



## Partner Enablement and Seamless 3PL Fulfillment with NetSuite

*"When Explore Consulting implemented NetSuite it not only made our work at the center more effective, but also allows for our company to continue expanding; which in turn allows us to expand our mission to serve children and adults with developmental disabilities. We could not have pulled off these large scale orders with the level of satisfaction our customers have without the assistance of NetSuite."*

- Robin Krueger, CFO, Northwest Center

**Background:** Northwest Center is a leader in advancing equal opportunities for children and adults with developmental disabilities. They provide award-winning services for children through early intervention programs and inclusive early childhood education centers. Services for adults include supported employment, School-To-Work, job training and placement. Funding for Northwest Centers nonprofit is provided by quality assembly, packaging, warehousing, shipping and distribution services.

**Issue:** Where their previous solutions fell short for Northwest Center were with seamless fulfillment processes, work order configuration, inventory assessments, and options of expanding the functionality by giving their customers real time data reporting. They came to Explore Consulting with a focus on streamlining their fulfillment center in order to handle large scale orders from multiple clients and update their customer satisfaction by using the feature called Advanced Partner Center (APC). This APC enables real-time information flow that enhances visibility, boosts collaboration between partners to create a conduit between clients and Northwest Center.



**Solution:** NetSuite gives Northwest Center full control over every element of the partner-focused sales and fulfillment operations, sales forecasting, pipeline management, order processing, and managing inventory by partner. In addition, they added key NetSuite solutions such as Advanced Inventory Management and Assembly Item & Work Order Configuration to help with the fulfillment and manufacturing process.

**Results:** Information is now readily available across the entire company by using NetSuite and throughout their network using the Advanced Partner Center. Their operations team now has key business metrics on their dashboards that are always current and matching the reality in the warehouse. When a customer submits their order through the APC, Northwest Center now has the



tools to immediately execute the manufacturing and fulfill the orders for the client's "end customer" to receive their order in a timely fashion. Managing

inventory for their partners has become an easy task to accomplish every day with the ease of all the operations done in NetSuite and the accessibility to all the reports in the format needed.

## 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>.

