



Case Study – CNET ChannelOnline Connector for NetSuite

Background: Weidenhammer Systems Corporation is an information technology firm providing high value products and services to a diverse set of clients. With nearly 200 IT professionals in seven locations, Weidenhammer confronts one of businesses' most critical and complex resources: information.

Issue: Automating order management between NetSuite and CNET ChannelOnline – through which Hardware is quoted and procured for customers.

Solution: Weidenhammer Systems engaged with Explore Consulting to automate the communication between CNET ChannelOnline and NetSuite using Explore Consulting's [CNET ChannelOnline Connector for NetSuite](#).

Weidenhammer's users are able to manage their Opportunity pipeline in NetSuite, providing visibility to management in NetSuite. When reps need to quoterices, they simply reference the NetSuite Opportunity number on the CNET Quote.

When the quote converts to an order, the CNET ChannelOnline Connector creates the Sales Order in NetSuite, linked to the Opportunity, and sources all key reporting details like Department and Sales Team. Any items that did not already exist in NetSuite are automatically created based on a series of defined rules, and users are notified via Email and Dashboards to review.

Additionally, Drop Ship PO's are automatically created, facilitating easy matching when Vendor Invoices are received. With Commissions tied closely to gross profit, the integration ensures cost information is tracked correctly, and Dashboards



alert management to any deals above and below user-defined profitability thresholds.

This data then flows seamlessly into the Commission module for rep visibility and payment.

Key features include:

- Pull Orders from CNET into NetSuite upon conversion from Estimate
- Automatic creation of new Item records that haven't previously been sold, with default mappings for GL Accounts and Hierarchy
- Close tie-in with Gross Profit tracking for dashboarding and Commissions calculation
- Automated Drop-Ship PO creation to facilitate order tracking and vendor bill matching

Results: Weidenhammer's management team is now able to monitor pipeline and profitability from their NetSuite dashboard, and the order entry and management process has been significantly streamlined by reducing manual order entry between systems.



About Explore Consulting

Based in Bellevue, Washington, Explore Consulting was founded in 2001 and is a professional services company dedicated to providing innovative and cost-effective solutions for their customers' database and IT systems needs. Having specialized in SaaS solutions for more than 12 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States. Whether you are looking for assistance with your NetSuite purchase and implementation or needing to integrate your NetSuite account to an external data

source, Explore is your one stop NetSuite service provider. Explore Consulting is well-known as a leader in NetSuite customization, integration and extensibility, and was recently included on the Inc. 5000 list of fastest growing privately owned companies in the U.S. for the fourth year in a row as well as the Puget Sound Business Journal's 100 Fastest Growing Private Companies. Explore has also been a 7-time NetSuite Star Performer and was recently named as 2011 NetSuite Partner of the Year, Americas. For more information, visit www.exploreconsulting.com.