



# EXECUTIVE ERP EVALUATION AND INVESTMENT ROADMAP

Developed For The Modern Manufacturer

# TABLE OF CONTENTS

**Introduction**

Page 3

**Engage**

Page 11

**Align**

Page 12

**NetSuite SuiteSuccess  
“Zero To Cloud In  
100 Days”**

Page 21

**NetSuite Value Chain  
and Evolution**

Page 22



# EXECUTIVE ERP EVALUATION AND INVESTMENT ROADMAP

Developed for the Modern Manufacturer

In today's business world, with so many solutions to consider across Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), inventory management, and ecommerce—the task of choosing one or more may seem daunting. Although choosing the right solution and provider for your organization may be a long, taxing process, the rewards can be substantial. The right ERP system, implemented efficiently and built to enable the business's strategy, can:

- Create a happier working environment.
- Improve your profit margins.
- Increase revenue.

I have built this guide in collaboration with the ERP experts at NetSuite to help you and your team make a decision about the solution that works best for you and to help set you up for a successful implementation. Although I would appreciate the opportunity to be considered as an evaluated vendor, it is not a requirement.

You will still find value in this Executive Evaluation and Investment Guide. The process outlined in this guide is a widely accepted evaluation process and is a valuable exercise for any major technology implementation project.

How will this guide help you to successfully select a software solution for your business? First, it will help guide you toward the reason and value for making a change; second, it will align your organization on the specific benefits of a new software solution across all of your operations.

Thank you for taking the time to meet with me and review the Executive ERP Evaluation and Investment Guide—I hope to be given the opportunity to work through this process with you.

Sincerely,

## Why are we beginning this journey?

Should our organization be looking at purchasing new software?	Yes	No
Do you have general or industry-specific requirements beyond the ability of your current system?		
Are you unable to use the data or is it taking up too many resources and too much time to analyze data?		
Does your current system architecture require duplicative and/or redundant data entry?		
Are your employees, partners and vendors able to access company data over the web and via mobile devices? Is this something you could benefit from?		
Does lack of flexibility hurt your company's ability to keep up with new and more complex business processes?		
Can you use your system to automate job costing, sales orders, supply chain management and/or other industry-specific requirements?		
Is key information and business intelligence unavailable throughout your company?		
Does your current Accounting/ERP system timeout or under-perform?		
Does your company rely on manual processes, double entry and/or spreadsheets?		
Is the production of financial statements time-consuming and error-prone? Can you easily perform inter-company transactions?		

There should always be value tied to change—financial or otherwise. This exercise is meant to explore the largest opportunities within your organization and help you capture value. Use this section to identify, understand, quantify and align the most important opportunities within your organization.

	<b>Opportunities (list top 3) “What keeps you up at night”?</b>	<b>What type of benefit can be achieved? Financial, Morale or Other</b>	<b>How much is the opportunity worth to your organization?</b>	<b>Why is this one of your largest opportunities?</b>	<b>What is preventing us from capturing the benefit?</b>	<b>What is the first step to capturing the benefit?</b>
<b>1</b>						
<b>2</b>						
<b>3</b>						

If these opportunities are achievable in some way, what would you be willing to pay to capture all of the above listed value?

\$

**What is your organization’s long term vision in 100 words?**

---



---



---



---



---



---



---



---

## Strategy

Building and executing a strategy is essential in achieving your organizations long term vision. Use the section below to establish key strategic points in various areas of your organization to help align your internal priorities. This will not only help identify day to day priorities, it will also help identify priorities in a digital solution.

<b>Organic Growth and Product Development</b>	<b>Raw Materials and Vendor Management</b>
<b>External Growth, Expansion, Mergers and Acquisitions</b>	<b>Organizational Structure</b>
<b>Technology and Data</b>	<b>Ecommerce</b>
<b>Other</b>	

## Joint Execution Plan

The evaluation process for a new digital solution and partner can be challenging and time consuming. The Joint Execution Plan (JEP) can be used to track key milestones and deliverables throughout your selection process. It will also be a valuable tool to help hold the various vendor's accountable to your timeline.

Milestone	Due By Date	Status	Actions To Green
Introductory Meeting			
Business Discussion and VCA			
Online Pre-Recorded Demo			
Demo Review and Feedback			
Alignment and Discovery			
Scenario Demo			
High Level Pricing Delivery			
Review of SSA and SOW			
Legal SSA Review			
Professional Services Alignment			
Decision Meeting			
Solution Review and Cost Proposal			
Final Q&A			
Vendor Selection			
Contract Execution			
Implementation Kick-Off Meeting			
Industry Fundamentals Training			
End User Training			
Data and System Migration			
Go-Live			

## Your Organization at a Glance

High Level Overview	\$ USD	% of Revenue
Revenue		
Cash		
# of Employees		
Inventory on Hand		

Key Financial Metrics	\$ USD	% of Revenue
COGS		
SG&A		
AR		
AP		
DSO		

Item	
# of Invoices	
Average Invoice in \$	
# of Retailers	
# of Supply Vendors	
# of SKUs	
# of Stock-Outs	
# of Unique Customers	
# of Return Customers	
Average Customer in \$	
Days to Close Monthly	



Spend Item	Name	Spend
ERP System		\$
CRM System		\$
# of Excel Reports		
# of Access Data Bases		
Ecommerce Store		\$
IT Labor	#	\$
EDI Connections	#	

## Functionality Requirements and Vendor Comparison

Area of Business	Functionality Requirements	Priority (H, M, L)
Engineering		
Commerce		
Sales/Marketing		
Order Management		
Supply Chain		
Manufacturing		
WIP/Routings		
Support		
Financials		
Technology		

Area of Business	Priority (High, Medium, Low)	Priority – Explanation
Go-Live Date		
Price/Budget		
Reporting		
Time in System		
Redundancies		
Unified Data		
Cloud-Based		
Updates		
Uptime		

## Engage

Ask your employees for the best and worst thing about the current system.

Employees are your best resource to better understand your day to day issues. Taking some time to listen to what they have to say does a few things.

1. It helps you get a better understanding of what impacts their moral and ability to get the job done.
2. It will build engagement and buy in for a new digital strategy and solution.
3. It will help leadership discuss the change that is coming, prepare the employees for change and reduce any surprises.

#	The Bad	The Good
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

ORACLE + NETSUITE		MANUFACTURING VALUE CHAIN			
FUNCTION	BUSINESS PROCESS	WORKFLOW	BUSINESS IMPACT		
Engineering	<ul style="list-style-type: none"> <li>Product Design</li> <li>BOM Management</li> </ul>	Revision, Build BOMs and Routings, Resource Requirements, Project Management	Product Management Capture Manufacturing Costs Supply Chain Identification Marketing Effectiveness		
Sales & Marketing	<ul style="list-style-type: none"> <li>Campaigns</li> <li>Opportunity Management</li> <li>Quotations</li> </ul>	Prospect Capture, Forecasting, Pipeline Management, Commission Management, Configuring, Contracts, Promotions, Mobile Access	Lead to Quote Forecasted Revenue Projected Inventory Demand Sales Effectiveness/Close Rates Rep Productivity Pipeline Management		
Order Management	<ul style="list-style-type: none"> <li>Input Type</li> <li>Customer Self-Service</li> </ul>	Quick Order Entry, Ecommerce, Customer Portals, Direct Sales, Distributors, Point of Sale, Mobile, Intercompany, EDI	Order to Cash Customer Profitability Cost to Serve Profitability by Segment		
Supply Chain Management	<ul style="list-style-type: none"> <li>Suppliers</li> <li>Demand Planning</li> <li>Purchasing</li> </ul>	Portals, Performance, Supplier Management, MRO, Buy Direct, Purchase Requisition, Supplier Collaboration, Drop Ship, Demand Forecasting, Inventory Management, Allocations	Procure to Pay Inventory Cost Management Lead Time Cash Flow Management Purchasing Compliance		
Manufacturing	<ul style="list-style-type: none"> <li>Scheduling</li> <li>Work Order Management</li> <li>Quality</li> </ul>	BOMs, Routings, Costing, WIP, Work Orders, Resources, Overload Notifications, MES, Production Management, Available to Promise, Multi-Site, Serial and Lot Control	Build to Demand On-Time Delivery Fulfillment Cost Inventory Controls		
Service and Support	<ul style="list-style-type: none"> <li>Case Management</li> <li>Warranty</li> <li>Solution Management</li> </ul>	Product Support, Warranty/Repair, RMA-Return Material Authorization, Rentals and Service, My Account, Customer Portal, Knowledge Base	Call to Resolution DSOs Product Issues Support Costs Cost to Close		
Financials	<ul style="list-style-type: none"> <li>Intercompany</li> <li>Costing</li> <li>Payment Management</li> </ul>	Fixed Assets, Deferred Revenue, Project Accounting, Revenue Reconciliation, Close Management, Multi-Currency, Taxation, Multi-Location	Financial Closing Receivables Consolidations Close Times		
<b>COMMERCE READY – SUITECLOUD – MOBILITY</b>					
REPORTING & ANALYTICS		SUITEFLOW	GRC – GOVERNANCE RISK & COMPLIANCE	SDN – SUITECLOUD DEVELOPER NETWORK	HUMAN CAPITAL MANAGEMENT (HCM)

**Manufacturing Value Chain Assessment**

**Align**

The alignment section of this document can be used to review each major process throughout your organization. The suggested use of this section is to:

1. Speak to the process owners and have them describe the process.
2. Draw the process.
3. Identify the process gaps, breakdowns and shortfalls.
4. Complete time studies on the processes to quantify the process gaps. Once you know the details and opportunities within each process, you can better understand the monetary opportunity by streamlining each process.

## Sales Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

## Procurement Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

## Order Management Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

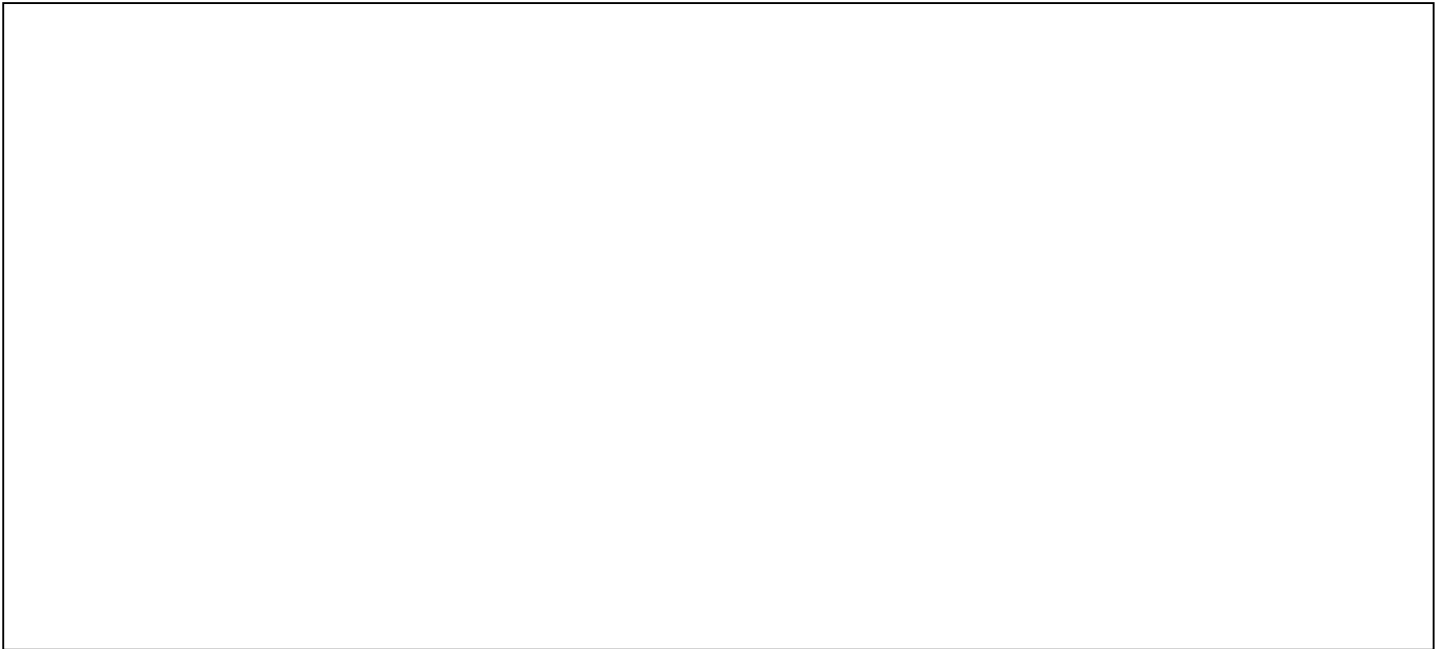
Current Process Cycle Time:

## Manufacturing Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:



## Inventory Management Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls


Current Process Cycle Time:

## Accounts Payable Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

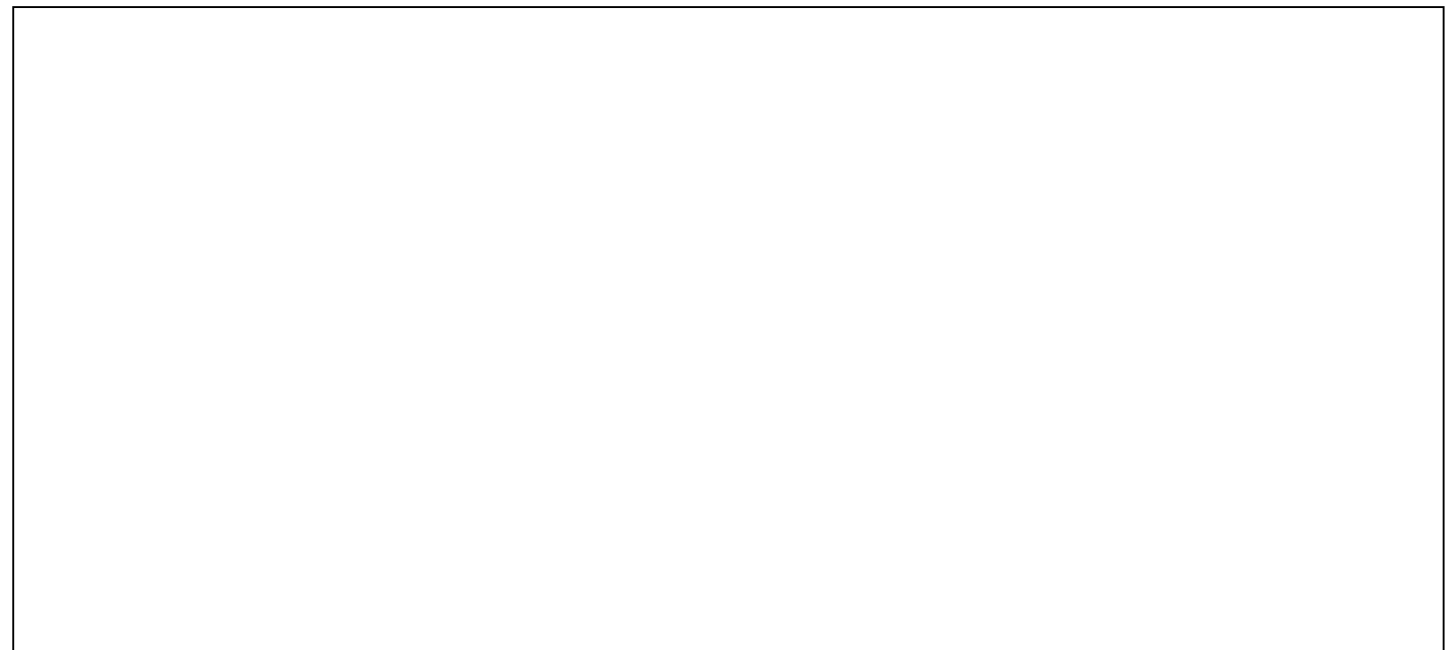
Current Process Cycle Time:

## Accounts Receivable Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

## Financial Close Process – Describe and Draw

Owner

Description

Draw



Process Breakdowns and Shortfalls

Current Process Cycle Time:

## NetSuite SuiteSuccess “Zero to Cloud in 100 Days”

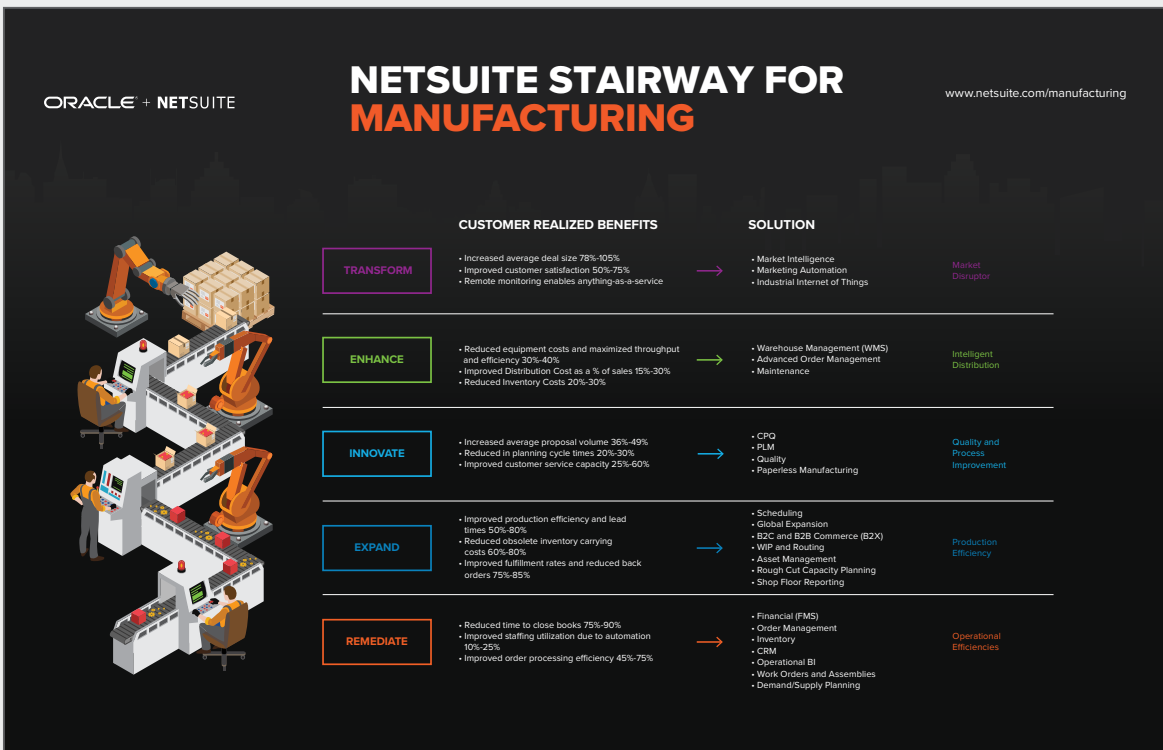
At NetSuite, innovation is at the core of what we do and how we deliver value to our customers. SuiteSuccess is a transformative customer engagement methodology designed with leading practices and years of experience in cloud ERP implementation and industry knowledge to help our customers meet their business needs and industry requirements. SuiteSuccess is an agile and phased approach starting from sales and moving into implementation, as well as post implementation support that enables us to provide our customers with what’s needed for a successful ERP implementation in record time as well as providing continuous support to ensure they can always get the most out of NetSuite cloud ERP. With SuiteSuccess, NetSuite delivers unprecedented customer experience and tangible business outcomes.

- **For You** – SuiteSuccess delivers a solution that has been built for each industry and each role in that industry. Every user will think they are using a product that was built specifically for them and their industry.
- **End-to-End Customer Engagement Model** – Consistent engagement from sales through service, support and beyond. Allowing customers to start their implementations from the time they first speak with a NetSuite sales person.

- **Vertical specific solution with leading practices built in** – Including modules, workflows, reports, KPIs, analytics built up and continually improved based on successful implementations in thousands of companies.
- **Intelligent Phased Approach** – Allow customers to rapidly implement the product in manageable segments, deliver success quickly on solid foundations and introduce new capabilities when needed. Ensuring customers always remain competitive and never fall behind or fall victim to long drawn out “big bang” projects.
- **Flexibility and Scalability** – Allows customers to add their own unique requirements where needed and scale around the globe.
- **Zero to Cloud in 100 Days** – Proven rapid ROI.
- **NetSuite Industries** – Distribution, Software, Retail, Not for Profit, Manufacturing, Services, Media & Publishing, Advertising, Financials First & People First.
- **Success** – Deliver what we sell and sell what we deliver.

ORACLE + NETSUITE		MANUFACTURING VALUE CHAIN			
FUNCTION	BUSINESS PROCESS	WORKFLOW	BUSINESS IMPACT		
Engineering	<ul style="list-style-type: none"> <li>Product Design</li> <li>BOM Management</li> </ul>	Revision, Build BOMs and Routings, Resource Requirements, Project Management	Product Management	<ul style="list-style-type: none"> <li>Capture Manufacturing Costs</li> <li>Supply Chain Identification</li> <li>Marketing Effectiveness</li> </ul>	
Sales & Marketing	<ul style="list-style-type: none"> <li>Campaigns</li> <li>Opportunity Management</li> <li>Quotations</li> </ul>	Prospect Capture, Forecasting, Pipeline Management, Commission Management, Configuring, Contracts, Promotions, Mobile Access	Lead to Quote	<ul style="list-style-type: none"> <li>Forecasted Revenue</li> <li>Projected Inventory Demand</li> <li>Sales Effectiveness/Close Rates</li> <li>Rep Productivity</li> <li>Pipeline Management</li> </ul>	
Order Management	<ul style="list-style-type: none"> <li>Input Type</li> <li>Customer Self-Service</li> </ul>	Quick Order Entry, Ecommerce, Customer Portals, Direct Sales, Distributors, Point of Sale, Mobile, Intercompany, EDI	Order to Cash	<ul style="list-style-type: none"> <li>Customer Profitability</li> <li>Cost to Serve</li> <li>Profitability by Segment</li> </ul>	
Supply Chain Management	<ul style="list-style-type: none"> <li>Suppliers</li> <li>Demand Planning</li> <li>Purchasing</li> </ul>	Portals, Performance, Supplier Management, MRO, Buy Direct, Purchase Requisition, Supplier Collaboration, Drop Ship, Demand Forecasting, Inventory Management, Allocations	Procure to Pay	<ul style="list-style-type: none"> <li>Inventory Cost Management</li> <li>Lead Time</li> <li>Cash Flow Management</li> <li>Purchasing Compliance</li> </ul>	
Manufacturing	<ul style="list-style-type: none"> <li>Scheduling</li> <li>Work Order Management</li> <li>Quality</li> </ul>	BOMs, Routings, Costing, WIP, Work Orders, Resources, Overload Notifications, MES, Production Management, Available to Promise, Multi-Site, Serial and Lot Control	Build to Demand	<ul style="list-style-type: none"> <li>On-Time Delivery</li> <li>Fulfillment Cost</li> <li>Inventory Controls</li> </ul>	
Service and Support	<ul style="list-style-type: none"> <li>Case Management</li> <li>Warranty</li> <li>Solution Management</li> </ul>	Product Support, Warranty/Repair, RMA—Return Material Authorization, Rentals and Service, My Account, Customer Portal, Knowledge Base	Call to Resolution	<ul style="list-style-type: none"> <li>DSOs</li> <li>Product Issues</li> <li>Support Costs</li> <li>Cost to Close</li> </ul>	
Financials	<ul style="list-style-type: none"> <li>Intercompany</li> <li>Costing</li> <li>Payment Management</li> </ul>	Fixed Assets, Deferred Revenue, Project Accounting, Revenue Reconciliation, Close Management, Multi-Currency, Taxation, Multi-Location	Financial Closing	<ul style="list-style-type: none"> <li>Receivables</li> <li>Consolidations</li> <li>Close Times</li> </ul>	
<b>COMMERCE READY – SUITECLOUD – MOBILITY</b>					
REPORTING & ANALYTICS		SUITEFLOW	GRC – GOVERNANCE RISK & COMPLIANCE	SDN – SUITECLOUD DEVELOPER NETWORK	HUMAN CAPITAL MANAGEMENT (HCM)

Manufacturing Value Chain



Manufacturing Evolution

ORACLE® + NETSUITE

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



[info@netsuite.com](mailto:info@netsuite.com)

877-638-7848