



# THE VALUE OF A TRUE CLOUD ERP PLATFORM

NetSuite Perspectives

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Grab a seat and enjoy.  
Read Time: 21 minutes

# THE VALUE OF A TRUE CLOUD ERP PLATFORM

NetSuite Perspectives

## Our Experience

Today, cloud computing is at the forefront of the shift to the digital business and enabling companies to adapt to these changing models, both strategically and operationally.

Companies with a cloud-first strategy have learned that the cloud's real value comes with being able to delegate the Service Level Agreement (SLA) of an entire solution, from infrastructure to application, instead of components. It is also widely recognized that integrated suites reduce complexity, increase reliability and cost less—it's just that now, with cloud, the suite includes hardware, security and operations. Most agree that the cloud paradigm has cost and convenience benefits: availability, speed, agility and TCO, enabling faster development processes and providing higher reliability and lower risk. Companies that take an ad hoc approach miss out on

many of cloud's benefits and experience a variety of pitfalls.

In the current state of the market, not all cloud providers can step up to the challenge of providing an integrated offering, and that forces companies to manage more than they want to.

## NetSuite Value Proposition

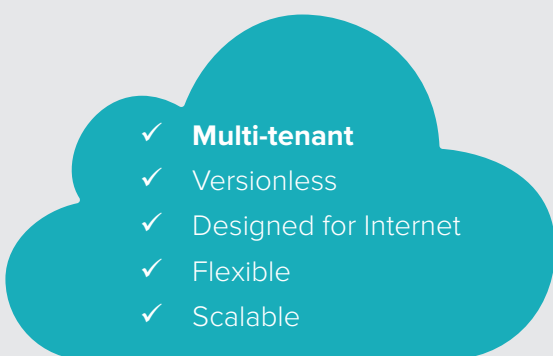
As a leading Cloud ERP company, NetSuite has championed the cause to deliver not only a true cloud platform but also strived continuously to develop a truly integrated suite for our growing global customer base of more than 40,000.

Further, the SuiteSuccess customer engagement model is already helping hundreds of new customers deploy the platform faster and leverage leading business process practices to both create and realize value within their organization much sooner than traditional approaches.

“Enterprises run the risk of getting nasty shocks when the thing they thought they were buying turns out to be something altogether different. Hosting and application management are not synonymous with SaaS.” – **Gartner**

In this document we hope to provide you our perspective on the components and scorecard to use to not only evaluate a true cloud solution, but also analyze for yourself how our various platform offerings help you to meet your organization objectives today,

adapt to the industry disruptions of tomorrow and realize savings of more than 20%-50% in Total Cost of Ownership (TCO) alone<sup>1</sup> or incur \$64k-\$242k annually in hidden or unexpected costs<sup>2</sup>.



### **TRUE CLOUD**



### **FAKE CLOUD**

aka "private cloud" or "hosted/hybrid"

Reference: HBR – The CIO's Guide to Cloud Computing

<sup>1</sup> Hurwitz & Associates – The compelling TCO case for cloud computing in SMB, mid-market enterprises

<sup>2</sup> NetSuite research and example analysis for a \$10M revenue company

# NETSUITE: THE VALUE OF A TRUE CLOUD PLATFORM – KEY DIFFERENTIATORS

## Software-as-a-Service (SaaS) and Multi-Tenant Architecture



### Software-as-a-Service (SaaS)

NetSuite is offered as Software-as-a-Service (SaaS). The applications are accessible via a web browser or mobile app.

Unlike on-premise software, NetSuite customers do not have to be involved with managing the underlying cloud infrastructure including network, servers, operating systems, storage and application upgrades.



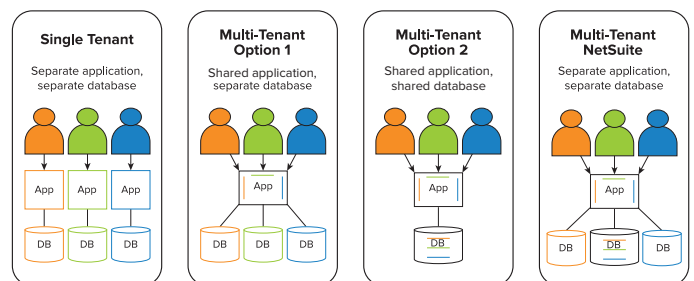
### Multi-Tenant Architecture

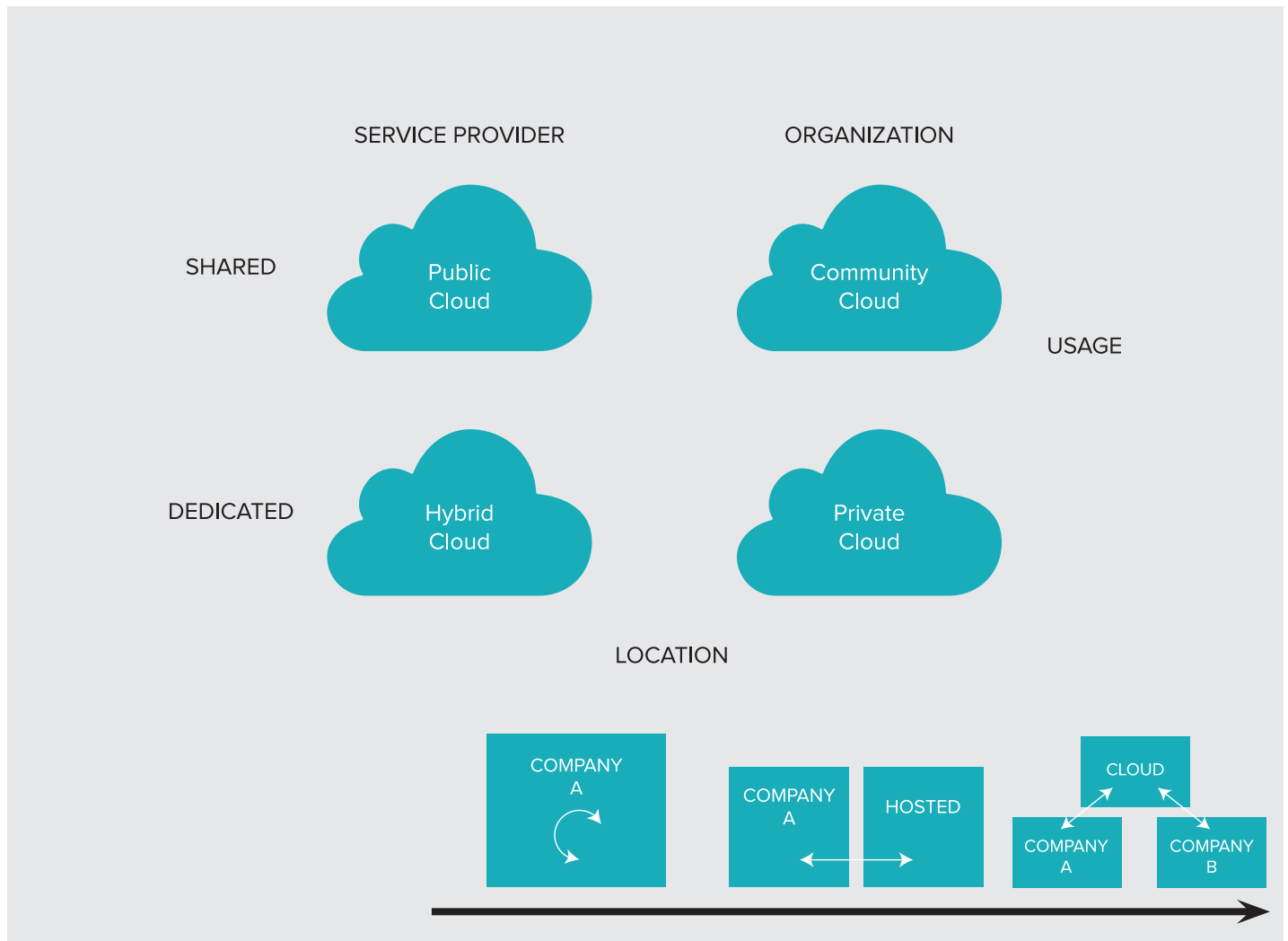
NetSuite has a single instance of the application. Each tenant can make customizations and configurations that are rendered to the views they see and/or invoked when using the application.

Most customers share a common database instance with other customers. In situations where customers need higher performance, NetSuite offers Premium Performance Tiers with dedicated database instances. Some customers start on the shared database and migrate at a later point to their own dedicated database.

This last situation (a shared database) would be considered as the highest degree of multi-tenancy. Virtualization would, by definition, then offer the lowest degree of multi-tenancy.

Despite what fake cloud vendors will tell you, multi-tenancy matters. For example, with a true cloud provider, all customers typically access the same solution from the same cloud. This gives customers continuous and instantaneous access to the latest product upgrades.





	On-premises	Hosted	Cloud-based
License Costs (One-time)	Medium	Low-Medium	Low
Software Maintenance Costs (Operational Costs/Year)	High	Medium	Low
Subscription Costs (Operational Costs/Year)	Medium	Low-Medium	Low
Overall Capital Costs	High	Medium	Low
IT Resources (Admin/Dev)	High	Medium-High	Low
Hardware/Storage	High	Medium	Medium
Upgrade Costs	High	Medium	Low
Implementation Timelines	12-36 Months	9-18 Months	4-8 Months

## Preserving Your IT Investments



### Public Cloud

NetSuite is offered as a public cloud deployment and has a single instance of the application. This is aligned with our strategy to offer SaaS and a multi-tenant architecture that allows both our enterprise as well as small business customers to be on the same version of the application globally, allowing them to reap benefits from economies of scale, less capacity planning, increased agility, scalability and IT costs.



### Two-Tier ERP Strategy

Two-tier ERP is a business and technology strategy that enables organizations to keep their investment in existing ERP systems, i.e. SAP or Oracle, while deploying cloud-based ERP, i.e. NetSuite, at newer subsidiaries.

As large enterprise's expand and restructure through mergers and acquisitions into larger companies, one of the strategies to preserve their existing ERP investments is to adopt a so-called hub and spoke approach to ERP.

There are three hub and spoke models:

1. All business units (headquarters and subsidiaries) use a single application instance.
2. Enterprise hub and business unit spoke use same application—but may have more than one instance.
3. Business units choose from an approved list of spoke solutions which allows the subsidiaries to pick a solution that best suits their requirements. For example, localized business units often need to address specific customer billing and payments practices, and local regulatory requirements.

### Application Stack



**ERP/FMS**



**CRM**



**PSA**



**Software**



**Retail**



**Manufacturing**



**Ecosystem**  
1000+ Partners  
400+ SuiteApps

### Added Platform Benefits from Application Stack



**Global**  
Localization  
Management



**Mobile**  
Tablets, Watch  
iOS Android



**100% Browser**  
Independent



**Global Search**  
Google  
the Suite



**Reporting**  
Create Complex  
Forms & Reports

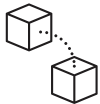


**Digital Assets**  
Manage  
Unstructured Data



**SuiteSocial**  
Collaboration  
Tools

### SuiteCloud Platform



**SuiteConnect**  
Cloud Data  
Integration



**SuiteScript**  
Programmable  
Logic and UI



**SuiteTalk**  
Cloud App  
Integration



**SuiteAnalytics**  
Built-in Business  
Intelligence



**SuiteBuilder**  
Point-and-Click  
Customization



**SuiteFlow**  
Visual Workflow  
Implementation



**SuiteBundler**  
Cloud Application  
Distribution

### SuiteCloud Infrastructure



**Scalability**  
Enterprise Elastic  
Capacity



**Security**  
SSAE 16  
SOC1/ISAE 3402



**Compliance**  
Type II PCI DSS  
SOX



**Transparency**  
24x7 System Status  
& Ops



**Assurance**  
99.5% Uptime  
Guarantee



**Process Tests**  
Pre-Production  
Sandbox



**No Version Lock**  
Overnight  
Upgrades



"NetSuite OneWorld has the flexibility to let us build financial controls over the way we do business, instead of trying to mold our processes to inflexible software." — **Bankrate**

## An Integrated Business Application Suite



### Integrated Suite

Companies in virtually every industry are using sophisticated business software to fuel their growth but many are still struggling to keep up with their growth and manage costs effectively because of a hodge-podge of disconnected functional systems causing process bottlenecks and employee productivity issues.




























Integrated business software suites are transforming how companies run, and enabling them to transcend growing pains that previously were holding them back from taking their business to the next level of profitable growth.

In an ROI study by independent analyst firm Nucleus Research, customers using NetSuite's integrated cloud business suite accelerated their financial close times by up to 50%, increase sales productivity by 12.5% and increase inventory turns by 50%, amongst other efficiencies.

"NetSuite is our single source of truth. Our people are very happy with NetSuite and are always looking for different ways to optimize the solution."




— **Dent Wizard**

## Cloud business application assessment scorecard – hidden costs of \$64k-\$242k annually<sup>1</sup>

		Cloud	On-Premise	Hosted/Hybrid
<b>Business Agility</b>	The ability to quickly deploy new business models and products, transact M&A and complete divestitures.	0K 	26K 	20K 
<b>Scalability</b>	The capability to handle growth, create new instance, launch internationally.	13K 	25K 	19K 
<b>Flexibility</b>	Ability to adopt to potential changes in requirements.	0K 	12K 	12K 
<b>Versioning</b>	The ability to remain current on latest software version from the software vendor.	0K 	48K 	36K 
<b>Configuration</b>	Allow business users to re-configure out of the box workflows.	19K 	38K 	38K 
<b>Customization</b>	Develop new functionality not available from the software vendor.	24K 	24K 	30K 
<b>Risks</b>	Security	8K 	25K 	19K 
	Availability	99.97%	99.97%	99.97%
	Performance			
<b>Time-to-value</b>	Time to realize business value.	0K 	44K 	44K 
<b>Potential additional investments for a \$10M company</b>		<b>\$64K</b>	<b>\$242K</b>	<b>\$218K</b>

 Comprehensive functionality
  Good functionality
  Average functionality
  Limited functionality
  No functionality

## Cloud IT application assessment scorecard – TCO savings of 20%-50%<sup>2</sup>

		On-Premise	Cloud Developments	
			Multi-Tenancy	Hybrid
<b>Total Cost of Ownership (TCO)</b>	License costs (one-time)	\$\$	N/A	\$\$
	Software Maintenance Costs (Operational Costs/Year)	\$\$\$	N/A	\$\$\$
	Subscription Costs (Operational Costs/Year)	N/A	\$\$	\$\$
	IT Resources (Admin/Dev)			
	Hardware/Storage	\$\$\$	\$\$	\$\$
	Upgrade Costs	\$\$\$	NA	\$\$
	Implementation	\$\$\$	\$	\$\$
	Security	\$\$\$	\$	\$\$

<sup>1</sup> NetSuite example analysis for a \$10M revenue company

<sup>2</sup> Hurwitz & Associates – The compelling TCO case for cloud computing in SMB and Mid-Market Enterprises

# ASSESSMENT SCORECARD

Large enterprises, SMBs and mid-market enterprises alike need business solutions that help them manage day-to-day operations and processes more efficiently. At the same time, they want insight and intelligence to successfully adapt to a fluid business environment, and ensure compliance with regulatory requirements. It is then no surprise that some of the strategic business leaders that we engage with evaluate their cloud computing platforms not only on Total Cost of Ownership (TCO) criteria alone, but also engage their line of business operational leads to actively participate in the selection process to determine the true return on their investment that is aligned with their business strategy and objectives.

In this section, we present both a typical business need evaluation scorecard and a Total Cost of Ownership (TCO) scorecard that can assist, at least at a high level, in aligning business and IT requirements, eliminate siloed platforms and solutions that create spaghetti environments and justify the needs for an integrated platform that is aligned to your business objectives, can drive business process improvements and thus preserve your company valuations.

"The ROI of cloud ERP can be achieved relatively quickly and this delivery model brings IT cost reductions and increased employee productivity to the broad range of the companies using it. SMBs can also achieve other important benefits from ERP in the cloud, such as increased inventory accuracy, better customer satisfaction and increased sales." – **Nucleus Research**

### Value Realized by NetSuite Customers<sup>1</sup>

360° visibility	+55% to 80%
Order process efficiency	+40% to 60%
Reporting time	–40% to 55%
Time to close	–45% to 70%
Audit completion	–25% to 40%
IT support resources	–40% to 65%

<sup>1</sup> Study of NetSuite customers by SL Associates

## Enabling Business Agility and Scalability



### Business Agility

\$26,250 – \$131,250\*

Increase revenue by 1% on  
75% of revenue (\$7.5M).

Enable your business strategy to expand into new markets and channels.

#### Added Platform Benefits from Application Stack



**Global**  
Localization  
Management



**Mobile**  
Tablets, Watch  
iOS Android



**100% Browser**  
Independent



**Global Search**  
Google  
the Suite



**Reporting**  
Create Complex  
Forms & Reports

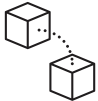


**Digital Assets**  
Manage  
Unstructured Data



**SuiteSocial**  
Collaboration  
Tools

#### SuiteCloud Platform



**SuiteConnect**  
Cloud Data  
Integration



**SuiteScript**  
Programmable  
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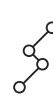
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**SuiteBundler**  
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#### SuiteCloud Infrastructure



**Scalability**  
Enterprise Elastic  
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**Security**  
SSAE 16  
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**Compliance**  
Type II PCI DSS  
SOX



**Transparency**  
24x7 System Status  
& Ops



**Assurance**  
99.5% Uptime  
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**Process Tests**  
Pre-Production  
Sandbox



**No Version Lock**  
Overnight  
Upgrades

\* Example analysis of hidden costs for a \$10M revenue company, with 35% gross margins. The lower box, details other assumptions used for calculating the hidden costs



## Scalability

\$25,000 – \$50,000

Increase gross margins  
from 35% to 36%-37%.

Grow your business and revenues without the limitations of an on-premise ERP capacity planning holding you back.

Service Tier	Shared	3	2	1	1+/0
Availability	Standard	Standard	Standard	Standard	Enhanced/Premium
Business Data	10GB	100GB	500GB	1TB	3TB
File Cabinet Data	10GB	25GB	200GB	200GB	400GB
Premium Sandbox	No	No	Required	Required	Required
SC+ Licenses <sup>1</sup>	1	2	3	5	10
Upgrade Phase	Fixed	Selectable	Selectable	Selectable	Selectable
Users (maximum)	100	150	800	1,200	3,600

### NetSuite Service Tiers

## Enabling Business Flexibility and Eliminating Version Lock



### Business Flexibility

\$12,000 – \$18,000

Reduction in time to add new capabilities. 160 hours per capability at \$75/hour.

Enable your business strategy to expand into new markets and channels.



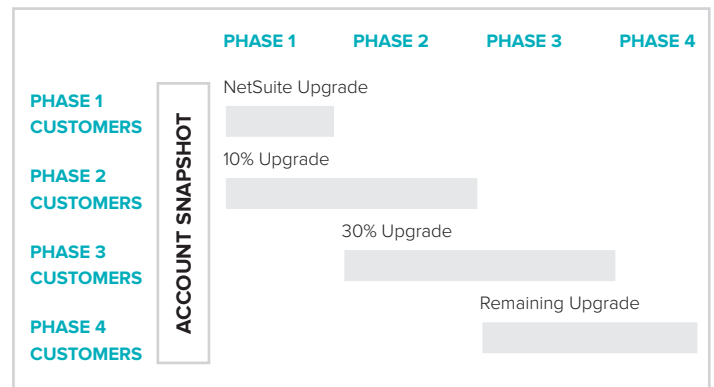
### Zero Lock Versioning

\$48,000

320 hours at \$75/hour per upgrade. 2 upgrades/year done by NetSuite.

NetSuite’s patented “phased release” process ensures that 100% of our customers are on the same version. Typically, NetSuite plans for two major upgrades per year and ongoing minor upgrades throughout the year. A release preview environment is also provided to the customers. Certified customizations carry forward and customer use cases are incorporated in QA testing.

<b>SUITEBUILDER</b> <ul style="list-style-type: none"> <li>Custom fields and records</li> <li>Centers</li> <li>Rollers</li> <li>Point and click</li> </ul>	<b>SUITEFLOW</b> <ul style="list-style-type: none"> <li>Custom workflow</li> <li>Decision trees</li> <li>Extend with SuiteScript</li> <li>Point and click</li> </ul>
<b>SUITESCRIPT</b> <ul style="list-style-type: none"> <li>Custom back-end logic</li> <li>Custom UI</li> <li>Industry-standard JavaScript programming</li> </ul>	<b>SUITETALK</b> <ul style="list-style-type: none"> <li>Application integration</li> <li>Token-based authentication</li> <li>Support for customizations</li> <li>SOAP-based web services</li> <li>SuiteScript REST</li> </ul>
<b>SUITEANALYTICS</b> <ul style="list-style-type: none"> <li>Real-time analytics</li> <li>Report builder</li> <li>Dashboards</li> <li>Saved searches</li> <li>SuiteScript and WS APIs</li> <li>SuiteAnalytics Connect: ODBC/JDBC integration</li> </ul>	<b>SUITEBUNDLER</b> <ul style="list-style-type: none"> <li>Easy application packaging</li> <li>Rapid deployment</li> <li>Business template replication</li> <li>Managed releases</li> </ul>



## Configure and Customize and Carry Them Forward



### SuiteSolutions

\$37,500 – \$50,000

1 IT FTE reduction, effort shift to business user.

In addition to offering a host of configurable forms, reports and process flows that are configurable by the business users, NetSuite SuiteSolutions offers a library of ready-to-launch solutions to address common business requirements across market verticals. SuiteSolutions facilitate accelerated time-to-market and reduce development costs—enabling customers to achieve business agility with fewer resources.

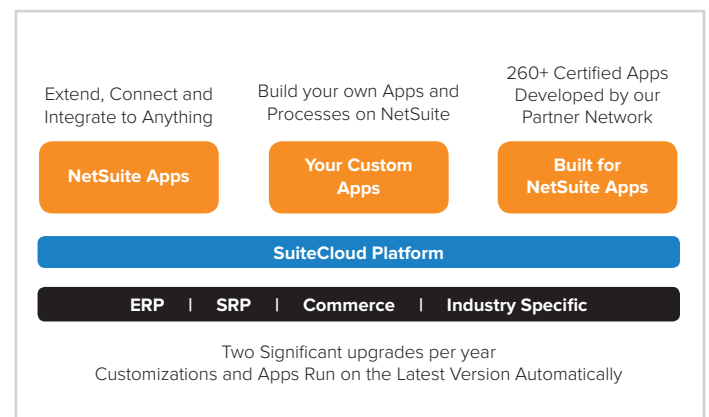
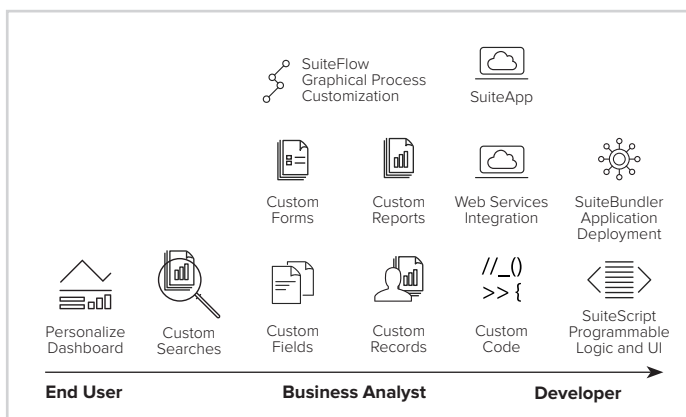


### SuiteCloud

\$24,000 – \$36,000

160 hours at \$75/hour per customization. Faster execution and elimination on customizations.

With SuiteCloud you get the best of both worlds—centralization in a suite for core business function, data and analytics to avoid unnecessary hairballs plus the most flexible system for customization, extension, integration and development in cloud ERP—making “smart integrations” easy and putting the business processes that give you competitive advantage right in your system of record.



## Built-In Security and Redundancy



### Security

\$25,000 – \$50,000

Analysis assumes 1% customer churn due to security issues (500 customers & \$20k revenue/customer).

NetSuite employs stringent round-the-clock monitoring tools, controls and policies and a dedicated tenured security team to ensure that it provides the strongest security (Application, Network and Data) for its customers.

This results in benefits to our customers by getting stringent security certifications for their business applications and lets them enjoy security controls such as fully guarded premises and physical access management that are economically unachievable with typical in-house, on-premise deployments.

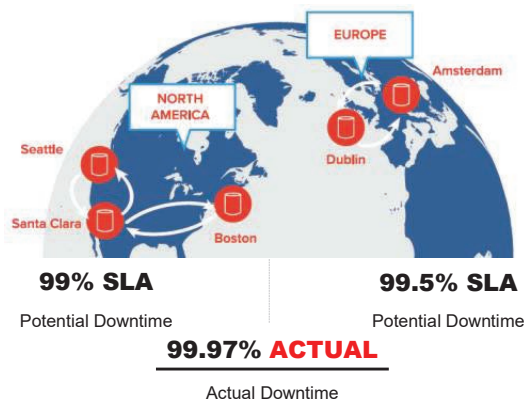


### Availability

\$0

Benefit analysis assumes that customer evaluates this SLA for all platforms it may be considering.

NetSuite maximizes application availability by operating multiple geographically separated data centers. Its data center redundancy includes data mirroring, disaster recovery and failover. NetSuite has achieved a historical uptime track record of 99.96% over more than the past five years and guaranteed uptime of 99.5% backed by transparent Service Level Commitment. To add to its commitment, NetSuite's SLC is backed by a service credit if availability commitment isn't met. System status is displayed at all times at <http://status.netsuite.com>.





"NetSuite is designed for life, just like my Sactionals. They're both built to last and infinitely adaptable." — **Shawn Nelson**, CEO and Founder, Lovesac

Performance to Boost Productivity



Performance  
\$0

Benefit analysis assumes that customer evaluates this SLA for all platforms it may be considering.

Application performance is key to NetSuite and our customers. NetSuite’s built-in performance monitoring tools provide deep insights into the application’s behavior and exposes granular details about performance metrics.

"We can do twice as many transactions in the same amount of time."

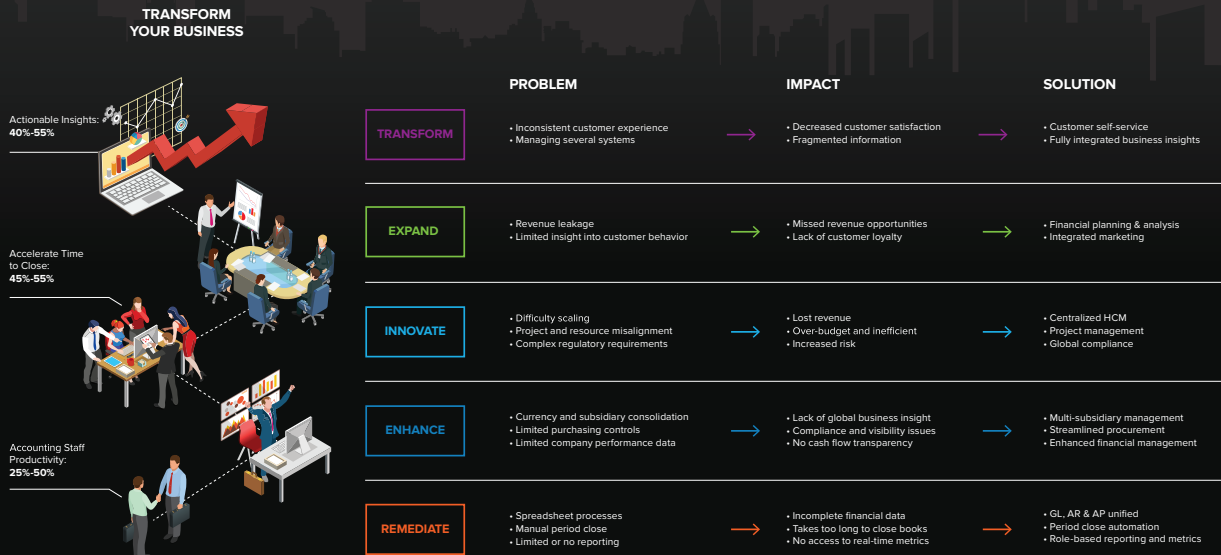
— **Ed McMahon**, CEO, EPEC Engineered Technologies



# NETSUITE STAIRWAY: FINANCIALS FIRST

www.netsuite.com.sg

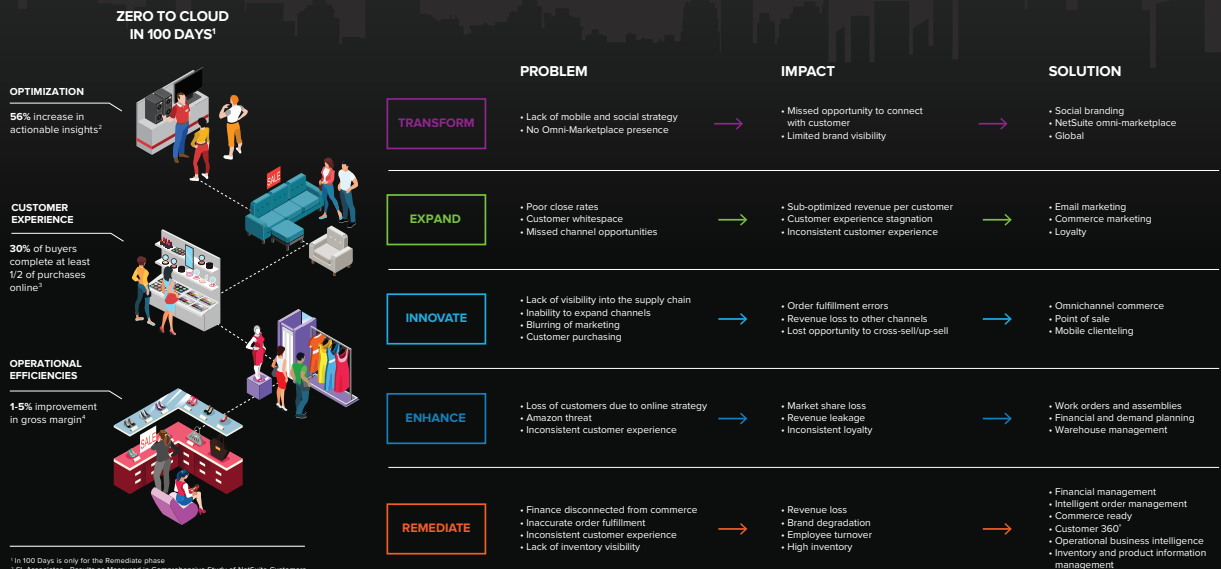
A strategy for companies to meet the challenge of today's disruptive times.



# NETSUITE STAIRWAY FOR OMNICHANNEL RETAIL

www.netsuite.com/retail

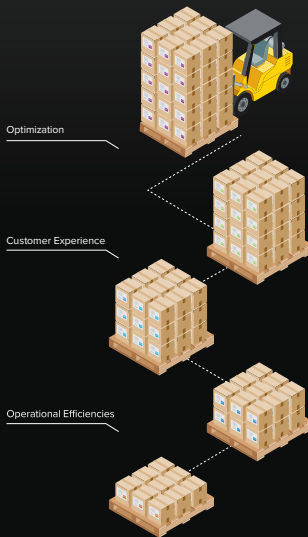
Be Omni-Present via Omnichannel and make every Customer Experience Unique



# NETSUITE STAIRWAY: WHOLESALE DISTRIBUTION

[www.netsuite.com/wd](http://www.netsuite.com/wd)

A strategy for distribution to meet the challenge of today's disruptive times.



CHALLENGES	NEGATIVE IMPACT	SOLUTION
<b>TRANSFORM</b> <ul style="list-style-type: none"> <li>Lack of insight into customer behavior</li> <li>No closed-loop ROI</li> </ul>	→ Stagnant Growth	→ <ul style="list-style-type: none"> <li>Business intelligence</li> <li>Marketing automation</li> <li>Price and margin management</li> </ul>
<b>ENHANCE</b> <ul style="list-style-type: none"> <li>Inefficient inventory utilization</li> <li>Consumer directed fulfillment</li> <li>Service cross sell and upsell</li> </ul>	→ Poor use of working capital	→ <ul style="list-style-type: none"> <li>Warehouse Management (WMS)</li> <li>Field service</li> </ul>
<b>INNOVATE</b> <ul style="list-style-type: none"> <li>Lack of visibility into the supply chain</li> <li>Inability to expand channels</li> <li>Order inefficiency and inaccuracy</li> </ul>	→ Customer attrition	→ <ul style="list-style-type: none"> <li>Supply Chain Automation (SCM)</li> <li>Bar coding</li> </ul>
<b>EXPAND</b> <ul style="list-style-type: none"> <li>Lack of visibility into the supply chain</li> <li>Inability to expand channels</li> <li>Order inefficiency and inaccuracy</li> </ul>	→ Market share loss	→ <ul style="list-style-type: none"> <li>B2C and B2B commerce (B2X)</li> <li>Supplier-customer experience</li> <li>Work orders and assemblies</li> </ul>
<b>REMEDiate</b> <ul style="list-style-type: none"> <li>Finance misery with close and audit</li> <li>Lack of order orchestration</li> <li>Lack of inventory visibility</li> <li>Inconsistent customer care</li> <li>Manual processes</li> <li>Legacy platform</li> </ul>	→ Revenue loss due to over-promising and under-delivering → Inability to scale	→ <ul style="list-style-type: none"> <li>Financial (FMS)</li> <li>Order management</li> <li>Inventory</li> <li>CRM</li> <li>Operational BI</li> </ul>

# NETSUITE STAIRWAY FOR NONPROFITS

[www.netsuite.com/nonprofit](http://www.netsuite.com/nonprofit)

A strategy for nonprofit organizations to meet today's challenges, and accelerate their mission



CHALLENGE	NEGATIVE IMPACT	SOLUTION
<b>TRANSFORM</b> <ul style="list-style-type: none"> <li>Inability to tie dollars to outcomes</li> <li>Trouble adopting new business models</li> </ul>	→ Suspect organizational integrity → Inability to respond to change	→ <ul style="list-style-type: none"> <li>Mission ERP</li> <li>Flexible development platform</li> </ul>
<b>ENHANCE</b> <ul style="list-style-type: none"> <li>Disjointed donation processes</li> <li>Limited brand strategy and awareness</li> <li>Restrained financial transparency</li> </ul>	→ Lost revenue → Declining marketing and mind share → Weaker growth, compliance and stewardship	→ <ul style="list-style-type: none"> <li>Integrated online donation platform</li> <li>Social branding</li> <li>Unified billing and reporting</li> </ul>
<b>INNOVATE</b> <ul style="list-style-type: none"> <li>Lack of constituent insight</li> <li>Not having the right people</li> <li>Revenue tracked in multiple systems</li> </ul>	→ Poor constituent experience → Inability to grow and change → Lost revenue	→ <ul style="list-style-type: none"> <li>Unified CRM data</li> <li>Centralized Human Capital Management</li> <li>Single revenue tracking system</li> </ul>
<b>EXPAND</b> <ul style="list-style-type: none"> <li>Divided global operations</li> <li>Limited budgetary insights</li> <li>Inability to track designated resources</li> <li>Ineffective program management</li> </ul>	→ High costs and no collective impact → Poor allocation of resources → Misuse of designated funds → Missed mission goals	→ <ul style="list-style-type: none"> <li>Affiliate and multi-subsidiary capabilities</li> <li>Financial planning and analysis</li> <li>Fund accounting</li> <li>Program and project management</li> </ul>
<b>REMEDiate</b> <ul style="list-style-type: none"> <li>Weak security and controls</li> <li>Inaccurate reporting</li> <li>Ineffective grant tracking</li> <li>Manual data entry</li> <li>Limited visibility on progress to plan</li> </ul>	→ Negligent system use and fraud → Poor decision making → Noncompliance and revenue loss → Accounting errors and lost time → Poor use of donor funds	→ <ul style="list-style-type: none"> <li>Role-based ERP</li> <li>Real time dashboards and KPIs</li> <li>Grant accounting</li> <li>Smart financials</li> <li>Nonprofit budgeting</li> </ul>

# SUITESUCCESS – ZERO TO CLOUD

## SuiteSuccess – Time to Value

NetSuite packages the experience gained from tens of thousands of deployments worldwide amassed over two decades into a set of leading practices. These practices pave a clear pathway to success and are proven to deliver rapid business value. Intelligent, staged implementation begins at sales contact and spans the entire customer life cycle so that there is seamless continuity from sales to services to support.

Most ERP vendors have tried to solve the industry solution problem with templates, rapid implementation methodologies, and custom code. NetSuite took a holistic approach to the problem and productized domain knowledge, leading practices, KPIs and an agile approach to product adoption. The benefits of this are faster time to value, increased business efficiency, flexibility and greater customer success.

Within each industry offering, NetSuite has built unique micro-vertical solutions to address specific market needs. SuiteSuccess has over 300 customers and is available now, expanding globally into more industries and to current NetSuite customers over the course of this year.

"Our team at NetSuite has been nothing short of spectacular. They provided us with a smooth, on-time and rock solid delivery of our new ERP."

— **Dave Ullmann**, Director of Ecommerce,  
Lindemann Chimney

# NEXT STEPS

## Path towards a strategic partnership

NetSuite is aligned and committed to your transformation initiatives. As a strategic partner we will take this responsibility extremely seriously and are ready to bring our expertise and cloud solutions delivery experience to your organization.

### Proposed Next Steps:

- Plan and schedule a value assessment engagement to confirm and validate the platform value that can be realized with NetSuite solutions.
- Establish a joint executive sponsorship and governance team to track and monitor our strategic partnership.

## NetSuite Customers



## Value Perspectives

This presentation is subject to change at NetSuite's sole discretion.

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