

# NetSuite+OpenAir Integration for the Services Industry

## The NetSuite+OpenAir Integration benefits services companies in industries such as:

- Government contractors needing DCAA compliance
- Financial services
- Consulting services
- Media and publishing services
- Creative services
- Software and software services
- Architecture, engineering and construction
- IT services

## The NetSuite+OpenAir Integration enables seamless information sharing of:

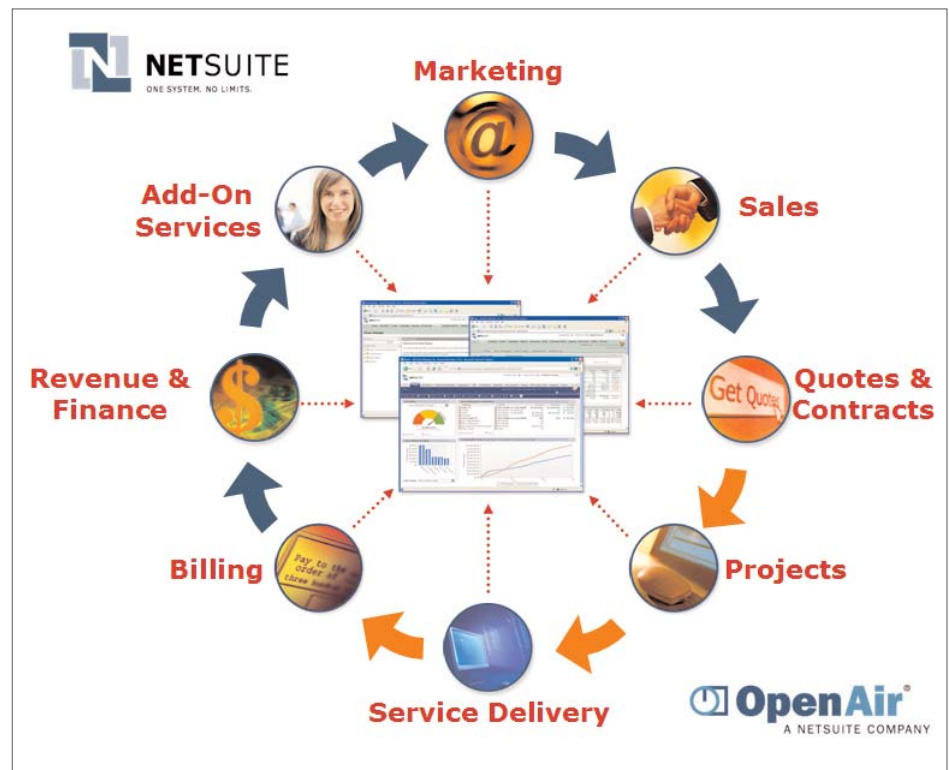
- Customers
- Projects
- Invoices
- Expense reports
- Employees
- Service items
- Expense categories
- Custom fields

## Introducing the NetSuite+OpenAir Integration

Now that OpenAir is a NetSuite company, you can benefit from the first and only on-demand business suite tailored specifically for services companies. The NetSuite+OpenAir Integration enables seamless data flow between NetSuite and OpenAir, providing your account executives and sales development staff with visibility into services billings and expenses while also streamlining your financial management operations. As a result, you'll no longer be burdened with multiple systems for marketing, sales automation, quote and contract generation, project management, services delivery, billing and financial management.

The integration of NetSuite with OpenAir helps you:

- Reduce costs by eliminating data re-entry and ensuring data accuracy
- Save time by seamlessly exchanging information between systems
- Simplify the process of data exchange
- Optimize the use of invaluable human capital
- Gain visibility across your business for sales, services and finance.



*End to End Services Business Process with NetSuite+OpenAir Integration*

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## Key Capabilities of the NetSuite+OpenAir Integration

### Web Services-Based Data Exchange

With automatic scheduling options to control when and how frequently the integration is run, you can tailor the information flow based on your business priorities. In addition, the data exchange keys off change modification logs, ensuring optimized performance. Finally, the NetSuite+OpenAir Integration automatically "adapts" to your setup configuration to ensure worry- and error-free integration compatibility.

### Billing and Expense Reports

Use OpenAir's robust billing engine to generate invoices for your clients with the confidence that they will be reflected accurately in NetSuite for sales visibility and financial management purposes. Expense reports logged in OpenAir are similarly transferred to NetSuite. Both invoices and expense reports can then be managed by Accounts Payable personnel for collections follow-up, or integrated into payroll processing.

### Customers and Projects

NetSuite offers robust sales automation for lead and opportunity management as well as quote generation, through to signed contract. Once the client is closed, the NetSuite+OpenAir Integration lets you push customer and project data to OpenAir to integrate project tracking and administration seamlessly with your front- and back-office processes. You'll benefit from greater collaboration, cost efficiency and client satisfaction.

### Supporting Data

Employees, service items and expense report categories sent from NetSuite to OpenAir ensure that data integrity and your business preferences are preserved for customers, projects, invoices and expense reports transferred between the two systems.

### Flexible Data Filtering

When exporting data from NetSuite to OpenAir, you have a flexible set of options to enhance the default filtering process and build customized filtering rules. Filtering capabilities are user-definable to determine which data and records to pull from NetSuite.

### Customizable Field Mapping for Invoices and Expense Reports

Your services business may have unique data flows, which is why you'll appreciate the flexibility to customize the mapping between NetSuite and OpenAir fields for both invoices and expense reports.

### OpenAir Benefits:

- Automated, scalable workflows that help you reduce cycle time, errors and administrative costs
- Real-time, actionable performance metrics that increase your ability to deliver projects on time and on budget
- Tools that allow you to effectively allocate resources, enhancing resource utilization
- Seamless integration with the NetSuite platform for consistent access to your important business data
- Designed for the Web with anytime, anywhere access in mind.

### NetSuite Benefits:

- Intelligent, integrated, customizable application that unifies client management and business processes
- Services sales management from suspect to lead, prospect to proposal to contract, and add-on services sales to ensure ongoing relationships with valued clients
- Manages the intricacies of services financial management and project accounting
- One view of the client across all client interactions, communications, transactions and financial status
- Robust toolset with SuiteFlex to customize and easily extend NetSuite to fit your unique business processes and workflow.

### Visibility and Analytics Throughout Your Services Organization

With the NetSuite+OpenAir Integration, your entire organization will benefit from the combination of OpenAir's visibility into services delivery and billings with NetSuite's 360-degree view of client interactions.

Most importantly, you'll have access to dashboards with key analytics and metrics updated in real time. OpenAir provides project dashboards invaluable to your consultants and service representatives, while NetSuite delivers complete key performance indicators, report snapshots, scorecards, and trend graphs across all aspects of your business, allowing for timely course corrections as needed to optimize your business for growth.