



NetSuite Services Resource Planning (SRP) – NetSuite ERP and OpenAir PSA

“Prior to partnering with Explore, we struggled with disparate systems to manage our professional services data, resulting in redundant efforts and a lack of clarity into some of our projects. Since implementing NetSuite ERP with OpenAir, our operations are more streamlined with improved visibility. We’ve seen a 50 percent decrease in time spent creating and running reports and far fewer errors due to manual data migration and duplicate entry.”

- Emma Eiebol, Mosaic Controller, The Mosaic Company

Background: Mosaic is a national training and workforce performance consulting firm located in Renton, WA, providing tailored solutions to the utility and oil & gas industries. Mosaic helps companies reach and sustain the highest levels of workforce competency, quality, safety and efficiency by providing a comprehensive range of consulting services to achieve strategic business and performance objectives. From visual business process mapping, to change management and apprentice programs, to field operations training and creating knowledge management solutions for the Enterprise, Mosaic unlocks the inherent value that already exists, helping employees get it right the first time, every time.

Issue: The Mosaic Company was using a combination of QuickBooks, Replicon and Excel to operate their back office. The collection and sharing of data



between multiple systems was time intensive and not scalable for their growing operations. The effort of moving data between multiple systems often resulted in duplication of efforts and lack of timely visibility into project performance. In addition, the lack of customization of the tools did not allow for flexibility to accommodate their specific business needs.

Solution: Explore Consulting, in conjunction with NetSuite Professional Services, implemented NetSuite ERP and NetSuite OpenAir. The implementation team took great efforts to review ideal business processes and customize both NetSuite OpenAir and NetSuite ERP to meet their specific needs. Explore Consulting worked side by side with The Mosaic Company to define dimensions previously reported on in Excel and incorporate these dimensions at a transaction level directly within NetSuite. The team identified other pain points where time was spent manually entering data and created custom scripts and workflows to minimize

NetSuite Implementation at a Glance

Industry

Utility and Oil & Gas Consulting Services

Number of Employees

225

Applications Replaced

QuickBooks, Replicon, Excel

Modules Implemented

Core Accounting, NetSuite OpenAir, Incentive Compensation

their effort. As part of the overall solution, the NetSuite Incentive Compensation module was implemented to provide detailed tracking of commission transactions and reporting of commission payments for employees across the organization.

Results: The implemented system of NetSuite ERP and NetSuite OpenAir dramatically reduced the

amount of time and errors caused by exchanging data between multiple systems. The addition of multiple dimensions directly tied to NetSuite transactions, enabled them to reduce the number of reports being created in Excel. With the combined NetSuite ERP and NetSuite OpenAir The Mosaic Company is now in a position to scale their operations at the same rate as the rest of their quickly growing business.

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 13 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 9-time NetSuite Star Performer, won 22 NetSuite awards, and was recently named as 2014 NetSuite Partner of the Year, Americas. For more information, visit www.exploreconsulting.com