

WHITE PAPER

# The Value of a True Cloud ERP Platform

NetSuite Perspectives





Grab a seat and enjoy.  
Read Time: 20 minutes

# The Value Of a True Cloud ERP Platform

## NetSuite Perspectives

### Our Experience

Today, cloud computing enables companies to adapt to changing business 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 a cloud platform reduces complexity and total cost of ownership and increases reliability, enabling faster development processes and decreasing 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 strives continuously to develop a truly integrated suite for our growing global customer base of more than 22,000.

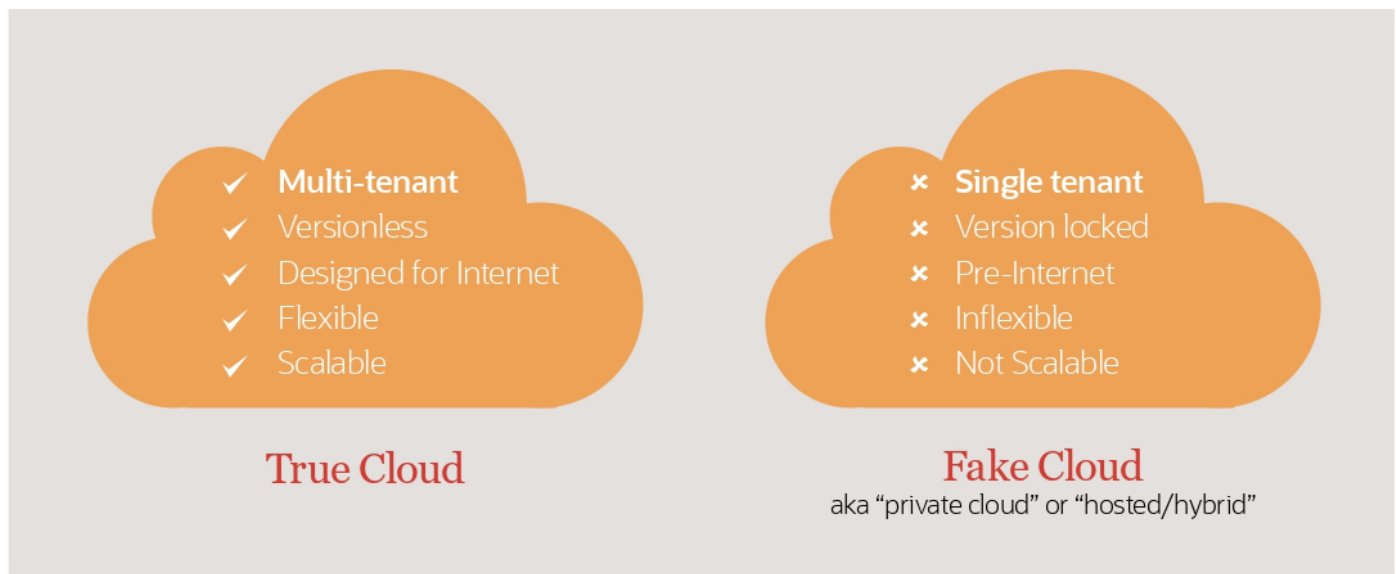
Further, the SuiteSuccess customer engagement model is helping thousands of new customers deploy the platform faster and leverage leading business process practices to both create and realize value within their organization much sooner than traditional approaches.



“While many still invest in antiquated on-premise systems, the most technology-driven businesses have turned their focus to SaaS and cloud-enabled software. This focus has been driven by the need for flexible and agile business applications that are relatively easy to implement, configure and update.” IDC<sup>1</sup>

In this document, we hope to provide the tools to analyze for yourself how our various platform offerings help you meet your organization

objectives today, adapt to the industry disruptions of tomorrow and realize savings of more than 20%-50% in TCO alone<sup>2</sup>.



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

<sup>1</sup>IDC MarketScape: Worldwide SaaS and Cloud-Enabled Manufacturing ERP Applications 2019 Vendor Assessment”, Reid Paquin, June 2019

<sup>2</sup> Hurwitz & Associates – The compelling TCO case for cloud computing in SMB, mid-market enterprises





# 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.



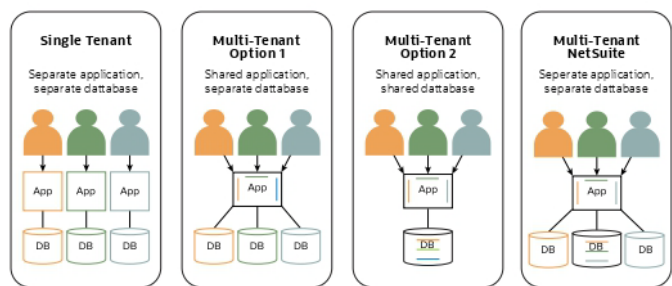
### Multi-Tenant Architecture

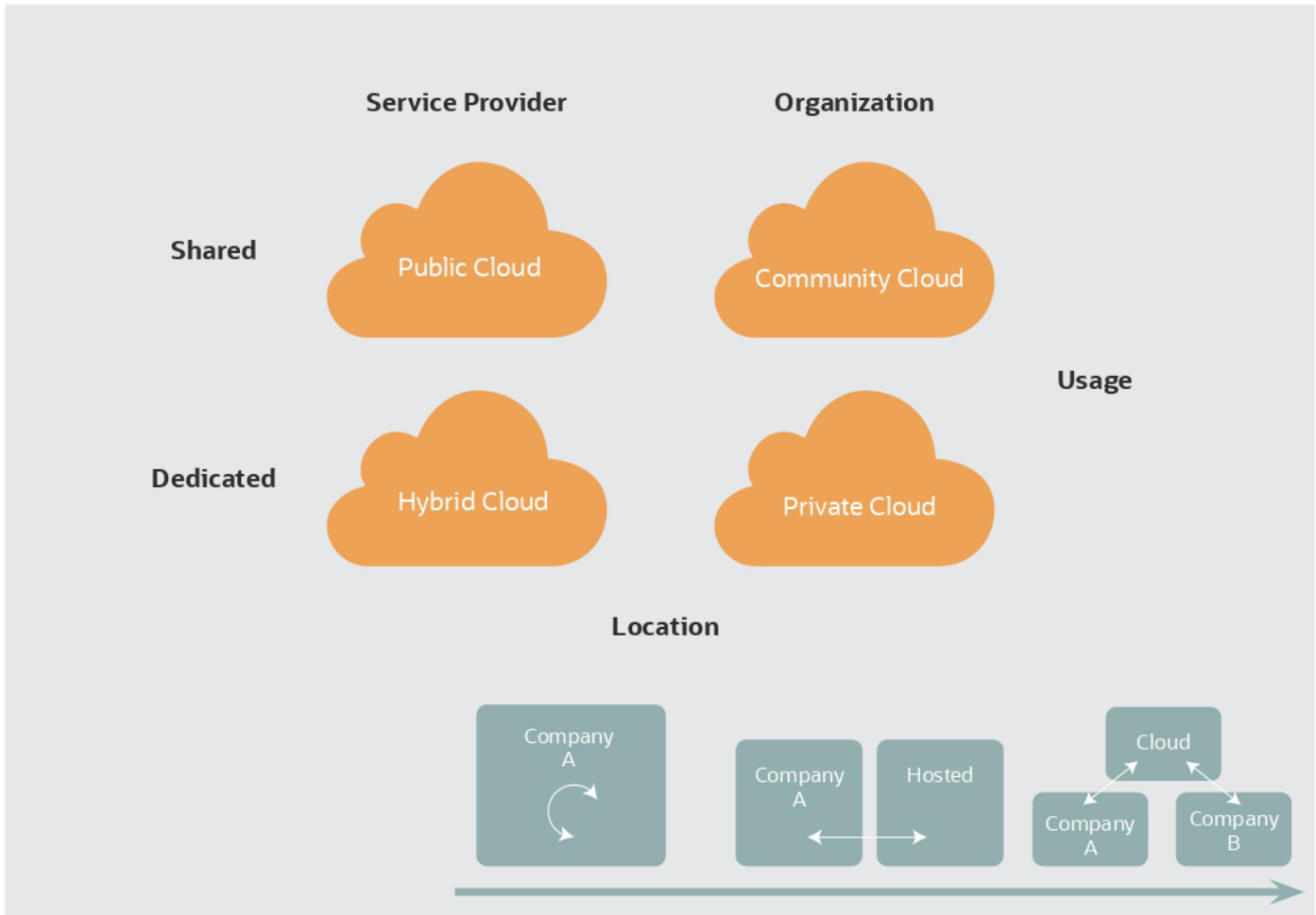
NetSuite has a single instance of the application. Each tenant can make customizations and configurations that are rendered to their dashboard.

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 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 our customers of all sizes 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 lower IT costs.



### Two-tier ERP Strategy

Two-tier ERP is a business and technology strategy that enables manufacturing 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 enterprises 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.

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“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**



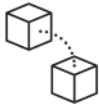






### Application Stack

 <b>ERP/FMS</b>	 <b>CRM</b>	 <b>PSA</b>	 <b>Software</b>	 <b>Retail</b>	 <b>Manufacturing</b>	 <b>Ecosystem</b> 1000+ Partners 400+ SuiteApps
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### Added Platform Benefits from Application Stack

 <b>Global</b> Localization Management	 <b>Mobile</b> Tablets, Watch iOS Android	 <b>100% Browser</b> Independent	 <b>Global Search</b> Google the Suite	 <b>Reporting</b> Create Complex Forms and Reports	 <b>Digital Assets</b> Manage Unstructured Data	 <b>SuiteSocial</b> Collaboration Tools
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### SuiteCloud Platform

 <b>SuiteConnect</b> Cloud Data Integration	 <b>SuiteScript</b> Programmable Logic and UI	 <b>SuiteTalk</b> Cloud App Integration	 <b>SuiteAnalytics</b> Built-in Business Intelligence	 <b>SuiteBuilder</b> Point-and-Click Customization	 <b>SuiteFlow</b> Visual Workflow Implementation	 <b>SuiteBundler</b> Cloud Application Distribution
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### SuiteCloud Infrastructure

 <b>Scalability</b> Enterprise Elastic Capacity	 <b>Security</b> SSAE 16 SOC1/ISAE 3402	 <b>Compliance</b> Type II PCI DSS SOX	 <b>Transparency</b> 24x7 System Status and Ops	 <b>Assurance</b> 99.5% Uptime Guarantee	 <b>Process Tests</b> Pre-Production Sandbox	 <b>No Version Lock</b> Overnight Upgrades
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“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 business software to manage their organization, but many are still struggling to manage costs effectively due to multiple systems causing process bottlenecks and employee productivity issues.

Integrated business software suites are transforming how companies run, giving them the real-time visibility and flexibility they need to see what’s going on with the business anytime, anywhere.

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%, improved sales productivity by 12.5% and increased inventory turns by 50%, amongst other efficiencies.

## Cloud IT application assessment scorecard – TCO savings of 20%-50%<sup>4</sup>

	On-Premise	Cloud Developments	
		Multi-Tenancy	Hybrid
<b>Total Cost of Ownership</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>4</sup> Hurwitz & Associates – The compelling TCO case for cloud computing in SMB and Mid-Market Enterprises

# Cloud business application assessment scorecard – hidden costs of \$64k-\$242k annually<sup>5</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

<sup>5</sup> NetSuite example analysis for a \$10M revenue company





# Assessment Scorecard

Small businesses, mid-market companies and large 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 no surprise that some of the strategic business leaders that we engage with evaluate their cloud computing platforms not only on 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 scorecard that can assist, at least at a high level, in aligning business and IT requirements, eliminate siloed platforms and solutions, and justify the need for an integrated platform that is aligned to your business objectives, which can drive business process improvements and preserve your company valuations.

## Value Realized by NetSuite Customers<sup>6</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%

“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. Small and medium businesses can also achieve other important benefits from ERP in the cloud, such as increased inventory accuracy, better customer satisfaction and increased sales.”

Nucleus Research

<sup>6</sup> Study of NetSuite customers by SL Associates

## Enabling Business Agility and Scalability

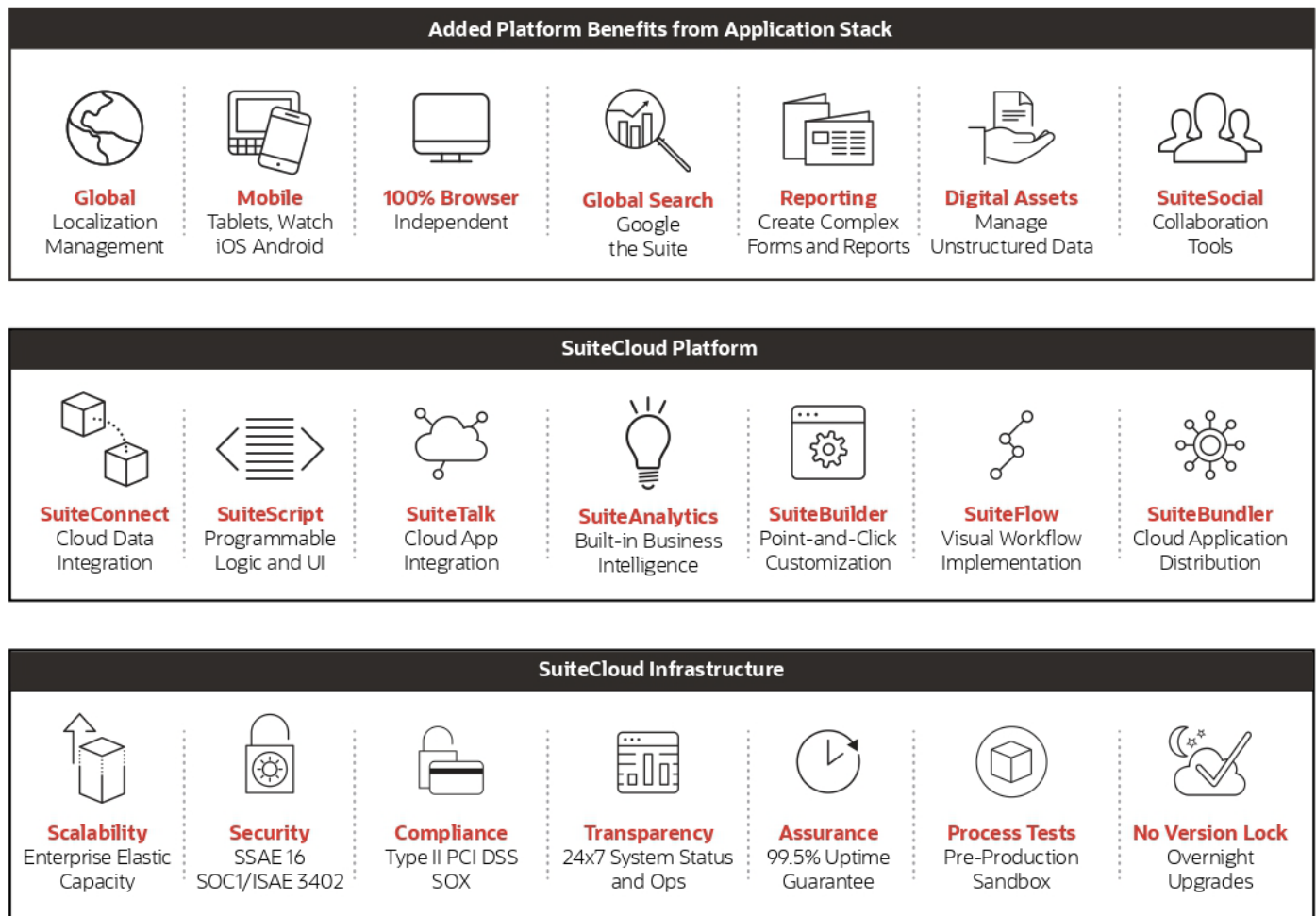


### Business Agility

\$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.



\* 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%.

Increase your 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.

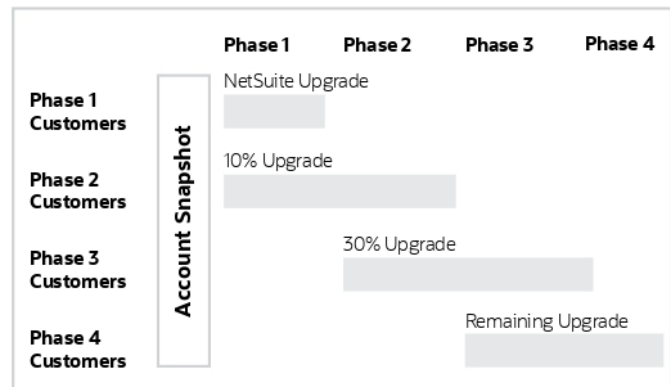
<p><b>SuiteBuilder</b></p> <ul style="list-style-type: none"> <li>• Custom fields and records</li> <li>• Centers</li> <li>• Rulers</li> <li>• Point and click</li> </ul>	<p><b>SuiteFlow</b></p> <ul style="list-style-type: none"> <li>• Custom workflow</li> <li>• Decision trees</li> <li>• Extend with SuiteScript</li> <li>• Point and click</li> </ul>
<p><b>SuiteScript</b></p> <ul style="list-style-type: none"> <li>• Custom back-end logic</li> <li>• Custom UI</li> <li>• Industry-standard JavaScript programming</li> </ul>	<p><b>SuiteTalk</b></p> <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>
<p><b>SuiteAnalytics</b></p> <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>	<p><b>SuiteBundler</b></p> <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>



**Zero Lock Versioning**  
\$48,000

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

NetSuite’s patented “phased release” process ensures that 100% of our customers are on the same version. 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.



## Configure and Customize and Carry Them Forward



**SuiteSolutions**  
\$37,500 – \$50,000

1 IT FTE reduction, effort shift to business user.

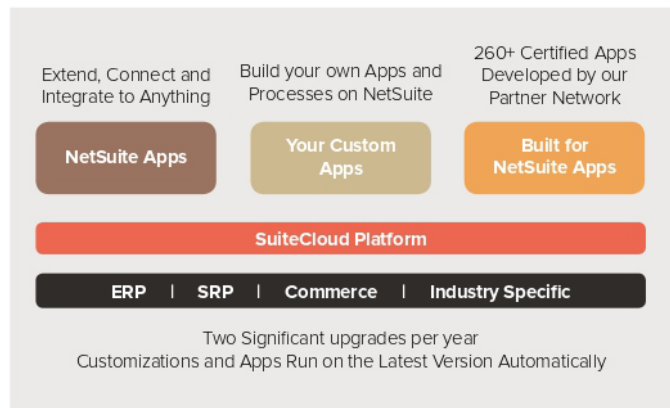
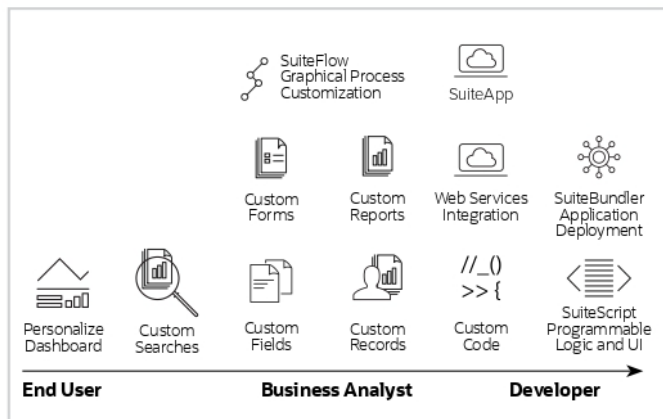
In addition to offering a host of configurable forms, reports and process flows that are configurable by the business users, NetSuite SuiteSolutions offers a library of ready-to-launch solutions to address common business requirements across market verticals. SuiteSolutions facilitate accelerated time-to-market 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 and \$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>.



**99% SLA**  
Potential Downtime

**99.5% SLA**  
Potential Downtime

**99.97% Actual**  
Actual Downtime

“NetSuite is designed for life, just like my Sactionals. They’re both built to last and infinitely adaptable.” 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.” EPEC Engineered Technologies







### Establish

- Financials
- CRM
- Analytics and dashboards

### Elevate

- International expansion
- People management
- Planning and budgeting
- Asset management

### Expand

- Project management
- Billing and advanced revenue
- Advanced reporting
- Requisitions and procurement
- Inventory management

### Accelerate

- Expense management
- Fulfillment
- Ecommerce
- Multi-book accounting

### Dominate

- Talent management
- Email marketing
- Advanced planning

## SuiteSuccess – Zero To Cloud

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### SuiteSuccess – Time to Value

NetSuite packages the experience gained from tens of thousands of deployments worldwide over more than 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 7,000 customers and is expanding globally into more industries and current NetSuite customers than ever before.

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“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.” **Lindemann Chimney**

# Next Steps

## Path Towards a Strategic Partnership

NetSuite is aligned and committed to your business 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 value that can be realized with NetSuite.
- Establish a joint executive sponsorship to track and monitor our strategic partnership.

## NetSuite Customers







