



Fanaco Fasteners Nails It with NetSuite

"What a difference NetSuite has made! We have saved significant time with the reporting features alone. Explore Consulting has been very responsive and helpful throughout the implementation process. We look forward to continuing work with them and to experiencing all the efficiencies NetSuite will bring to our company."

- Molly Gill, Inventory and Logistics, Fanaco Fasteners

Background: Founded in 1985, Fanaco Fasteners has provided the highest quality fasteners in the industry for over 25 years. Their superior customer service, competitive pricing and extensive product knowledge has allowed them to expand their reach from a regional supplier to serving much of the United States and Canada. They offer a full product line including specialty and coated fasteners.

Issue: Prior to partnering with Explore Consulting, Fanaco Fasteners was utilizing Sage BusinessVision and fragmented in-house business software to run their back office systems which resulted in limited visibility and lowered the ability to extract accurate, real-time data. Their existing systems were also not able to fully integrate into their existing GL, which slowed business processes. Real-time transaction processing was unavailable, slowing order and return processes. Hours of internal time were spent each week manually entering in pricing lists per SKU and creating individual emails reporting products received. Finally, lack of a quality CRM left the internal sales team unable to build and track a lead database.

Solution: After years of working with disparate systems, Fanaco Fasteners came to Explore Consulting to implement the NetSuite platform. In a single afternoon, Explore Consulting was able to successfully manage the data migration from Sage

Company Snapshot

Location: Redmond, Washington

Industry: Wholesale Distribution

Applications Replaced: Sage BusinessVision

Solutions Implemented: NetSuite

BusinessVision to the NetSuite platform. NetSuite offered a single, unified solution to Fanaco Fasteners' Ecommerce, Marketing, Merchandising and Customer Service teams and delivered seamless integration with Explore Consulting's customized workflows. Additionally, in an effort to create self-sufficient clients, Explore Consulting executed reporting and customizations training with key Fanaco Fasteners staff.

Results: With assistance from Explore Consulting, extending the NetSuite platform has allowed Fanaco Fasteners unlimited extensibility opportunities as the company continues to grow. Internal team productivity has spiked and morale is up due to less stress around manually creating, distributing and managing daily reports. Saved searches alone are saving a minimum of 10 hours per week within internal teams, and the sales team is now able to track and manage leads resulting in increased sales opportunities for their expanding company.

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 cloud-based solutions for more than 14 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States.

Explore Consulting is well-known as a leader in NetSuite implementation, customization, integration and Ecommerce, and has also been a 10-time NetSuite Star Performer, won 24 NetSuite awards and was recently named as 2014 NetSuite Partner of the Year, Americas. For more information, visit www.exploreconsulting.com