

# NETSUITE PERFORMANCE OPTIMIZATION TOOLS AND TECHNIQUES

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# Presenters



**Travis Greenwald**

Technical Consulting Supervisor



**Matthew Balas**

Manager



**Tim Maytom**

Senior Consultant

# Polling Question

Are you currently experiencing NetSuite performance issues?

# Overview



## Introductions



## Common Performance Complaints



## The Toolset



## Case Studies

# Common Performance Complaints

- Slow record save/load
- Slow saved searches or reports
- Integrations no longer meet SLAs

# THE TOOLSET

# NetSuite Performance Factors



SYSTEM  
ARCHITECTURE



DATA VOLUMES



INTEGRATION  
STRATEGY



NUMBER OF  
CUSTOMIZATIONS

# Performance vs Throughput

- **Performance**: How Long?

- Single Record Save
  - Single Record Load

- **Throughput**: How Many?

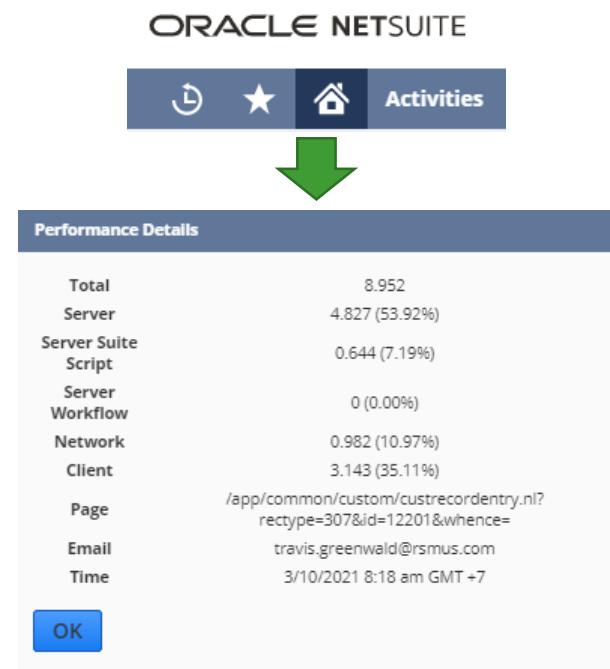
- Concurrent integrations
  - Concurrent scripts
  - Number of file uploads

# Scaling Your System

Service Tier	Standard	Premium	Enterprise	Ultimate
File Cabinet Data	100GB	1TB	2TB	4TB
SC+ Licenses (maximum)	1	3	6	12
Integration Concurrency (base   max)	5   15	15   45	20   80	20   140
Base SuiteScript Processors	5	15	30	60
CSV Import (queues   threads per queue)	5   2	5   10	5   10	5   10
Upgrade Timing	Assigned	Selectable	Selectable	Selectable
Users (maximum)	100	1000	2000	4000
Maximum Monthly Transaction Lines	200K	2M	10M	50M

# NetSuite Performance Details

- Double-click the NetSuite Logo to open
- Performance Categories
  - Server
  - SuiteScript/Workflow
  - Network
  - Client

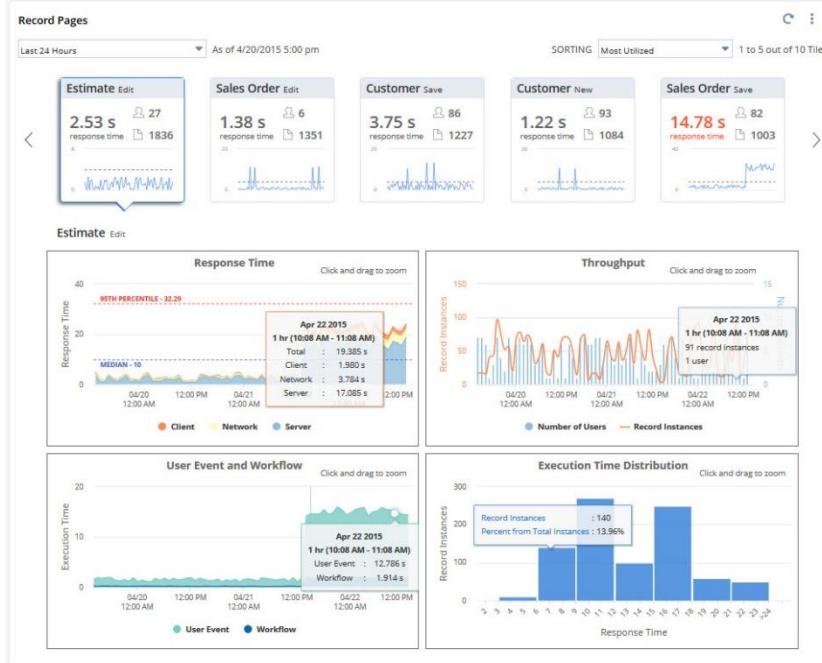


# Next Steps by Performance Category

Performance Category	Actions
Server	<ul style="list-style-type: none"><li>• Adjust user preferences</li><li>• Database performance issue</li><li>• Server tier upgrade</li><li>• Features Enabled</li></ul>
SuiteScript/Workflow	<ul style="list-style-type: none"><li>• Customization assessment</li></ul>
Network/Client	<ul style="list-style-type: none"><li>• IT issue with user's computer</li></ul>

# Application Performance Management (APM)

## Record Pages Monitor



- Bundle 67350
- Page Time Summary
- Script Analysis
- Search Performance Details

# Saved Search Performance Recommendations

## The Do's

- Limit the number of columns
- Add a date filter when relevant
- Schedule large saved searches and reports

## The Don'ts

- Use the 'OR' operator
- Use the 'contains' or 'haskeywords' filters

# CASE STUDIES

# Integration Performance Issues

Resolved client WMS-NetSuite integration performance issues by moving from Real-Time to Post Processing.

▲ 233%  
throughput

Row Labels	Total records	Average Sync Time by Record (MS)	Total Time	Throughput (Records / Minute)
Scheduled	1,206	2199.0	123 minutes	10
Real Time	464	1397.4	108 minutes	4.3

# Record Performance Issues

Large customer data migration of 17M records

1

Performance Test  
375K records/hr

2

Performance Issue  
15K records/hr

3

Database Fix  
500K records/hr

# PREVENTIVE MEASURES

# Managed Application Services

## People



- Staff consists of functional & technical resources
- Continuous Industry and Functional training for resources
- Access entire RSM National NetSuite team & developers
- Leverages experiences from expansive RSM client base

## Process



- Provides predictable costs
- Supports all NetSuite related tasks & activities
- Provides a flexible & expandable support system
- Client specific knowledge base articles
- Actively monitor performance and participate in development & integrations (APM)

## Client



**Allows Customer to Focus on Core Competencies**

# Change Management

Improved Change Control Tracking. Allow RSM Support to help you manage change in your system, and be SOX compliant.

Feature	Benefit
ERD – Entity Relationship Diagram	Understand relationship between objects in your system
The SQL Library	At a glance, all saved searches & formulas
Script Management	Run your own optimization projects, and debug & monitor script performance
Change Logs	Gain full visibility into what's being added, modified, or removed from account by internal users or partners
ITGC Change Management	In-house more of the change management process
Environment Comparison	Manage more of the deployment process internally
Access Management	Leverage RSM skills without exposing critical data and processes
JIRA and ServiceNow Integration	Integrate to internal ticketing systems for improved change management

# QUESTIONS AND ANSWERS