



Dealer Management with NetSuite | Cloudstream Media

“Explore Consulting extended the NetSuite platform to our online content management system, enabling a robust Ecommerce solution. By automating manual processes in the cloud, Explore has Cloudstream uniquely positioned to scale our service for both end-users and resellers alike.”

- Mick Sakakeeny, President, Cloudstream Media, LLC

Background: Cloudstream has developed a revolutionary new approach to managing and delivering Overhead Business Music and On-Hold Messaging via a new Internet connected player. The OHP9000-IP player, in conjunction with an online web application, allows users to select pre-recorded messages and music to be played in a drag and drop environment. Users can manage professionally produced voice overs with music and push content to player all from the web application.

Issue: Cloudstream is working with existing dealers and distributors in the industry to promote and sell these players. Dealers needed a way to apply online and record player sales. The Cloudstream Dealer incentive package includes a one-time commission for each player sold plus a recurring commission on the monthly service subscription.

Solution: Leveraging NetSuite's SuiteCloud customization capabilities, Explore Consulting assisted Cloudstream in launching an online dealer application form. This form written as a Suitelet, is dynamic in nature, and information is validated



as the user enters information. Once the application is posted, a Suiteflow navigates the approval process through the back-office team.

Once approved, Dealers needed a way to submit their player sales to Cloudstream for commission. This process had to be intuitive and easy to use as they are projecting thousands of dealers to eventually be a part of the program. Automation was a necessity. Cloudstream developed a simplified Dealer portal with a dynamic online player sales form. This included the ability to upload images of sales receipts, enter player serial numbers and other important details.

The back-office functions are also automated including scheduled scripts that tally the number of active/connected players and post a payable to the dealer each month. Customer monthly service fees are billed automatically via NetSuite SuiteScript. The monthly billing automatically adjusts price based on the number of players and service plan type.



Results: By leveraging the power of NetSuite's SuiteCloud platform, Cloudstream now has an end to end solution for managing their Dealer sales and commissions. The sheer volume would have been unsustainable without automation. For Dealers,

they now have a low friction, easy to use portal for doing business with Cloudstream, which has encouraged engagement and, most importantly, higher sales volumes.

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 15 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, has been a 12-time NetSuite Star Performer, won 27 NetSuite awards, has twice been named NetSuite Partner of the Year, Americas, and in 2016 was named NetSuite SuiteCommerce Partner of the Year.

For more information, visit <http://www.exploreconsulting.com>.

