepackaged roles and unique drag-and-drop capabilities, giving each employee within your company access to just the right information and tools. Whether you are the CEO, a Sales Executive, Finance Manager, Support Manager or Advertising Assistant, NetSuite provides you the real-time information and tools most relevant to your job function.

Report Drill-Through and Customization
In addition to over 100 standard reports in NetSuite, our reporting tools allow you to customize reports or create them "from scratch", generate graphs, export data as CSV files, and view the reports in Microsoft Word and Excel. Addressing the needs of all your users, the Report Composer offers both a basic and advanced mode. Basic mode makes it easy for users with simpler reporting needs to generate the reports they need quickly and easily. In contrast, the advanced mode provides rich reporting flexibility; for example, users can add filters to exclude certain data or add columns to combine data.

NetSuite also supports robust business intelligence with Advanced Analytics. This feature enables users to mine database data directly through ODBC tools and use their choice of business intelligence packages, such as Business Objects.

Languages

NetSuite supports your multi-national company. NetSuite is available in English, French, German, Spanish, Traditional Chinese, Simplified Chinese, Russian, and Japanese.

SuiteFlex: Your Business, Your Suite

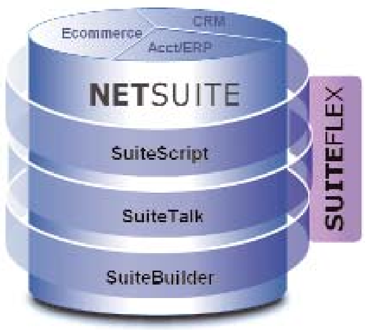
SuiteFlex is the technology platform for customization, verticalization, and business process management within NetSuite. SuiteFlex gives customers, partners and developers all the tools they need to easily customize all aspects of NetSuite.

You Can Tailor NetSuite to Meet Your Exact Business Requirements

- Personalize roles to optimize individual and team productivity
- Customize end-to-end business processes to your precise company and industry requirements
- Build the new functionality, workflows and processes your business demands
- Connect to legacy and third party applications and content providers

SuiteFlex combines three tools for customization, verticalization, and business process management:

- **SuiteScript:** Build new functions, processes, and entire applications and host them in NetSuite.
- **SuiteTalk:** Seamlessly extend NetSuite to legacy systems and third-party vertical applications.
- **SuiteBuilder:** Personalize and configure NetSuite with easy-to-use, point-and-click tools.



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SuiteFlex Benefits

- **Unlimited Customization.** No more settling for a "one size fits all" hosted application solution. SuiteFlex transforms NetSuite into your company's software, complete with your terminology, your functions and business processes.
- **Easy Verticalization.** Verticalization to your industry-specific needs has never been easier.
- **Customizations Don't Break.** Customizations and extensions carry forward seamlessly with upgrades, making maintenance nightmares a thing of the past.
- **Open.** Standards-based Web Services make it simpler to extend NetSuite to other systems, vertical solutions, and third party add-on capabilities.
- **Reliable.** Applications you build using SuiteFlex are hosted within NetSuite — which comes complete with a 99.5% uptime guarantee, robust Oracle & J2EE architecture and world-class security infrastructure.

No On-Demand Application Service Is More Customizable or Extensible

SuiteFlex makes NetSuite the world's most customizable and extensible on-demand application service, delivering unique capabilities not found in any other on-demand solution.

- SuiteBuilder overcomes the hurdles of customization, allowing users to focus on "Click Not Code." Configuration capability is point and click enabled for everything from simple database field additions to form customization to complex, data object manipulations.
- Many-to-many data relationships between both standard and custom records and objects give you complete flexibility in managing additional mission critical data.
- Customize, automate or create new business processes that fit your needs using SuiteScript.
- SuiteTalk extends and integrates your NetSuite application while maintaining full data integrity and enforcing application logic.
- In depth support for ERP and CRM objects using uniform APIs makes it easy to reuse your integration tools and resources across distinct business functions.
- Suitelets, the latest addition to the SuiteScript family, encompasses all previous customization and scripting functionality into a new set of APIs, giving you an unprecedented platform to invent and deploy new applications hosted by NetSuite.
- Use Suitelets to create and blend custom user interfaces with NetSuite core and custom objects to create web pages or backend processes on the fly.
- Custom color themes, company logo placement and custom terminology allow NetSuite to be stamped with your corporate brand and help personalize NetSuite to your business and industry.

High-End Customization without the Headaches

NetSuite addresses a major shortcoming of traditional application customization by automatically carrying forward customizations with each new release. Most mid-market or enterprise products are highly customizable — but at a high cost. The customization typically requires significant consulting resources since many of the systems' customizations must be made via product-specific programming language.

Customization of these systems is typically complex to install and even more complex to upgrade. The bane of customizations has long been the requirement for specialized migration and maintenance, thus making any upgrade an expensive time and resource-consuming drudgery. Consequently, companies all too often postpone upgrades as long as possible, or even to make the decision to switch to alternate products or platforms rather than upgrade.

NetSuite's approach extracts the data and metadata for customizations from built-in functionality. This enables companies to have seamless customization migrations handled by NetSuite so you can carry forward your changes with the latest capabilities of NetSuite — without cost, and headache free.

SuiteAnalytics

Real-time, Actionable Business Intelligence — Without the Data Warehouse

SuiteAnalytics gives growing and midsize businesses built-in business intelligence—combining power and ease for smarter, faster decision making. NetSuite delivers operational, tactical, and strategic intelligence in real-time from a single system of record, negating the need for a complex, expensive data warehouse. Best of all, SuiteAnalytics is included in all NetSuite software-as-a-service (SaaS) offerings at no charge, delivering powerful business analysis that is easy enough for any executive, line-level manager or individual user to leverage.

One System — Built-in Business Intelligence

- NetSuite acts as a repository for the core business data of a company, acting as a de-facto data warehouse.
- SuiteAnalytics tools enable employees at all levels to mine data and turn it into knowledge with pre-built Key Performance Indicators, simple saved searches, and now Excel Spreadsheet-like embedded formulas.

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- Unlike data warehouses, the analytics are presented in real-time on users' dashboards, giving them up-to-the-second information to better do their job and manage their operations.
- SuiteAnalytics give business intelligence to everyone matching the appropriate power with the role and sophistication of each user.
- SuiteAnalytics lets users embed Excel-like formulas in any NetSuite Performance Scorecard or saved-search report.
- Standard and easily customizable tools meet your exact BI needs for your employees, teams, the business and your industry.

Powerful Business Intelligence, Usable by Mere Mortals

Dashboards—Operational Intelligence

NetSuite Dashboards with Key Performance Indicators (KPIs), Performance Scorecards, Trend Graphs, graphical Report Snapshots and KPI Meters drive individual productivity by providing all employees in the company with the real-time intelligence they need to make day-to-day decisions smarter and faster.

Reporting — Tactical Intelligence

Standard Reports, Custom Built Reports, and point-and-click Search-as-Analysis tools give users clearly defined focus areas as well as tactical decision support on a periodic or as-needed basis. NetSuite's wizard-driven, WYSIWIG (what you see is what you get) graphical Report Builder to makes it simple to create and manipulate reports to exact business requirements.

Third Party Business Intelligence — Strategic Intelligence

For more complex, forward-thinking business planning or industry-driven reporting needs, Open Database Connectivity (ODBC) lets companies link to their choice of business intelligence package* such as Business Objects, Cognos,, and the like. The NetSuite advantage is that the third party Business Intelligence (BI) package can draw data from a single data repository for consolidated, rationalized analytics resulting in business intelligence you can use with greater confidence.

SuiteAnalytics Benefits

- Real time, actionable business intelligence out of the box
- Consolidated, rationalized data without the data warehouse
- Smarter decisions faster with intelligence you can trust
- Standard and custom-built intelligence tools appropriate for a wide variety of business information users
- Business intelligence that's usable and manageable by mere mortals

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Customer Relationship Management

With NetSuite, all your customer touch points—from contact to contract, from cash-to-care—are streamlined within one system. This level of integration allows your marketing team to create and deliver the most effective programs; your sales team to focus on selling; and your service team to offer world-class customer support.

Campaign to ROI Process Flow

For instance, your marketing group can examine the buying patterns of existing customers who are similar to new leads and, in turn, can design targeted campaign messaging for those leads. Your marketing team will also be able to measure the responses and sales generated from specific campaigns, giving your executives an accurate ROI analysis of marketing programs and expenditures.

Lead to Cash Process Flow

In addition, your sales group can follow up with those customers who are responding to the marketing campaign. Sales people can work with customers closely throughout the sales process: they can track leads as they become opportunities, generate quotes and, finally, convert quotes into sales orders with one click of a button. In addition, sales representatives can view their forecasted commissions for the month, further enticing them to close a sale.

And when a new customer has questions, your service team will have full visibility into which products the customer has purchased, as well as the terms of service. As a result, service representatives can deliver the best possible service to each unique customer.

SALES FORCE AUTOMATION FEATURE HIGHLIGHTS

Automated Lead Processing and Territory Management

NetSuite's sales force automation (SFA) capabilities allow you to manage your leads and prospects from the first capture to the close of sale. Leads can be captured automatically from your Web site via online forms, imported from purchased lists, or entered manually. New leads can be automatically routed to sales representatives based on territory rules that you define, which means no more lag time in following up with prospective customers. Territories can be based on any criteria, such as geography, product or service area of interest, size of company, or decision timing. As sales people follow up with leads, activity reports provide productivity analysis of all interactions, including phone calls, tasks, meetings, and notes.

Complete Business Flow

Complete Business Flow

CRM Summary:*

- **Sales Force Automation**
  - Territory Tracking and Assignment
  - Lead Routing
  - Opportunity Management
  - Competitor Tracking
  - Quote Generation
  - Order Management
  - Team Selling
  - Commissions Management
  - Forecast and Quota Management
  - Offline Sales Client
- **Marketing Automation**
  - Online Lead Forms
  - Referral and Promotion Code Tracking
  - Automatic Campaign Tracking and Analysis
  - Lead Source Management
  - E-mail Campaign Management
  - Paid Search Marketing
  - Natural Search Marketing
  - Targeted Segment Creation by Purchase History
- **Customer Support and Service**
  - Case Assignment
  - Case Capture from Web Site
  - Auto-Escalation and Notification
  - E-mail Capture and Intelligent Routing
  - Case Tracking by Products and Services
  - NetAnswers Knowledge Base
  - Online Customer Center (Self-Service)
  - Billable Time Tracking by Case
- **Partner Relationship Management**
  - Joint Lead Management
  - Joint Sales Forecasting
  - Marketing Campaigns
  - Order Placement and Tracking
  - Volume and Negotiated Pricing
  - Promotional Discounts
  - Referral Revenue Share Tracking
  - Sales and Marketing Library Publishing
- **Productivity Tools**
  - Group Calendaring
  - Import and Export of Records
  - Outlook and Palm Sync
  - Anytime, Anywhere Web Access
  - Executive Dashboard and Key Indicators
  - NetBase Custom Records
  - Customizable Reporting

***Some features are sold in add-on modules.**

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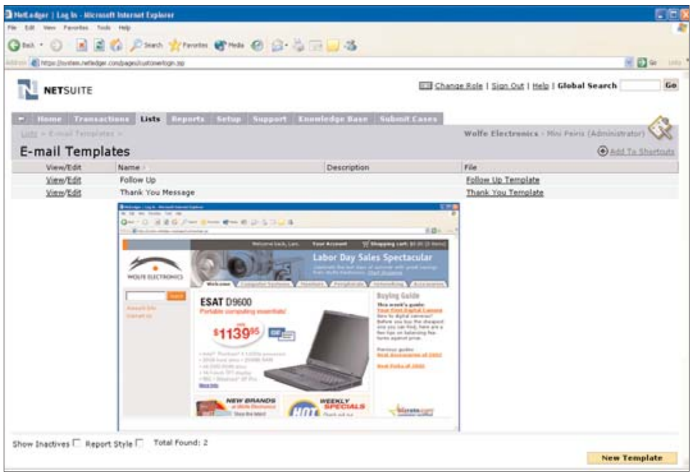
Integrated Mail Merge Capabilities and Communication Management

NetSuite integrates with Microsoft® Word, allowing you to write letters, print envelopes, and create address labels. Mail merge capabilities also allow you to send e-mail and faxes more easily. You can also use templates that standardize customer communications across your marketing, sales and support organizations. You can run mail merge in batch to a group, an individual company, or a single contact. NetSuite records the entire process in historical notes, giving everyone access to reliable, accurate information. In addition, any reply to an e-mail communication sent from NetSuite will be automatically recorded, saving your employees considerable time and effort.



E-mail Template

Opportunity and Pipeline Management

As leads become opportunities, your sales representatives must manage the details of each potential sale while it's still in the pipeline. Armed with information such as key contacts, a record of previous meetings, and which products and services are most suitable for a given customer, sales representatives can determine how likely the deal is to close. They can then assign different priorities to different deals, which facilitates accurate sales forecasting. In addition, customizable status and probability lists allow you to implement sales processes tailored to your business. This level of flexibility, combined with the powerful customization capabilities of NetSuite, allow any sales methodology—such as Miller Heiman or Solution Selling—to be implemented more effectively.

Sales representatives can work with opportunities in a list view, or with a detailed opportunity record. The list view allows for flexible filtering, so individual representatives can analyze the opportunities based on their status, and sales managers can view all the deals their team is assembling. The detailed opportunity record contains all the crucial information sales representatives and managers need: status, potential revenue, key contacts, notes, and related documents. And when a prospect is ready to purchase, your sales people can convert opportunities into quotes, and later, quotes into sales orders—all with a click of a button.

Making the Sale

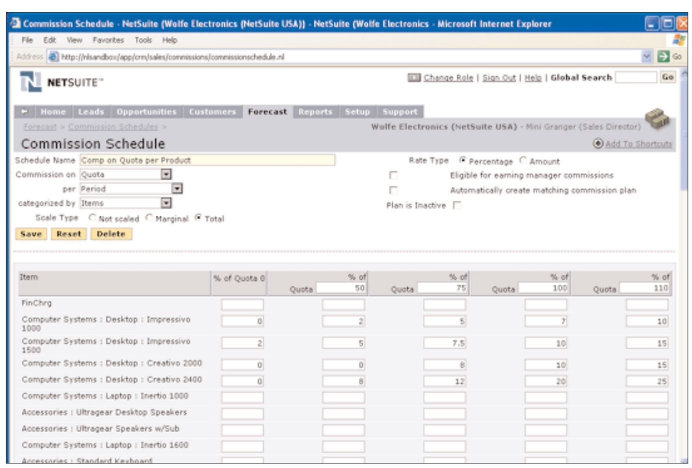
Most CRM solutions let you manage your opportunities. But when it comes time to generate a quote or take the order, many such solutions force you to use a completely disparate order entry, or Accounting/ERP, system. With NetSuite, this process is fully automated so that sales representatives can easily access all the discounting and customer-specific pricing rules that typically live in the Accounting/ERP system. Generating a quote, or taking an order, is as easy as clicking one button. Sales people even have real-time visibility into inventory levels, so that they can set customer expectations for inventory levels and delivery time appropriately.

Team Selling

Many sales organizations work in sales teams where each individual performs a specific role (sales rep, sales engineer, etc.) to manage and close deals. To support this process, NetSuite Team Selling enables you to track multiple sales users on customer records and sales transactions. In addition you can also calculate and pay commission to multiple sales users on a deal and the new sales team reports allow you to track the revenue earned by all members of the sales team, not just the sales reps.

Incentive Management

With NetSuite, you have the flexibility to schedule complex commission structures based on how you do business. For example, you can structure commissions based on quantity or sale amount; service item



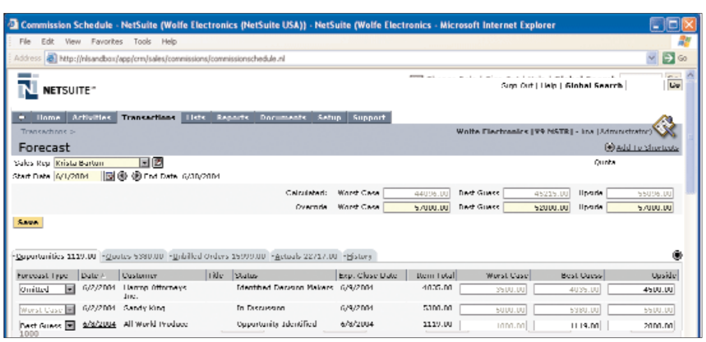
Commission Schedule

Find out more: engage@exploreconsulting.com 425.462.0100 sold; profitability of product sold; percent of quota achieved; or simply, total sales within a given period. Commission Management also gives you the ability to set sliding scales and spiffs across any period such as quarter, six months, or annually. And, if you get mid-way into a month or quarter and discover you need to make an adjustment, all you have to do is adjust the effective dates, and compensation will be re-calculated automatically. You can produce and roll up schedules into managerial commission plans for sales executives, allowing for a multi-tiered schedule. You can even select whether you will compensate sales representatives when you bill the customer or collect payment. Once management has approved commission payments, they are processed automatically through the payroll module within NetSuite. In addition, sales representatives can view real-time reports and forecast their commissions on their dashboard, giving them more incentive to close sales faster.

Forecasting and Quota Management

Forecast Master displays all opportunities, quotes, orders, and closed sales, including such key information as the projected amount, probability of close, and weighted amount for each of these transactions. This feature allows sales representatives and managers alike to view their forecasts on a monthly or quarterly basis, and even to make adjustments if needed. Forecast Master also provides sales teams with the means to generate two types of forecasts to represent how the sales team is doing: a calculated forecast based on the sales transactions in the system, and an override forecast, which is the sales amount sales reps' predict for themselves. As a result, you can be certain of an accurate and reliable sales forecast.

You can also take advantage of advanced forecasting capabilities. Advanced forecasting provides three forecast categories (worst case, commit, and upside), which sales reps may use to categorize their open opportunities and quotes based on their level of confidence in closing the deal. These forecast categories feed into deal ranges, so rather than just including or excluding a deal from the forecast, sales reps can provide worst case, commit, and upside forecast amounts for the deal.



Advanced Forecasting

Quota Management features allow sales managers to set goals for sales representatives. When coupled with the forecasting capabilities, these tools help sales representatives compare their performance levels to set goals. Furthermore, quotas can be assigned based on the sales representative or the type of sale. For instance, you could assign an overall departmental quota to inside sales, outside sales, and channel sales. Or, you could assign quotas based on new business versus repeat business.

Offline Sales Client

Can't find an Internet connection while traveling? With the Offline Client in NetSuite, sales reps can still stay productive, performing your normal pre-call and post-call follow up activities and then synchronizing those changes once you get back to the hotel or office.

Users can access and update their leads, prospects, customers, and contacts and can create new ones. Opportunity management is available within the Offline Client, allowing sales users to edit the details of an opportunity such as status, probability, projected amount, expected close, and detail notes. You can view estimates (quotes), and closed transactions (orders, invoices) within tabs on the main opportunity record. The Offline Client includes a complete graphical calendar and Activities Dashboard, including task and phone call lists, quick add portlets, and search support. You can create new, edit existing and delete phone calls, tasks, and events just as with the online version.

In addition, version updates are handled seamlessly via synchronization. When the online application has a new version, the offline user will be prompted at time of synchronization to upgrade their offline client, so there's no messy database recreation or CDs to ship out as with many Windows-based offline or remote access systems.

MARKETING AUTOMATION FEATURE HIGHLIGHTS

Lead Management and Lead Source Analysis

NetSuite has multiple avenues for lead entry, including online forms that allow you to capture leads directly from your Web site; CSV and XML import capabilities with duplicate detection for inputting purchased lists; and manual entry by sales representatives for cold calling and referrals. You can use the easy click-to-customize capabilities of NetSuite to tailor your lead qualification and scoring methods to your business. Plus, the source of each lead can be tracked both at the lead and opportunity level. Lead management capabilities, combined with the integration of customer purchases, allow you to analyze all your marketing efforts for lead conversion rates and ROI assessment.

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Marketing Campaign Management

NetSuite fully automates, tracks, and reports on your marketing efforts. Marketing campaigns, such as e-mail, direct mail, or print activity can be managed, tracked, and analyzed centrally. Once a campaign has been executed, NetSuite tracks ROI from start to the finish of a program, providing accurate and up-to-the-minute success metrics. Moreover, you can easily set up and manage multi-channel campaigns, or track the cost and expected revenue per campaign.

Campaign Offer List

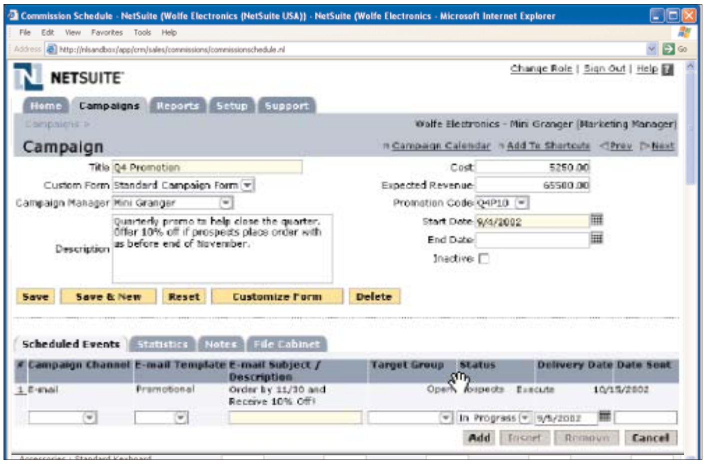
A customizable offer list enables users to track the offer tied to a campaign event. Users can set up the offers they are promoting through campaigns with the campaign offer list and select the appropriate offer when they create the campaign event. To track the effectiveness of particular offers, users can simply customize the marketing reports to filter campaign events to specific offers, such as newsletters, item promotion, etc. The offer list provides marketing users with additional information to monitor and track marketing campaign events.

Promotion and Discount Tracking

To further strengthen your campaigns, you can design promotional discounts and track them via promotional codes. These promotions can be set up in any number of ways: as one-time use, percent-based, dollar discount, or with a set expiration date. You can drive recipients of the campaign to an online form, your Web store, or your call center. No matter how customers respond, the promotional code can be used in the sales transaction, giving them the discounted price and allowing you to track ROI for that campaign.

E-mail Marketing

NetSuite provides complete e-mail campaign management, from target segment creation to creative development and campaign execution and analysis. You can personalize e-mail templates with customer names or targeted product offerings. Target segments can be created based on actual customer purchase activity, giving you a platform for true one-to-one marketing. And your e-mail campaigns can be linked with online capture forms, further automating your marketing efforts. Throughout a campaign, NetSuite tracks ROI metrics, providing accurate and up-to-the-minute data so you know exactly who received, read, and purchased products during a given e-mail campaign.



Campaign

Keyword Marketing

Most marketing teams now dedicate a portion of their marketing dollars to keyword marketing with search engines. NetSuite gives you two methods by which you can easily create campaigns specifically for keyword marketing:

- **Import Keywords.** Most popular search engines such as Google, allow you to create your ad words via a spreadsheet upload. With NetSuite, you can use that same spreadsheet to easily create campaigns to match all your purchased keywords so tracking return on investment through to revenue generated is easily automated.
- **Bulk Create Keywords.** If you do not use a spreadsheet to upload keywords to search engines, then you may prefer to create campaigns in bulk to track the ad words you've purchased. Embed the specific campaign ID in the URL you create for complete end-to-end tracking all the way to revenue.

Two key reports — Leads By Paid Keyword and Sales By Paid Keyword — let you track the number of new leads and the revenue generated from the paid keyword campaigns across the various search engines you may be marketing with. These are grouped by Campaign Category for easy roll-up and can be analyzed by week, month or quarter at one glance.

NetSuite lets you distinguish between paid and natural search campaign leads.

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CUSTOMER SUPPORT MANAGEMENT FEATURE HIGHLIGHTS

Case Management and Routing

NetSuite provides you with the ability to create, escalate, manage, and resolve customer support cases across your communication channels, including phone, fax, and Web. Your customer support representatives view the entire customer record, including sales, service, and accounting histories. In addition, customer support managers can define automatic case-assignment rules based on any case criteria. For example, cases can be routed based on product, issue, case type, partner, or customer, so that handling queues or customer priorities is easy and efficient.

Case Escalation Business Rules

Almost all support and service organizations have defined escalation processes to be followed to meet the contracted service levels for customer support and service. Case escalation rules provide the ability to automate these real-world processes. Rules can be set up to escalate all or specific types of cases if they are not resolved within defined time periods, and multiple escalation levels can be defined. Interested parties such as managers, account managers, or others can also be notified at pre-defined escalation points so they are in the loop on potential issues and can take appropriate action. Escalation rules can be set to trigger when certain conditions occur and can be rolled up to form an escalation territory, creating complex tiered escalation patterns. The escalation path can be defined: who needs to be notified and when, also taking into account preferred methods of escalation notifications. Users also now have visibility to escalated cases in new reports and new Key Performance Indicators (KPIs) so analyzing the performance of your customer support and service groups is as simple as a few clicks on your real-time dashboard.

NetAnswers Knowledge Base

The NetAnswers Knowledge Base organizes information into different levels of topics and solutions. NetAnswers is perfect for organizing your frequently asked questions and answers, standard problems and resolutions, and known issues or special tips. NetAnswers allows support representatives to resolve customer inquiries via e-mail or phone more quickly, thereby reducing the learning curve when bringing on new service representatives. In addition, you can publish either portions of this database, or all of NetAnswers, to your customers and partners, giving them a 24/7 self-service option at a much lower cost than staffing your phone lines.

Online Case Capture Forms and Self-Service

You can use case capture forms anywhere on your Web site, including the online Customer Center. Case capture forms allow your customers to enter trouble tickets by logging onto your site, rather than calling or e-mailing you. In addition, the Customer Center provides a password-protected area where your customers have several other self-service options. For instance, they can access the knowledge base you've published, track the shipping status of their orders, place new orders, or enter requests for merchandise return. They can also update their customer profile and view their billing history, taking advantage of a cost-effective service option that is available around the clock.

Online Customer Form

E-mail Case Capture and Intelligent Routing

NetSuite provides unprecedented ease of use in reporting issues to customer support/service or even being able to contact other departments. You can have a case created by simply sending an e-mail to a designated e-mail address — this way your customers do not need to waste precious time waiting to talk to a representative or even logging into the Customer Center to create a case online. The e-mail is analyzed and a case created on behalf of the customer. An automatic reply can be triggered confirming receipt of the e-mail and the case number for the case created. This simplifies and streamlines the process of case creation. It also aids in handling requests for product or price information, follow-up sales calls, or any such requests by routing the case based on the address the e-mail was originally sent to such as support@yourcompany.com, info@yourcompany.com, billing@yourcompany.com or other distinct e-mail addresses. E-mail case capture reduces phone wait times for your customers to talk to the right people and offers yet another low-cost option for submitting requests.

Billable Support, Service, and Time Tracking

If you need to charge for technical support on a per-minute basis, or track the time your service professionals spend with a given client, NetSuite's time tracking capabilities will provide you with a new level of efficiency. Time tracking features let you record the time spent on cases, tasks, and events, and then allow you to bill for the time. Or, if you simply want to track time your team spends per case, NetSuite lets you track and approve time without billing it to the customer. Using

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the cash sale and credit card processing capabilities, along with time tracking on your customer cases, you can even offer pay-as-you-go support to your customers. As a result, you have the power to design plan offerings that ensure your service team operates as a profit center and not a cost center.

PARTNER RELATIONSHIP MANAGEMENT FEATURE HIGHLIGHTS

Joint Lead and Opportunity Management

Advanced Partner Center comes complete with all the lead distribution and opportunity management tools you need to gain complete visibility into your sales pipeline — even when that pipeline includes revenue projections from selling partners. You can stay abreast of your resellers' lead process by having them register their leads, as well as inputting next steps they've taken with leads you've already distributed to them.

Real-time Inventory Access for Your Distribution Partners

With NetSuite, you can ensure that your partners are always aware of how long it will take them, or your joint customers, to receive products. By allowing them real-time access to your inventory levels, you give them visibility into the stock you have on hand. Once the order is placed, your partners can even track it through the fulfillment process — from shipment to final destination.

Promotional Discounts and Marketing Campaigns

Advanced Partner Center allows you to extend promotional discounts to your partners as one-time-use discounts, or on all sales within a particular time period. You can help your partners improve their campaign response rates, as well as your return on co-marketing dollars, by leveraging the Advanced Partner Center.

Sharing Customer Management and Service Access

Advanced Partner Center provides a smooth flow of information, allowing your partners to view and update joint customer profiles. It also lets them track support or service cases. You can even allow them to log a case on behalf of the customer, or check the status of existing cases, so that cases are always up to date.

Sharing Sales and Product Information Advanced Partner Center

This center enables you to publish sales information such as marketing collateral, competitive selling guides, presentations, product fact sheets, and other sales tools. You can also share your knowledge base with partners, including frequently asked questions, the latest workarounds, and details on resolved issues.

PRODUCTIVITY TOOLS FEATURE HIGHLIGHTS

Outlook/Palm Sync

NetSuite easily syncs with Microsoft Outlook, any Palm hand-held device or Blackberry device, so you can keep your business contacts, tasks, and calendar information updated across various platforms.

Import and Export of Data

NetSuite allows you to import and export list records and transactions using CSV imports, or our Small to Medium Business Extensible Mark-Up Language (smbXML), allowing you to use external applications more easily and to get started with your implementation process more quickly.

NetBase Custom Records

NetSuite enables you to customize your records and record relationships to meet the needs of your specific business model, or your industry. You can also configure your custom record hierarchy and manage your reports based on these records.