



## NetSuite License Key Management - Ephox

**Background:** Ephox offers a suite of software that assists their customers in managing the publication of web content. The products help enhance the productivity and quality of website authoring and management and are licensed by many leading web content management vendors. Ephox’s multiple software offerings are license key activated based on a number of time-of-purchase parameters.

**Issue:** Ephox uses multiple external applications for the generation of license keys for activation of their software. Each of these external systems generates a key based on a series of inputs, stores that key within its own database, and displays the key to the user. This data resides outside NetSuite, meaning customer support activities related to license keys require potentially multiple logins to access multiple systems. The consequence was that answering a simple

question such as “what is my license key?” became an arduous request.

**Solution:**

Explore Consulting worked with Ephox to develop an automated solution within NetSuite to consolidate these activities, and the associated data, into NetSuite and with the appropriate customers. Explore developed a License Key Request record in NetSuite, through which the user requests a license key. The Request record leverages a NetSuite Workflow for field validation. Based on the Key Type and Product selected, the Workflow updates field settings real-time, setting required fields as mandatory. Once the user submits the necessary information, a Suitelet sends the request details to the appropriate key generation web service outside NetSuite.

The resulting license key information is returned to NetSuite, and used to create a license key record. The license key record is associated to both the request and the customer, and the Request is updated to reflect its successful completion.

**Results:**

The solution developed by Explore Consulting provided Ephox with an automated method, within the NetSuite application, to generate and store a license key for a

customer and product. Creation of a new key no longer requires leaving NetSuite to log into one of several external applications. Customer support can easily find previously generated license keys in a sublist view on the customer record, along with all the details about the key, including the product type, key type, and associated dates. Because of the flexible design of the solution, additional external key generation applications can be added over time within the same paradigm, making the solution scalable and flexible.

## 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 fourth 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](http://www.exploreconsulting.com).