



NetSuite BPO Partner Programme



NetSuite equips BPOs with a single, flexible solution to manage clients of any size, from developing businesses and startups to Global 2000 corporations.

Top-performing companies are increasingly focusing on their core competencies instead of getting slowed down by the rigours of maintaining finance, inventory/fulfilment, ecommerce and human resources (HR) operations, turning to business process outsourcers (BPOs).

BPO Programme Highlights

- Award-winning cloud financial management.
- Robust training, enablement and support for partners.
- Functionality and pricing suitable for everything from startups to enterprise clients.
- Support for outsourcing of finance, inventory, project management, ecommerce and CRM processes.
- Real-time, on-demand visibility and collaboration for BPOs and client users.
- Secure, reliable infrastructure.
- Robust international capabilities and language support.

BPOs have to manage core operational processes across hundreds or thousands of different clients. To make this happen, they need a robust, scalable and flexible technology solution that meets the needs of the small startup all the way up to the billion-dollar global enterprise—and all points in between. Beyond meeting the needs of clients, BPO firms require a solution that meets their needs, which often means a very standardised, easy-to-implement solution for smaller clients and a solution that offers deep configuration and customisation capabilities to meet the requirements of large clients.

Recognised by Gartner as the world's fastest-growing financial management software vendor, NetSuite gives finance and accounting outsourcing (FAO) providers a sophisticated and flexible platform that supports order-to-cash, procure-to-pay and record-to-report processes. Unlike some other solutions, NetSuite also has functionality for inventory management, project management, ecommerce and workflows that allow providers to provide services more efficiently and at a lower cost.

In short, BPO partners get a single, flexible, efficient solution for managing clients of all sizes and across all industries.

Support Clients of Any Size

Operating in a competitive industry, BPO providers need to be able to provide solutions that can accommodate clients of any size. With NetSuite, you can work with a pre-revenue startup to a multi-billion dollar public company. In fact, NetSuite BPO partners have already seen clients develop from an idea born in a garage to a multi-billion dollar private company without ever having to reimplement their ERP system.

Not only is this concept compelling to clients and their investors, but it also provides significant competitive differentiation. It means that you can keep clients for significantly longer than you can with other platforms, and introduce additional high value, high margin services as the client matures and has more sophisticated needs.

Handle Requirements From Accounting to Warehousing (and Everything in Between)

Most outsourcing providers start with a vision of providing outsourced accounting. Very quickly, they realise that the accounting process is tightly intertwined with the other client operations. Providers are left with the stark choice of using massively inefficient and error-prone manual processes to get data into the accounting system (or implementing multiple applications from multiple vendors).

Integrating one or two solutions is relatively straightforward regardless of the platform you choose, but using multiple point solutions from multiple providers quickly becomes a mass of semi-integrated solutions to address requirements across processes such as inventory, project management, customer relationship management (CRM), ecommerce, expense reporting, procurement, workflows and dozens of other functions. This seriously degrades the provider's efficiency in an industry where efficiency equals profitability. That's because the provider has to manage and pay licence fees to multiple vendors, train employees and clients on multiple systems and keep all the integrations working smoothly through upgrades of all of them on an ongoing basis.



NetSuite provides world class functionality in all aspects of a client's operations, allowing the client to easily enter data that flows into your outsourced process.

Need the services-based client to enter time against a project so you can bill the time on their behalf? It's easy in NetSuite.

Need a client that sells gadgets to do an inventory count so you can assist with an adjustment? Just flip a switch when setting up NetSuite and inventory is enabled at no additional cost.

Have a nonprofit client that needs a website to solicit donations and offer a mug or t-shirt in return? NetSuite offers beautiful, easy to set up commerce sites that are a native extension of the platform.

NetSuite's integration capabilities are second to none and a large number of partners offer pre-built integrations that are certified "Built For NetSuite" via the [SuiteApp](#) Programme.

The benefits of being an Oracle NetSuite BPO partner don't end there, and also include:

- **Quick implementation times enabled by SuiteSuccess.** An out-of-the-box, best practises-based templated configuration allows BPOs to implement a polished, full-featured account for clients that operate in any of a dozen industries. SuiteSuccess takes the aches and pains out of the implementation process. Each client can be implemented within a few days to a few weeks.
- **No slowdowns necessary.** NetSuite's breadth of functionality lets BPOs adjust and mature their business models quickly as they respond to market changes, overcome challenges and leverage new opportunities. There's no need

to slow down to select, implement and train on a new system every time a business model changes—it's just full-speed ahead.

- **Flexible workflows and multi-client bundles.** There's no need to start again every time you add a new client to the roster. Build sophisticated workflows for internal or client users to maximise efficiency and process coordination. Point-and-click workflow building avoids custom-coding required in other solutions. Bundle and deploy a single configuration across multiple clients to speed onboarding, manage versioning and enhance flexibility to meet client requirements.
- **Secure, world class infrastructure.** NetSuite leverages secure, enterprise-class infrastructure. With multiple data centres and layers of redundancy, failover capabilities, and high availability, NetSuite averages more than 99.9% uptime. Security provisions include 128-bit encryption and PCI-DSS, EU-US Safe Harbor, SSAE 16 Type II, and ISAE 3402 Type II certifications.
- **Robust training, enablement and support programme for partners.** NetSuite offers all BPO partners training for employees across your organisation, from the team processing transactions to controllers overseeing the process and CFOs looking for deep insights into a client's operations. In addition to product training, NetSuite helps partners to implement in a very short period of time or to build a highly custom configurations for large, sophisticated clients. NetSuite also provides ongoing access to a NetSuite professional services expert who will help BPO partners with anything from how to handle a unique client requirement to building your own custom solution on the NetSuite platform.



- **International capabilities.** Commercial clients are increasingly selling products and services overseas and demand a solution that supports that capability. Unfortunately, many competitive solutions were designed 20-30 years ago—before the internet existed. From a manufacturer with an office in China to an ecommerce client selling into Europe, you must be able to support your clients. NetSuite offers robust international capabilities, including support for 27 languages out-of-the-box, multi-currency capabilities and localisations around the world.

Best In Class Service

Outsourcing helps businesses simplify and scale their back-office operations at a fraction of the cost of maintaining an in-house staff. Organisations that entrust business processes to a BPO expect seamless, top-calibre service—not delays, problems and excuses. NetSuite helps BPO Partners satisfy even

the most demanding clients with real-time, on-demand visibility into financials and key business metrics through a secure, easy-to-use web interface accessible from any device.

With NetSuite, BPOs gain transformational capabilities for greater cost-effectiveness and client service. Just like NetSuite end customers, BPOs can reduce costs, improve efficiency, enhance visibility and improve time-to-value with a single platform that scales. Isn't it time your company gained the flexibility to drive innovation across every aspect of its business while delivering bottomline benefits?

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