



Piper Aircraft – CloudConnect™ Integration and Process Automation

Background: Piper Aircraft has been a leading general aviation manufacturer for over 70 years. During that time Piper has offered a wide range of aircraft, from the original Piper Cub in 1937 to the new sleek 7-seat PiperJet. Piper's rich tradition and dedication to customer service is evident in its many loyal customers, dealers and flight schools throughout the world.

Issue: As a manufacturer, Piper works closely with a network of international dealers for airplane sales and service. Piper owners require quick and cost-effective response time for service and repair in order to keep their airplanes in the air, whether for business or travel. Piper's Dealers need real-time visibility into Piper's inventory availability, warranty status, and must be able to quickly search for and order the correct parts from a database of 10s of thousands of often similar and constantly evolving parts. However, Piper's ERP system is slow, difficult to use, and very expensive to customize. For Piper, processing these orders in the past has required cumbersome and often manual processes in order to meet FAA requirements, track vital warranty information, and accurately fulfill orders.

Solution: Piper hired Explore Consulting to design and implement a NetSuite solution that would serve as a separate operating environment for the Piper service parts business, would be easier to use and more effective for both Piper dealers and employees alike, and would integrate seamlessly with Piper's ERP/MRP system. Explore developed five integration points between NetSuite and the back-end Baan ERP system using the CloudConnect™ integration platform as well as several custom SuiteScript and Suitelet solutions which automate inventory replenishment/manufacturing requirements, move inventory accurately between systems, provide dealers and employees a

streamlined UI for accessing over 90,000 parts via cross-reference able search queries, auto-create FAA documents to meet rigid requirements, provide warranty tracking across both systems, provide large dealers an integration point for huge inventory orders, and more.

Results: Dealers will require much less time locating and purchasing the correct parts, will resolve warranty claims more quickly and effectively, and will be able to provide greater customers service. Demands on Piper employees' time will be greatly reduced on a number of fronts, from more streamlined self-serve dealer support to greater visibility into inventory demand and serial/lot number and warranty validation, to fulfilling orders more rapidly with fewer errors. Additionally, Piper's direct IT costs will be greatly reduced ongoing as well.

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 8 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States. Not only is Explore a licensed reseller of the NetSuite product suite, but an experienced NetSuite implementation and integration partner. Whether you are looking for assistance with your NetSuite purchase and implementation or needing to integrate your NetSuite account to any external data source with our industry-leading CloudConnect™ service, we are your one stop NetSuite service provider. Explore Consulting is well-known as a leader in NetSuite customization, integration and extensibility. While NetSuite can run

most businesses using out-of-the-box functionality, we're experts on adapting the product to meet your specific business requirements. Explore Consulting was recently included on the Inc. 5000 list of fastest growing privately owned companies in the U.S. for the third year in a row as well as the Puget Sound

Business Journal's 100 Fastest Growing Private Companies. Explore has also been a 5-time NetSuite Star Performer and is well recognized as a leader in integration and mobile solutions for NetSuite. For more information, visit www.exploreconsulting.com