



Easynet Connect

www.easynetconnect.net



At A Glance:

- **Company:** Easynet Connect is a leading ISP providing business connectivity and hosting services. Its network covers over 70% of UK businesses and has the largest SDSL footprint as well. Easynet Connect is part of BSKyB.
- **Headquarters:** London, UK
- **Industry:** Telecommunications
- **Challenges:**
 - Creating a hosted platform to successfully blend accounting, sales and service operations
 - Needed implementation on an aggressive time scale
 - Creating a financial management system to manage subscription billing
- **Software switched from:**
 - A range of on-premise applications
- **Results with NetSuite:**
 - Successful integration and implementation completed in 3 months
 - Reduced delivery lead times and created efficiencies across the business operations
 - Better financial tracking
 - Remote access to the system for accounting, sales and support staff
 - Energy saving credentials kept in line with business ideals

#easynet
connect

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— Richard Britton, IT Director, Easynet Connect

Results

Easynet Connect is a leading provider of Internet access for small and medium size businesses. Established in 1994 and part of the BSKyB Group, Easynet Connect has the second largest UK network, with services ranging from business class ADSL and SDSL to high-quality, leased line equivalent and Ethernet based services.

“We chose NetSuite for financial management, switching from a range of on-premise applications,” explains Richard Britton, IT Director, Easynet Connect.

“We evaluated a range of alternatives, but nothing compared to the depth of functionality NetSuite provides, in particular for managing a subscription business.” NetSuite’s financial management is integrated with other Software-as-a-Service applications in a bespoke online platform, built using NetSuite’s SuiteCloud Connect integration technology. “NetSuite is simply leagues ahead in its support for financial and billing processes across the company,” says Britton.

One factor in the decision to move business operations to the cloud was to remove manual processes that had been consuming employees’ time. “Previous applications weren’t fully integrated, so staff wasted time transferring data from one system to another,” says Britton. “NetSuite has enabled us to automate these processes and dedicate the time to other areas of the business.”

Easynet Connect also benefits from NetSuite’s flexible access, which only requires an Internet connection and a browser to function, and also works on mobile devices. Employees spend an increasing amount of time outside the office and NetSuite enables them to access information while on the road.

“NetSuite allows staff to work effectively from practically anywhere and update colleagues in real-time, without compromising on performance,” explains Britton.

The environmental benefits of the cloud were also a consideration. Software-as-a-Service applications such as NetSuite, which are hosted remotely by the provider, have the potential to significantly reduce energy usage through more efficient resource allocation. “We’re part of the BSKyB Group, which has committed to be a carbon neutral company,” says Britton. “Environmental impact is therefore considered in all procurement decisions. The fact that cloud computing helps us to reduce our carbon impact is a valuable added benefit.”

 Find out more: contact NetSuite Inc. at +44 (0) 1628-774400 or visit www.netsuite.co.uk



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*— Richard Britton
IT Director
Easynet Connect*

Challenges

Easynet Connect wanted to create a bespoke, best-of-breed online platform to integrate all its business operations, and set a tight timeline in which to deploy it. “We had a very short time frame so needed open cloud applications that could be easily integrated,” says Britton.

As an ISP, an important requirement in financial software is the capability to manage subscription-based billing. “Our business model is based on recurring bills so our financial software package needed to handle them well,” says Britton. “NetSuite is a subscription based business itself, and following a detailed product evaluation was confident it would be up to the job.”

Another critical requirement for Easynet Connect was ease-of-use. “There would be no point in implementing a new, more efficient system if our employees don’t understand how it works,” says Britton. “We needed advanced financial functionality, but not at the expense of usability.”

Solution

Easynet Connect researched a number of solutions but was confident NetSuite was the right choice. So the company began work integrating NetSuite with the other applications making up its online business platform. “We chose to do the bulk of the integration work in-house, which was a surprisingly trouble-free process,” says Britton. “NetSuite’s open architecture meant we were able to complete the work in three months, which is an aggressive time frame for that kind of job.”

Since introducing NetSuite, Britton has been impressed with the resulting efficiency gains. Manual processes have been automated, cutting delivery lead times and allowing staff to spend more time on the business. Functionality and ease-of-use are also praised by Britton, with NetSuite’s role-based dashboards giving each employee the information relevant to them, in a customisable format. “NetSuite provides everyone in the company with critical financial information at the right time,” says Britton. “The data is presented in a well ordered and structured way, which has given us a much more efficient way of working.”

“We’ve not even had a full quarter since implementing NetSuite but we’re impressed with the results we’ve seen so far,” says Britton. “NetSuite does exactly what we need it to, we have not been disappointed,” he says.