

WHITEPAPER

Executive ERP Evaluation and Investment Roadmap

Developed for the Modern Manufacturer





Grab a seat and enjoy.
Read Time: 12 minutes

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 for your organization may be a taxing process, the rewards can be substantial. The right ERP system, implemented efficiently and built to enable the business strategy, can:

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

The ERP experts at NetSuite have built this guide to help your team make a decision about the best solution for your business and to help set you up for a successful implementation. The process outlined in this guide is a widely-accepted evaluation process and is a valuable exercise for any implementation project.

How will this guide help you select the right system for your manufacturing business? First, it will 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 review the Executive ERP Evaluation and Investment Guide—we hope to be given the opportunity to work through this process with you.

Sincerely,
Oracle NetSuite

Table of Contents

Introduction

Page 2

1 Engage

Page 10

2 Joint Execution Plan

Page 11

3 NetSuite SuiteSuccess: Engineering Lifelong Customer Success

Page 12

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.

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

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 goal 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.

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

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		

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			

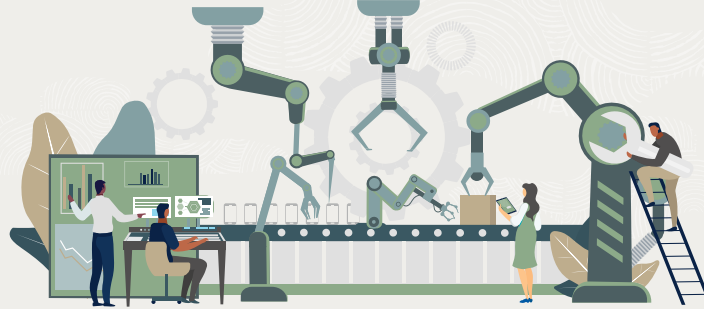
NetSuite SuiteSuccess: Engineering Lifelong Customer

At NetSuite, innovation is at the core of what we do and how we deliver value to our customers. SuiteSuccess was designed with leading practices and years of implementation experience and industry knowledge to help our customers meet their business needs and industry requirements. SuiteSuccess is an agile, phased approach from sales to implementation and post-implementation that enables us to provide faster time to value, increased business efficiency, flexibility and greater customer success. With SuiteSuccess, NetSuite delivers unprecedented customer engagement and business optimization.

- **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.
- **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.
- **Industry Leading Practices** – Including prebuilt workflows, KPI reports, dashboards and metrics, with the flexibility to personalize.
- **Intelligent Phased Approach** – Allows 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.
- **Flexibility and Scalability** – Allows customers to add their own unique requirements and scale around the globe.

ORACLE | NetSuite Stairway
NETSUITE For Manufacturing

www.netsuite.com/manufacturing



Establish

- Financials
- CRM and order processing
- Inventory management
- Discrete manufacturing

Elevate

- Commerce
- Warehouse and quality management
- Supply chain and asset management
- Work in process
- Payroll and people management
- Financial management

Expand

- Business insight and reporting
- Project management
- Planning and budgeting
- Production management

Accelerate

- Sales and order optimization
- Warehouse and shop floor automation
- Project and revenue management
- Omnichannel commerce

Dominate

- Field service and repair
- Industrial internet of things
- Global expansion
- Business AI

Manufacturing Evolution

NetSuite Value Chain Assessment - Manufacturing						● Current	● Desired
	PRIORITIES	FOUNDATIONAL	COMPETITIVE	BEST IN CLASS	TRANSFORMATIVE	EXAMPLE BENEFITS	
Engineering		CAD system disconnected from ERP	Manual one-way push to ERP	Bi-directional sync with ERP	The future of making things, cloud based PLM, integrated design, IoT feedback		40% reduction in design costs, 70% faster ECN resolution
Commerce		Legacy ecommerce, limited presence	Simple search, basic check out, disconnected and disjointed data	Single platform, B2B & B2C, no mobile	Omnichannel, Real-time, Scalable, Single-data Model, Responsive Design		Nearly double industry normal for average order value
Sales & Marketing		Limited customer data and communication, brochure website	Centralized customer list, unified messaging, drip marketing knowledge base, sales forecast planning	Promotions, pipeline management, embedded BI, workflows, unified messaging, variable pricing	Lead scoring, segmentation, SEO, real-time metrics, dynamic pricing, sellers scorecard, ROI		50%-75% increase in actionable insights, sales productivity increased by 40%-60%
Order Management		Quantity and price	Accept orders from multiple sources (EDI, phone, fax, web)	Tracking, workflows, pricing models	360 degree view, reporting, automation manage by exception		Improved 45%-75% order processing efficiency
Supply Chain Management		Manual transactions, no updates from vendors until order is ready	Automated but disconnected transactions, demand planning, infrequent vendor updates	Distribution requirements planning, frequent vendor updates, manual load balancing, exception tracking	Vendor portals, fully automated and self-levelling supply chain, buyers scorecards, vendor MES		50% increase in supply chain efficiency, 25%-40% reduction in sourcing costs
Manufacturing		Manual resource management and scheduling, paper based tracking and communication	Simple assembly build with limited material management requirements	Batch and/or discrete (mixed mode) manufacturing, rough-cut capacity planning, finite scheduling, quality management, real-time costing and inventory	Factory of the future, IoT, location irrelevance, predictive analytics, artificial intelligence		Improve OEE by 10%-75%, up to 10% reduction in total costs to produce. Improved quality compliance
Support		No issue tracking, customer data in silos	Non-collaborative, 1:1 issue tracking	Central customer data repository, team collaboration	Complete customer view, customer portal, workflow, automation, infrastructure		30%+ improvement in customer service efficiencies
Financial Management & Reporting		No integrations, limited monthly reporting	Limited integrations, dimensional reporting	Multi-company management, consolidation	Real-time reporting and dashboards, sales tax, approval routings and workflows		1-5% improvement in gross margin
Technology		Fragmented systems, poor data	Multiple tools and technologies, internally managed	Single data model, customized frameworks, optimized for scale	Multi-tenant real-time cloud, automatic updates, embedded intelligence		50-75% reduction in IT support costs

Manufacturing Value Chain Assessment

