



Tableau Software - Beta Testing for NetSuite Upgrade

Background: Tableau Software creates tools for use in analyzing business data. The software allows for the easy creation of graphs, charts, and other visualizations with little effort, and includes the ability to drill-down for deeper analysis, with the end goal of making business intelligence more accessible.

Issue: Tableau has a number of customizations in their NetSuite account, including custom integrations, back-end scripts, web store customizations, and scripting within their customer center to control look, feel, and functionality. All of these customizations are critical to the business' day-to-day operations, and any disruption would have serious impacts. Tableau's NetSuite account was scheduled for upgrade to the latest version of NetSuite, and the company was unsure as to whether this combination of customizations would continue working seamlessly with the new release.

Solution: Explore Consulting worked with Tableau Software to develop a plan that would identify areas of risk, structure tests around those areas, and execute that test plan to expose any vulnerability related to the customizations and the scheduled NetSuite upgrade.

After close consultation with the Tableau project managers, Explore built a test plan that identified the four main areas with the highest risk, as well as other high-value processes that should be included in the testing. For each of these five sections, Explore outlined a series of test cases that served as examples of the average workflows the company would experience after the upgrade. Working against the NetSuite Beta environment (which allows clients to test their account configurations on the upcoming NetSuite version), Explore executed the test plan, noting any failures encountered. Several issues were identified that would result in problems post-upgrade if

not addressed. Explore's team worked with Tableau to develop solutions to these identified problems, implement those solutions, and test the solutions against the Beta environment prior to the upgrade.

Results: As a result of Tableau's collaboration with Explore leading up to their NetSuite account's upgrade, the Tableau was able to gain assurance that their custom developed solutions-- and their business-- would continue running smoothly after the upgrade. By proactively analyzing their workflows and customizations, and by focusing on the areas of highest risk, the company was able to efficiently head off problems before they occurred, saving them from down time and lost revenue.

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.