SuiteCommerce

COMPLETE COMMERCE SOLUTION FOR DELIVERING A UNIFIED CUSTOMER EXPERIENCE

NETSUITE

BUILD YOUR BUSINESS AROUND YOUR CUSTOMERS, NOT CHANNELS.

Today's customers expect highly consistent and personalized shopping experiences, regardless of channel or touchpoint. Satisfying that desire builds loyalty, deepens relationships and grows your business. Yet most businesses don't have the infrastructure to provide an omnichannel customer experience.

Those companies are often burdened with a mix of legacy systems and new channel technologies that are siloed and produce redundant data. They lack the real-time inventory visibility and order management across channels needed to offer customers a "buy anywhere, get anywhere" experience. Trying to synchronize critical inventory and customer data with customer-facing systems is almost impossible. The result: business inefficiency, customer frustration and brand discontent.

TRANSFORM YOUR BUSINESS

- Differentiate, adapt and bring innovation to your business faster.
- Create uniquely branded and engaging shopping experiences optimized for any device.
- Gain a single view of each customer across all channels for complete visibility into all online, in-store and call center activities.
- Fulfill orders from multiple inventory locations to achieve optimal operational efficiency and customer satisfaction.
- Streamline operations and eliminate costly, error-prone integrations between separate systems with a unified cloud commerce platform tied directly to your operational business systems.
- Provide a continuous buying journey by unifying the online and in-store experience.
- Accelerate your speed of business across new channels, geographies and brands without purchasing additional licenses and investing in additional infrastructure.

TODAY'S COMMERCE

Successful businesses have moved beyond the limits of individual channels and touchpoints to deliver true omnichannel shopping and service experiences. With an infrastructure that unifies business applications and the data that feeds them, it's possible to create seamless, channel-agnostic, personalized experiences.

As a pioneer in the industry since 1998, NetSuite was first to provide a solution that unified ecommerce with your back office systems. Today, NetSuite's SuiteCommerce platform powers thousands of online businesses, helping them increase revenue and expand to new heights. Backed by our professional services, extensive partner ecosystem and dedicated support, SuiteCommerce provides your business everything it needs to succeed.

> "NetSuite has helped us improve business performance and cut costs. Thanks to NetSuite, we also know we can grow the company without worrying about whether we'll have the IT resources to keep up." — Ibex

DELIVER INNOVATIVE CUSTOMER EXPERIENCES

Rapidly create unique, personalized and compelling mobile, web and in-store experiences that differentiate your brand and exceed customer expectations.

Design the Experience You Want for Your Brand. Provide engaging customer acquisition and retention experiences by utilizing a single source of item, inventory, customer and order data to feed your customer-facing systems.

Transform the Store. Deliver a continuous shopping experience by unifying the online and in-store buying journey. Empower sales associates with tools and information to assist and engage shoppers.

Any Device. Responsive web design allows you to build device-optimized, online shopping experiences that display elegantly across smartphones, tablets, laptops and desktops. You'll have only one platform instead of maintaining multiple fragmented systems and user experiences.

GET A 360° CUSTOMER VIEW

Provide consistent and personalized cross-channel experiences, targeted marketing and superior customer service with a single view of all customer interactions and transactions across all touchpoints and channels.

Truly Know Your Customers. Get a single, cross-channel view of every customer to provide consistent and personalized service, build loyalty, deepen relationships and grow lifetime value.

Optimize Customer Engagement. With a central communication hub, deliver timely, relevant, data-driven digital marketing that fuels engagement throughout the customer lifecycle.

Customer Lifetime Value. Gain insight into the true profitability of your customers by capturing all interactions and transactions in a single system. Use this data to make more educated decisions on marketing spend and targeting segments that are most profitable.

INTELLIGENTLY MANAGE ORDERS AND INVENTORY

Meet customer expectations to buy, fulfill and return goods anywhere while maximizing profitability. It's easy when you have centralized order management and a single view of inventory across all channels and the supply chain.

Fulfill Orders Quickly and Effectively. Manage orders from multiple channels—POS, web, call center, mobile, kiosk—all in one place. Customers, suppliers and partners always know exactly what's happening with every order. You'll process orders faster, satisfy more customers and lower operational costs.

"With SuiteCommerce we're better able to provide the superior shopping experience our discriminating customers expect." — Thos. Baker

Optimize Inventory. Real-time, enterprise-wide inventory visibility, including stores, is key to enabling a buy anywhere, fulfill anywhere experience. You'll reduce excess inventory, capture lost sales and promote the most profitable products to your customers.

Better Manage Suppliers and Stock Levels. Connect global supply and distribution chains to ensure real-time information sharing, better coordination, increased responsiveness and shortened time to market.

UNLIMIT YOUR POTENTIAL FOR GROWTH & EXPANSION

Be ready to respond to opportunities by quickly deploying sites for multiple business models, channels, brands, countries, currencies and languages, all on the same platform.

Expand Globally. Run your business around the world from a single platform that supports multiple countries, languages, tax rates and currencies. Easily consolidate multi-subsidiary reporting.

Multiple Brands, Multiple Sites. Create and manage multiple websites for individual brands, geographies and business models—all from a single site instance.

Support Any Selling Model. Combine business-to-consumer (B2C) and business-to-business (B2B) selling models on a single platform with a dramatically lower investment and no need to maintain separate systems.

TAKE ADVANTAGE OF SUPERIOR SUPPORT & UNMATCHED EXPERTISE

SuiteConsulting. Applying deep industry expertise, SuiteConsulting helps you tailor your SuiteCommerce solution to your unique business requirements.

SuiteSupport. When you have questions or need assistance, NetSuite's SuiteSupport team is at your service 24/7.

SuiteApps. Innovative third-party solutions are available to further extend and enhance your commerce experience.

Commerce Agency Program. An ecosystem of leading creative digital agencies provide web design and unique functionality on the SuiteCommerce platform.

RUN YOUR BUSINESS ON A UNIFIED PLATFORM

With a cloud-based infrastructure that unifies business applications and provides a central repository for order management and customer, item and inventory data, create seamless, omnichannel brand experience and streamline your business.

One Complete Commerce Platform. Eliminate integrations between separate systems with natively unified ecommerce, POS, inventory and order management, marketing, merchandising, customer service and financials.

Run Your Business Better. Gain unprecedented real-time visibility across your business by consolidating fragmented sources of data into a single repository to make informed, timely business decisions.

Ultimate Business Agility. Our cloud-based solution provides the flexibility and adaptability needed to keep pace with business, reduce operational costs, increase efficiencies and eliminate the hassles of managing hardware and software.

To find out more, visit SuiteCommerce.com

Corporate Headquarters
2955 Campus Drive, Suite 100
San Mateo, CA 94403-2511
United States
650-627-1000
info@netsuite.com
www.netsuite.com

Atlanta, GA

Austin, TX

Boston, MA

Chicago, IL

Denver, CO

Durham, N.C.

New York, NY

Oklahoma City, OK

Australia
Level 13, 100 Arthur Street
North Sydney, NSW 2060
Australia
+61 2 9464 6100

Lvl 1, 1 Queens Rd.
Melbourne, VIC 3004
Australia
1-800-638-784

Brisbane
Level 10, 15 Green Square Close
Fortitude Valley QLD 4006
Australia
1-800-638-784

infoANZ@netsuite.com
www.netsuite.com.au

Canada
5800 Explorer Drive, Suite 100
Mississauga, ON L4W 5K9
Canada
1-905-629-8486
netsuite@netsuite.com

55 King Street West, Suite 900
Kitchener, ON N2G 4W1
Canada
1-855-874-2347
www.netsuitewaterloo.ca

1075 West Georgia Street #2650
Vancouver, BC V6E 3C9
Canada
1-877-604-7277

Czech Republic
Trnitá 491/3,
602 00 Brno
Czech Republic
+420-511-187100
www.netsuite.com/czechcareers

Náměstí I. P. Pavlova 1789/5
120 00 Prague 2
Czech Republic

Hong Kong
21/Floor, The Center
99 Queen's Road, Central
Hong Kong
+852-3796-7008
infoHK@netsuite.com
www.netsuite.com.hk

Japan
SKI Building
2-5-27 Akasaka, Minato-Ku
Tokyo, 107-0052
+81-3-5545-7621
infoapac@netsuite.com
www.netsuite.co.jp

Singapore
9 Battery Rd, #08-01
Straits Trading Building
Singapore 049910
+65-6805-9288
infoSG@netsuite.com
www.netsuite.com.sg

Spain
Rambla Catalunya, 2–4
08007 Barcelona
Spain

Thailand
17th Floor, Capital Tower
All Seasons Place
87/1 Wireless Road
Phatumwan, Bangkok 10330
Thailand

The Philippines
RCBC Plaza
6819 Ayala Avenue
corner Sen. Gil Puyat Avenue
Makati City 1200
Philippines
+632-856-3888
infoapac@netsuite.com

United Kingdom
1 Grenfell Road,
Maidenhead
Berks SL6 1HN
United Kingdom
+44 (0)-1628-774400
www.netsuite.co.uk

101 St Martin's Lane
London WC2N 4AZ
United Kingdom

Uruguay
6 de Abril 1270
Montevideo 11500
Uruguay
+598-2603-8153 / 2603-8154

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