



THE POWER OF BEING UNDERSTOOD



LEVERAGING NETSUITE IN A DOWN ECONOMY

February 2023

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Leveraging NetSuite in a Down Economy



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Who to Contact

Presenting to You Today



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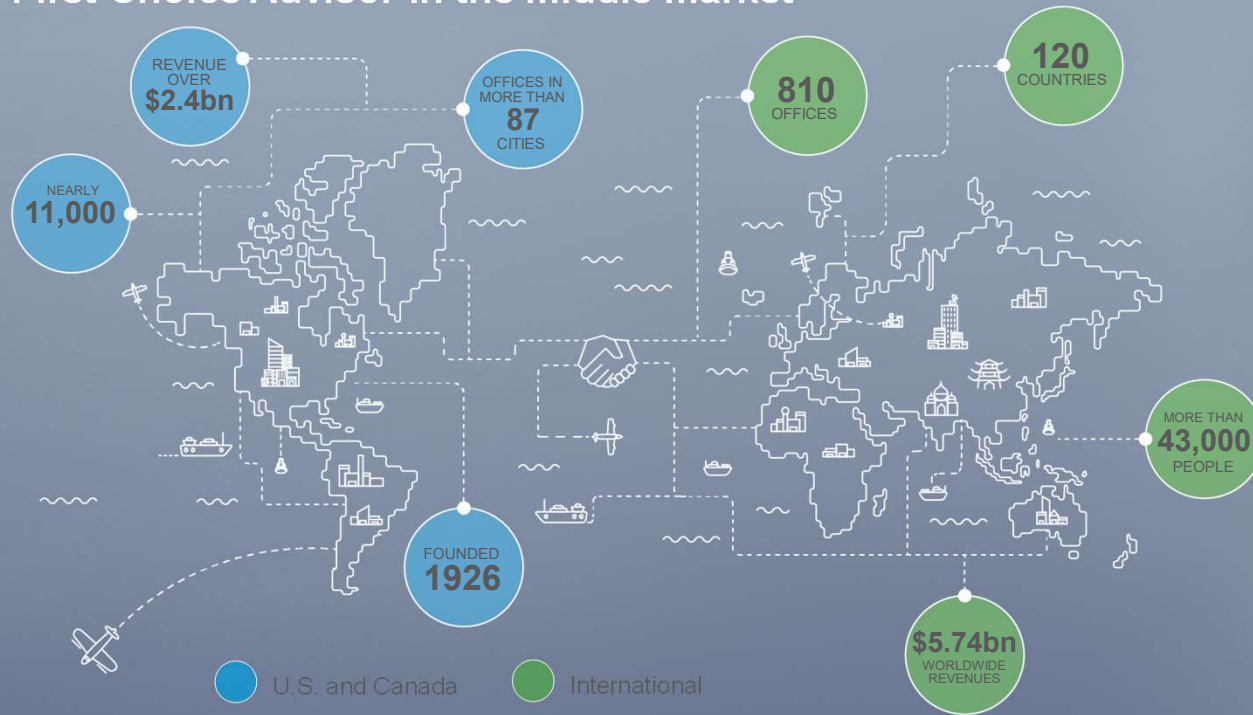
Matt Balas

- Manager, RSM Business Applications , MAS Practice



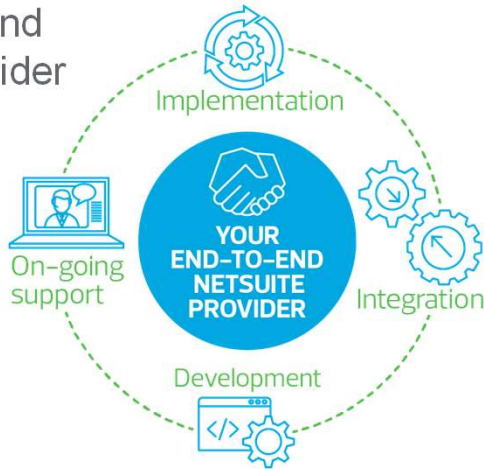
RSM Overview

Fifth largest audit, tax and consulting firm in the U.S.
First Choice Advisor in the middle market

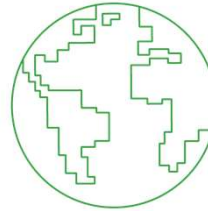


Our NetSuite Practice

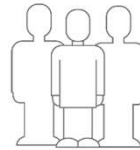
Your end-to-end
NetSuite provider



One of
the largest
**Global
NetSuite
Partners**

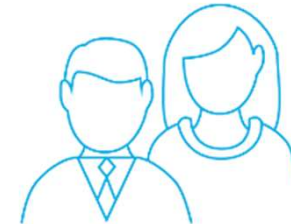


RSM offices
in 85 U.S. cities and
4 Canadian cities



**Regionally
based
NetSuite
resources**

- Certified Public Accountants
- ERP Consultants
- SuiteCloud Developers
- Project Managers
- eCommerce



500+
NetSuite Consultants

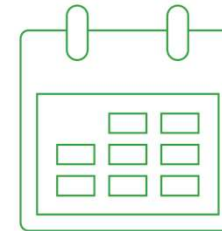
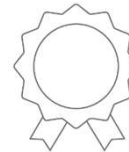


#1 NetSuite
worldwide
consulting partner



1,500+
NetSuite
customers

**8-Time NetSuite Solution
Partner of the Year**

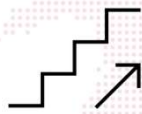


2005
NetSuite
practice began



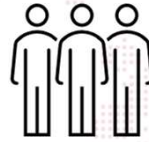
Responding to Downward Trends in the Economy

Today's business outlook is challenging organizations to aggressively drive change to be more responsive and competitive



High Inflation

2023 global inflationary outlook is forecasted to remain **high**.



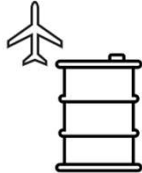
Corporate Layoffs

50% of US executives surveyed anticipate a **reduction of headcount** in 6 to 12 months.¹



Global Geopolitical Uncertainty

Global tensions between nations **threaten** global economic growth and stability.



Supply Chain Issues

Rising energy and material costs, as well as geopolitical unrest continue to **disrupt** global supply chains.



Looming Recession Fears

Continuous news of a potential 2023 **global recession** has spiked fear in spending and corporate forecasts.



Low Unemployment

Continued global **labor shortages** forces organizations to rethink processes and accelerate automation.

How can you navigate through the tidal wave of alarming news and create an organization that is cost competitive and prepared for 2023 and beyond?

RSM's business index model also depicts a financially stressful 2023

RSM US MIDDLE MARKET BUSINESS INDEX



- RSM's Chief Economist believes there is a **65% probability of a recession** over the next 12 months.
- All 10 components of the RSM US MMBI declined from the third quarter to the fourth, reflecting **growing pessimism** about the economy.
- **Middle market firms need to prepare** for a pronounced slowdown in demand in the near term.
- It is important that firms during this time **continue to make critical investments** in capital expenditures to bolster productivity during the imminent period when the economy is weak, and inflation begins to ebb.
- Boosting innovation and technological capability during a downturn is a necessary; **postponing those investments is simply a non-starter**.
- The **outlook for staffing soured in Q4 as well**. Just over half of respondents reported plans to increase hiring over the next six months, the lowest rate since mid-2020.

What Should Businesses be doing in a Challenging Economy?



Aggressively Pursue Cost Takeout Initiatives:

- Use benchmarking analytics to compare processes / functions to peer companies / industries
 - Dissect SG&A / COGS / P&L / Balance Sheet, etc. to identify quick wins and focus areas for further process analysis
 - Create an initiative portfolio that is prioritized to drive significant change
-



Embark on Enterprise Process Improvement Initiatives:

- Identify and prioritize key processes for transformation and savings
 - Determine appropriate next steps around process redesign, elimination, automation
 - Understand what technology / automation capabilities can accelerate change
-



Conduct FTE Location / Productivity Analysis:

- Determine the number of FTEs per process and where is the work being done (is there duplicity)
 - Is there an opportunity for centralization / shared services to increase productivity and output
 - Is there an opportunity to outsource the process to reduce costs / increase productivity
 - Use of benchmarking to compare to peer industries to promote continuous improvement
-

What Should Businesses be doing in a Challenging Economy?



Leverage New Automation Capabilities:

- Understand the capabilities of Intelligent Automation / RPA to increase FTE capacity by eliminating 30-40% of manual work
 - Link these automation capabilities with the process improvement initiatives
-



Address Supply Chain / Inventory Management Pain Points:

- Conduct process / technology assessment to address current pain points and identify where money is left on the table
 - Create a quick win portfolio of initiatives
 - Aggressively address legacy systems that are impacting supply chain forecasting and efficiency
-



Become a More Dynamic Financial Forecasting / Planning / Budgeting Organization:

- Adopt new technology capabilities that eliminate the need to plan in “excel”
 - Use real time data to more accurately forecast the future to plan for desired outcomes
 - Use data analytics / insights to make better, faster decisions
-

Leveraging NetSuite in a Down Economy

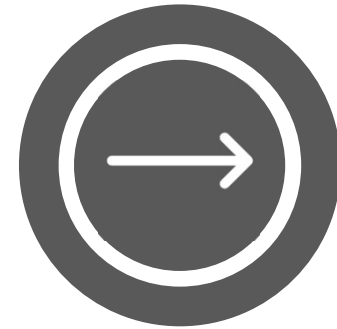
Cash Control



Bill Faster



Collect Faster



Tighten Outflow

AR Tools



Bill Faster

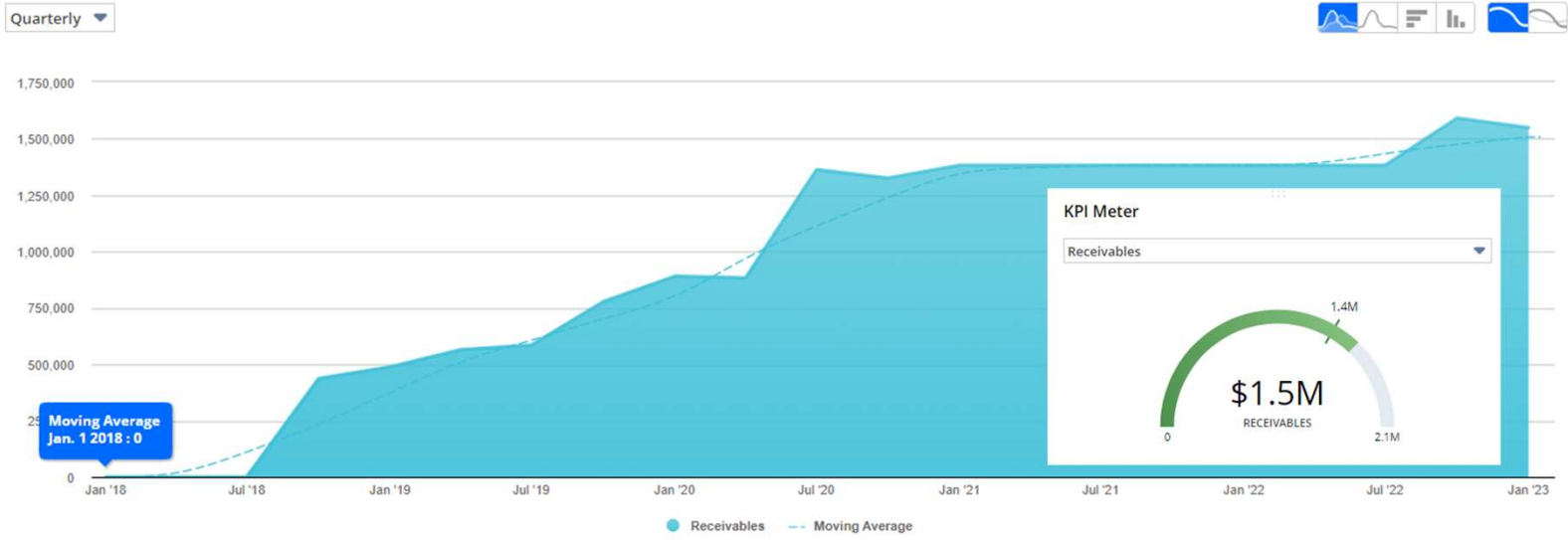
- ——— ● Review Billing operations
- ——— ● Review payment terms and discounts
- ——— ● Streamline invoice approval
- ——— ● Streamline invoice delivery
- ——— ● Automate statement delivery

AR Tools in NetSuite

Key Performance Indicators

INDICATOR	PERIOD	CURRENT	PREVIOUS	CHANGE
Receivables	Today vs. Same Day Last Month	\$1,548,527	\$1,388,571	↑ 11.5%

Quarterly Receivables Trend



Billing Operations From Last 5 Days

TOTAL: 1

Submission Id	Date/Time	Schedule Name	Customer/Group	Records	Successes	Failures
1007	1/13/2023 5:05 pm		-All Customers-	7	7	0

Collection Tools




- Collections view per customer
- Custom Dunning Templates
- Custom Dunning Rules
- Dunning Overdue Receivables by Age
- Dunning Average Time to Pay
- Recently Sent/Printed Dunning Letters
- Scheduled dunning messages

Collect Faster

Collection Tools in NetSuite

A/R Aging • Amount Collected • Payment History •

EDIT	NAME	DATE	TYPE	DOCUMENT NUMBER	AMOUNT	AMOUNT REMAINING	DAYS OVERDUE ▼	PRINT
 Edit	Cadvery Inc.	8/1/2022	Invoice	INV207	1,165.96	1,165.96	135	Print
Edit	Cadvery Inc.	12/1/2022	Invoice	INV254	2,713.14	2,713.14	13	Print
Edit	Cadvery Inc.	1/8/2023	Invoice	INV208	295.31	230.84	0	Print
Total					4,174.41	4,109.94	148	

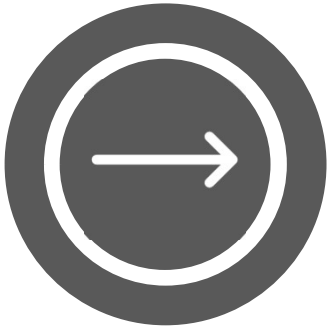
A/R Aging • **Amount Collected** • Payment History •

TOTAL AMOUNT PAID ▲	TOTAL AMOUNT REMAINING
71.82	1,556.17

A/R Aging • Amount Collected • **Payment History** •

DATE ▲	DOCUMENT NUMBER	MEMO	PERIOD	PAYMENT METHOD	APPLIED TO	APPLIED AMOUNT	INVOICE DATE	INVOICE AMOUNT
1/13/2023	PYMT215	- None -	Jan 2023	- None -	Invoice #INV209	\$37942.28	8/15/2019	\$42271.35
					Invoice #INV208	\$64.47	8/8/2019	\$329.00

Cashflow Tools



Tighten Outflow

- View Daily, weekly, or Monthly Cash Forecast
- Display Cash Shortages and Surpluses Visually
- Cover "What if" Scenarios
- View A/R and A/P Aging Summary
- Create Forecast Categories

Cashflow Tools in NetSuite

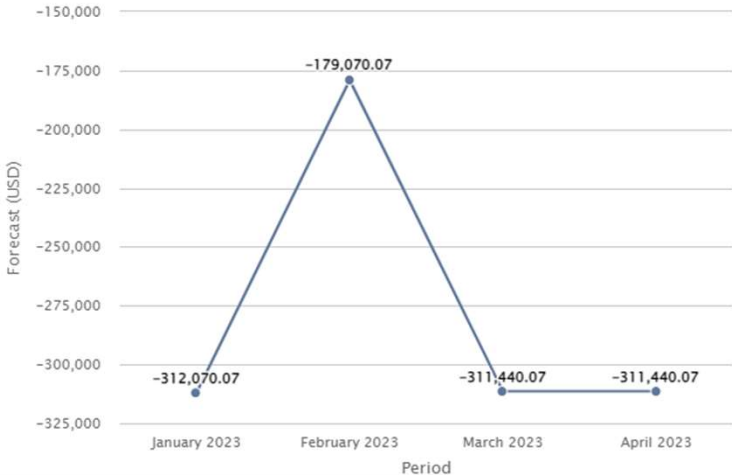
Cash 360 Tiles

Bank Balance	Receivables	Payables
\$0.00	\$1,548,527.42	\$1,715,789.19

MONTH	INFLOW	OUTFLOW	FORECAST
January 2023	660,530.13	972,600.20	-312,070.07
February 2023	168,000.00	35,000.00	-179,070.07
March 2023	0.00	132,370.00	-311,440.07
April 2023	0.00	0.00	-311,440.07

* Forecast = Opening Balance + Inflow - Outflow

Cash Forecast



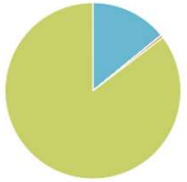
A/R Aging Summary



● Current ● 1-30 Days
● 31-60 Days ● 61-90 Days
● 90+ Days

Total Amount **\$1,548,527.42**
 # of Transactions **92**
 Transactions w/o Customers **25**
 Customers **38**

A/P Aging Summary



● Current ● 1-30 Days
● 31-60 Days ● 61-90 Days
● 90+ Days

Total Amount **\$1,715,789.19**
 # of Transactions **90**
 Transactions w/o Vendors **26**
 Vendors **17**

Additional NetSuite Tools

Within the Business System Architecture landscape, RSM has extensive experience connecting NetSuite to:

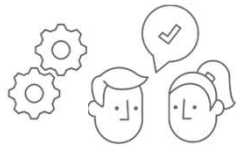
- SalesForce
- CPQ Functionality
- 3PL Systems
- Data Warehouses
- Reporting and Budgeting Tools
- ... and more



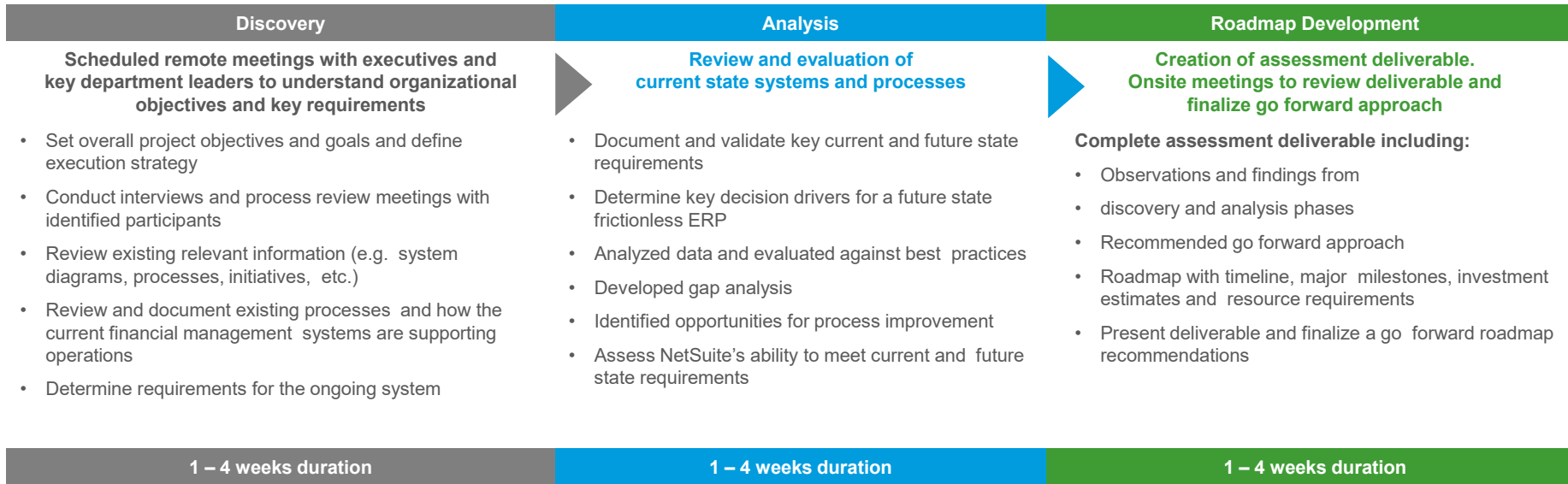
How RSM Can Help

RSM NetSuite Rapid Assessment Approach

RSM follows a three-phased approach when completing a NetSuite Rapid Assessment, with a goal of preparing an actionable Roadmap for improving the NetSuite landscape. The assessment approach and the respective components of the assessment are summarized as follows:



Facilitation Method



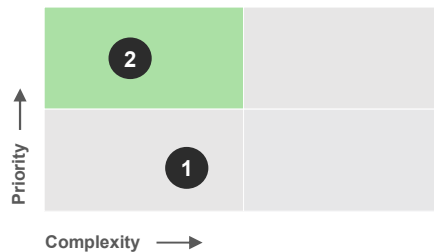
Roadmap Details – NetSuite Assessment

Based upon analysis workshops with your key process owners and a rigorous review of your system, our team makes detailed recommendations on areas where optimizations and efficiencies can be realized. Each recommendation will be categorized by complexity and prioritized to meet your most immediate needs.



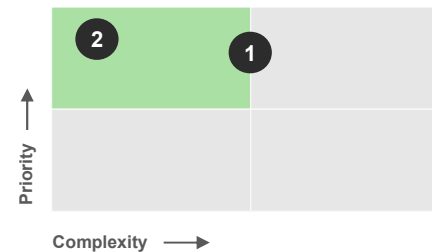
Support Recommendations

- Our team can prepare process guides for immediate support
- Long-term support available via RSM Managed Application and Support Services



Process Optimization and Training

- RSM NetSuite Subject Matter Experts evaluate current system processes and provide recommendations for improvement and training on new or updated functionality



The RSM Difference



Client Centric Focus

- We create rich, enduring relationships based on a profound understanding of our clients, their strategies and their aspirations.
- We commit to never lose sight of your priorities and business goals and how our team delivers.
- With a focus on the middle-market, we are geared to provide you with the seasoned professionals and personalized service your business deserves.



Functional & Industry Expertise

- Our project team brings a powerful combination of deep business transformation experience along with the operational process, systems, and technology optimization expertise.
- RSM's core project team brings extensive technology industry expertise as well as leading practice knowledge regarding strategy, process improvement, implementation, governance, and change management of large-scale technology initiatives across operational functions.

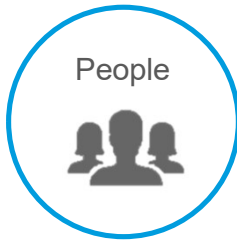


Our Approach

- We bring an efficient, structured approach for helping clients identify the most critical capabilities and prioritized plan/roadmap for successfully moving forward to meet your goals.
- We bring a balanced approach—providing structured methods and perspective through knowledge of leading practices while also effectively managing core team in helping define improvement opportunities to set the stage for successful change and implementation.

Managed Services (MAS/MITS)

The RSM Managed Application Services | Built to Solve Client Needs



- **US-based resources**
 - 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
 - Avg. 6 years NetSuite experience
-



- Provides predictable costs
 - Supports NetSuite related tasks & activities
 - Provides a flexible & expandable support system
 - Client specific knowledge base articles
-



Allows Customer to Focus on Core Competencies

Our Approach to Serving Clients



You will be assigned a Customer Success Manager (“CSM”) on the support team.

Tickets submitted via ServiceNow , triaged and routed to a NS MAS Consultant. Tickets are monitored and assisted by the CSM.

Improved effectiveness and efficiency of ticket resolution due to familiarity with your environment.

Scheduled status calls to proactively monitor tickets and changes to the environment.

Dedicated account management to manage the relationship with NetSuite on your behalf.

Support Options In the Marketplace



- Support desks used as a training environment for new resources
- Support handled by consultants that move onto new projects
- Support provided by offshore resources
- Support fixing the issue but not the over arching problem
- Support provided by a “team” versus a dedicated resource
- Resources lack accounting skills
- Support is reactive vs proactive monitoring and adapting

Our Managed Services Offering

	Managed App. Services
US support 8:00a - 8:00p Eastern Time, Mon through Fri	✗
Access to our live on-shore response team & web portal 24/7	✗
Access to NetSuite professionals for break/fix issues	✗
Knowledge and assistance with third-party products as defined	✗
Case Prioritization	✗
Dedicated Customer Success Manager	✗
NetSuite phased-product upgrade analysis twice per year	✗
On-Demand Consulting & Training	✗
Flexible block of hours to be used as needed for optimization tasks and new minor functionality	✗
Support provided on a T&M based pre-paid block of hours	✗

Managed App. Services – Pre-Paid Block of Hours

- Client determines the number of hours they will need
- The support hours can be used at client discretion for optimization or support for existing functionality
- Development & Integration are also supported
- If you require more hours within the terms of the current 12-month contract, it's a simple Change Order to add more hours.
- New Modules & Integrations are handled as a separate project at regional rate.

Typical Ways We Help Clients

- Break/fix system issues:
 - System errors preventing business operations not due to customization
 - Defects or issues for NetSuite support requiring assistance
 - NetSuite Help and SuiteAnswers guidance and translating terminology
 - General Ledger (GL) impact explanations
 - Features and preference impact assistance
- On-Demand Consulting (Optimization tasks & minor new functionality)
- On-Demand Learning
- Administrative tasks:
 - Add or remove a user or log on issues
 - Maintain user security and permissions
 - Navigation assistance
 - Create saved searches
 - Layout custom or personal dashboard views
- Administrative tasks – continued:
 - Review unutilized records and fields
 - Inactivate fields or records Client has identified as obsolete
 - Simple native NetSuite how-to training
 - Create a custom view
 - Create and maintain reports
 - Create and maintain workflows
 - Creating and maintain custom fields or records
 - Creating and maintain dashboards
 - Form changes
 - CSV error assistance
 - Managing accounting periods
 - Creating CSV import templates
 - Subsidiary, GL accounts and classification management
 - Simple native NetSuite how-to training



ADDITIONAL SERVICES

Strongpoint

Manage Through Change

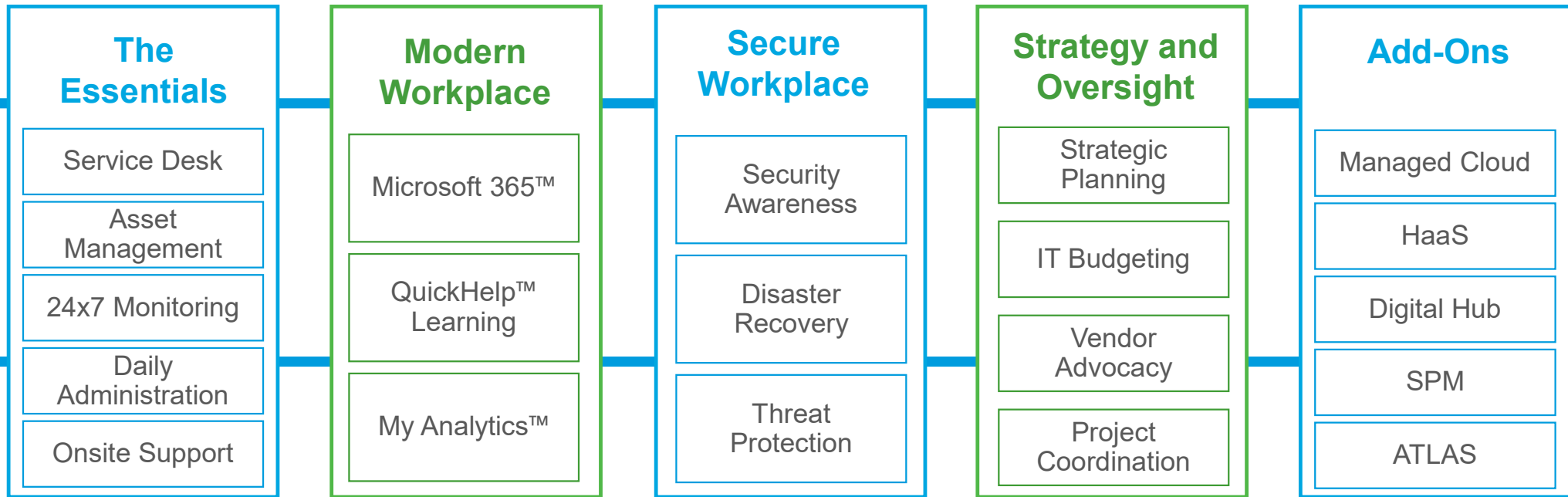


Improved Change Control Tracking. Allow RSM Support to help you manage change in your system, and assist with SOX compliance.

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



Expand Your IT Team with RSM



Included in Fully Managed program

How We Help Your Teams

- 24x7 US based RSM service desk analysts
- Service level agreements
- Monthly trend reporting
- Phone, email, chat and portal options
- State of the art remote control tools
- Comprehensive client profile database
- Emergency dispatch



Common Requests

- Password resets
- Computer troubleshooting
- Software installs
- “How to’s”
- Mobile device setup
- Lost device
- Network issues
- System outages
- Online meetings
- Telecom
- Data restore
- Permission changes
- Malware
- Email and file sharing
- Printing and scanning
- Office 365



QUESTIONS AND ANSWERS

Who to Contact for More Information



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THANK YOU FOR
YOUR TIME AND
ATTENTION