



## Case Study – Services Resource Planning with NetSuite OpenAir

**Background:** Five Point is a provider of technology-enabled consulting services to companies operating in the utility, mining and transportation industries. Five Point categorizes their offerings into three distinct service lines: Advisory Services, Implementation Services, and Managed Services. Five Point provides its clients with an entire life cycle of services to assess current business processes and technologies, develop transformational roadmaps, manage the procurement of new information technologies and both lead and execute the implementation and installation of the selected products.

**Issue:** Five Point's clients span across the globe with subsidiaries in Australia, United States and the Philippines which presents new complexities dealing with multiple currencies and international tax law. Five Point had also acquired several companies to accelerate growth, each bringing with them their own systems. The result was a complex set of disparate data systems. The lack of a unified system resulted in the following issues:

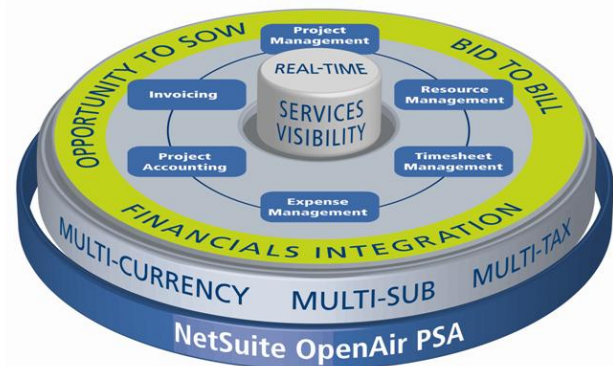
- Challenges arose enforcing consistent business rules and processes across the company.
- Invoicing requirements varied widely from client to client. Contractual obligations relied too heavily on individual knowledge and manual entry.
- Generating consolidated financials required manual extraction of data from each accounting system, and manual conversion of foreign currencies. Financial statements were delayed and not delivered in real-time.
- Lack of unified tax management that could handle international tax law resulted in running reports from multiple systems and manually calculating tax obligations.
- Resource planners could not see across business units easily. Five Point resource planners needed to share a single data source to optimize resource allocation and planning.

- Revenue forecasting was isolated in data silos. The effort to consolidate data meant the company was operating in a delayed informational environment.

Five Point needed a unified data system with real-time business metrics and processes to make rapid business decisions and run the business more efficiently.

**Solution:** Five Point consolidated three accounting systems, one CRM system, two Professional Services Automation systems and dozens of spreadsheets into one universal cloud based solution using NetSuite's Service Resource Planning (SRP) software solution. The SRP package is comprised of NetSuite for ERP and CRM, and OpenAir for project management and resource planning, all fully integrated and running 100% in the cloud.

## NetSuite OpenAir



Five Point found the following benefits after migrating to NetSuite SRP.

- 1) Consolidated Financial Reporting - NetSuite's OneWorld edition allows multiple business entities to operate in a unified single instance. In this unified architecture, consolidated reporting and specifically Financial Statements are easily

created. Currency exchange rates are automatically updated nightly meaning that reports are always accurate.

- 2) Operational Efficiencies - NetSuite and OpenAir both provide much greater flexibility and a higher level of automation than previously available. Purchases are routed for approval using NetSuite's workflow module, determining the correct approver based on the cost center.
- 3) Invoicing Improvements - Five Point clients have a wide range of contractual agreements pertaining to invoicing. OpenAir provides the necessary flexibility to setup and enforce billing rules by client and project. OpenAir also allows each client to have their own invoice layout, line grouping and summarization.
- 4) Professional Services Reporting - Reporting was an essential requirement for Five Point, starting with project profitability. OpenAir's profitability reporting is deep and flexible. Project Managers are able to generate accurate reports using actual costs without exposing individual consultant compensation rates. Another key reporting need revolved around resource utilization, which is now available via both reports and dashboard metrics. NetSuite's scorecard is able to provide Five Point with a snapshot view of key company metrics.

**Results:** The most immediate benefit for Five Point was the visibility into and control over the entire

business - in real-time, from the moment a new opportunity is identified through project delivery, invoicing and revenue recognition. OpenAir now generates invoices accurately and efficiently, fewer mistakes are encountered, and faster turn-around has freed up valuable resources so they can focus on more strategic initiatives.

The invoicing process is now much easier. OpenAir provides the automation to enforce each client's unique billing requirements. Previously, administrators had to manually enter many invoices to meet individual client needs.

Accounting has seen dramatic improvements in time spent running consolidated financial reports. Previously, reports from individual systems and currencies had to be converted and entered into spreadsheets. Executives had to wait several days after month end to obtain accurate financials.

Improvements have been found paying taxes in the US and internationally. NetSuite's tax engine determines the tax liability based on the project location and applies the correct tax code. Five Point now has a more accurate and auditable trail for calculating and a paying taxes.

Running a growing global services organization, Five Point needed anytime, anywhere access in the cloud, supporting users where they work — on the go. With NetSuite's SRP Edition, Five Point is now poised for continued growth and success.

## 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/Cloud based systems for more than 10 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 has been a NetSuite Reseller and Solution Provider since 2003, a 8-time NetSuite Star Performer, a member of the SuiteCloud Developer Network (SDN) since 2009 and was the 2011 NetSuite Partner of the Year, Americas. Explore has delivered NetSuite implementations and customizations to more than 700 customers. For more information, visit [www.exploreconsulting.com](http://www.exploreconsulting.com).