

NETSUITE PERFORMANCE OPTIMIZATION TOOLS AND TECHNIQUES



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Presenters



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Polling Question

Are you currently experiencing NetSuite performance issues?

Overview



Introductions



Common Performance Complaints



The Toolset



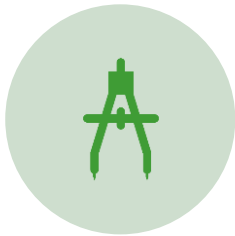
Case Studies

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

ORACLE NETSUITE

⌂ ★ 🏠 Activities

↓

Performance Details	
Total	8.952
Server	4.827 (53.92%)
Server Suite Script	0.644 (7.19%)
Server Workflow	0 (0.00%)
Network	0.982 (10.97%)
Client	3.143 (35.11%)
Page	/app/common/custom/custrecordentry.nl?rectype=307&id=12201&whence=
Email	travis.greenwald@rsmus.com
Time	3/10/2021 8:18 am GMT +7

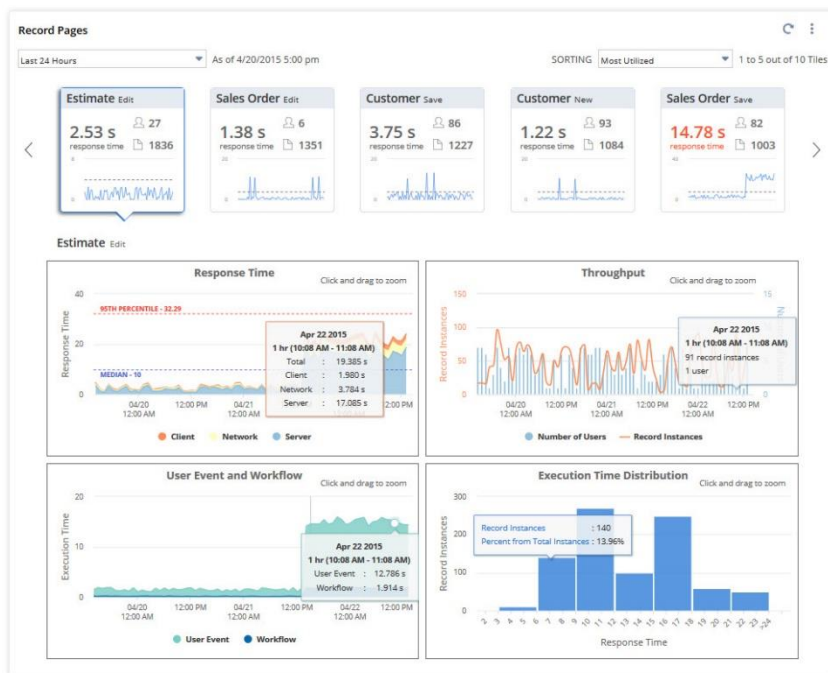
OK

Next Steps by Performance Category

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

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

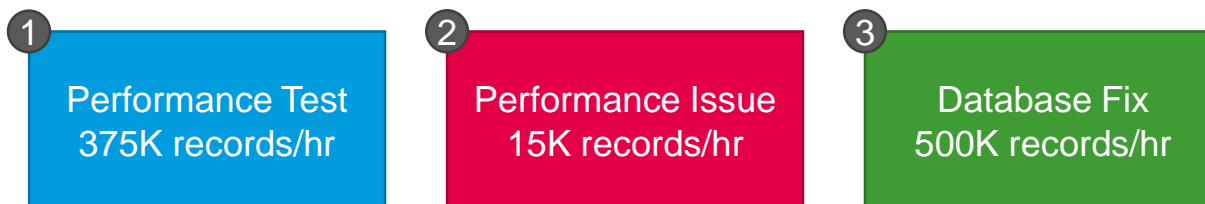
Resolved client WMS-NetSuite integration performance issues by moving from Real-Time to Post Processing.

▲ **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



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