

NetSuite Subscription Management & Replacement Returns

“We looked to Explore to develop and implement custom solutions around our subscription management and return replacement needs, and they delivered. Their team exceeded our expectations in every area, and we now have a more streamlined reporting system with real-time data and increased control over our monthly billing and returns processes.”

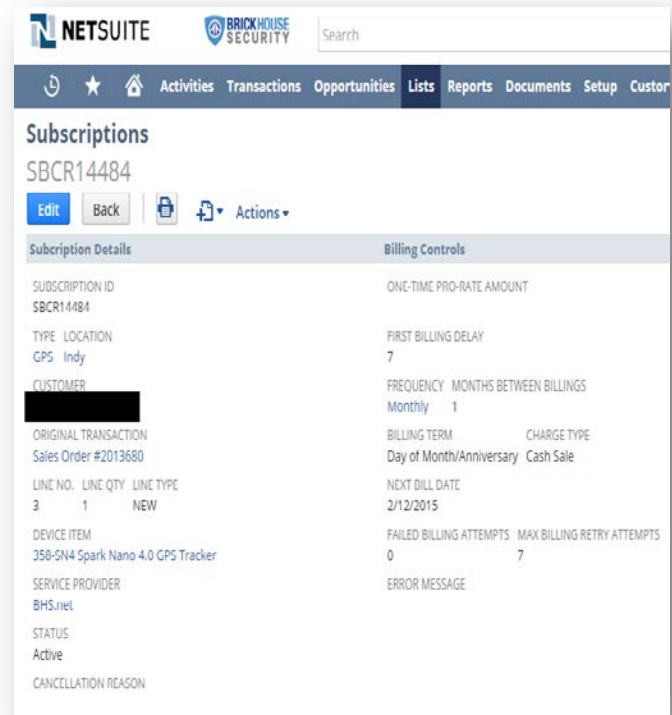
- Dan Sachs, VP of Operations, BrickHouse Security

Background: BrickHouse Security is a diversified security company promoting leading-edge technology to make peoples’ lives safer and more convenient. Their clients include federal and state law enforcement agencies, Fortune 500 companies, small businesses, families, and individuals.

BrickHouse Security specializes in subscription-based GPS tracking, wireless alarm systems, covert video surveillance, and TSCM. They are here to provide security solutions that will alleviate their clients’ safety concerns.

Issue: Prior to partnering with Explore, BrickHouse Security was utilizing a custom database to manually manage ongoing customer subscriptions and returns transactions. The process involved manual data entry and multiple steps that led to inaccuracies and required significant staff time. New subscription activations and deactivations, as well as various types of returns, demanded the ability to automate both processes.

Solution: Explore Consulting worked closely with BrickHouse Security to develop custom subscription management and advanced replacement solutions in NetSuite. The Explore development team created a custom workflow to assign each device a serial number and then track that item from activation to deactivation. Working in tandem with subscription billing, if an initial subscription charge fails, the custom script records this failure and subsequently attempts another charge. After a pre-determined number of



failures, the subscription is canceled. Another custom script was created to automate multiple types of returns transaction processing. During a standard replacement return, a replacement order is automatically generated to send a replacement item upon receipt of the original. In an advanced replacement return, a replacement sales order is generated prior to the receipt of the returned item. Finally, when making an advanced exchange return, the custom script allows an exchange item that does not match the original item to be sent to the customer.

Results: The custom solution developed by Explore Consulting now allows streamlined management of subscriptions and replacement returns for BrickHouse Security with automation processes utilizing NetSuite and custom workflows. BrickHouse now has much greater control over their monthly subscription billing. The management of failed credit charges is more efficient, and most records that fail on first attempt succeed on a subsequent attempt without interaction. Hands-on management of the monthly billing process has decreased for BrickHouse and has allowed them to focus their resources on successful growth. The custom script logic created around replacement returns provides the ability to send the customer a

replacement item that is different from the original order item, an enhancement to native NetSuite functionality. Additionally, it automatically manages varied price points between an original and exchange item and either credits or charges the customer accordingly. A credit is now automatically applied to replacement sales order invoices when appropriate, and all related records are now linked, so BrickHouse users can easily navigate from the RMA to the original order, the replacement order, related credit memos, etc. The scripting-based solutions will allow BrickHouse Security to modify their business logic to handle any future needs that may arise.

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 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