

“When RSM implemented NetSuite, it not only made our work at the center more effective, but also allows for our company to continue expanding, which in turn allows us to expand our mission to serve children and adults with developmental disabilities. We could not have pulled off these large scale orders with the level of satisfaction our customers have without the assistance of NetSuite.”

– Robin Krueger, CFO,  
Northwest Center

## CASE STUDY: NONPROFIT ENHANCES PARTNER ENABLEMENT AND FULFILLMENT WITH NETSUITE

### Overview

Northwest Center is a leader in advancing equal opportunities for children and adults with developmental disabilities. It provides award-winning services for children through early intervention programs and inclusive early childhood education centers. Services for adults include supported employment, school-to-work programs, and job training and placement. Funding for the Northwest Center nonprofit is provided by quality assembly, packaging, warehousing, shipping and distribution services.

### Background

Northwest Center's previous solutions fell short due to inefficient fulfillment processes, work order configuration and inventory assessments, as well as limited functionality to give customers real-time data reporting.

The organization came to RSM with a focus on streamlining its fulfillment center in order to handle large-scale orders from multiple clients and updating its customer satisfaction by using NetSuite's Advanced Partner Center (APC) feature. The APC enables real-time information flow that enhances visibility and boosts collaboration between partners to create a conduit between clients and Northwest Center.

### Project

NetSuite gives Northwest Center full control over every element of the partner-focused sales and fulfillment operations, sales forecasting, pipeline management, order processing, and inventory management by partner. In addition, RSM helped Northwest Center add key NetSuite solutions such as Inventory Management and Work Orders and Assemblies to help with the fulfillment and manufacturing process.

### Outcomes

Information is now readily available across the entire company by using NetSuite and throughout its network using the APC.

Its operations team now has key business metrics on its dashboards that are always current and matching the reality in the warehouse. When customers submit their orders though the APC, Northwest Center now has the tools to immediately execute the manufacturing and fulfill the orders for the clients' end customers to receive their orders in a timely fashion.

Managing inventory for its partners has become an easy task to accomplish every day with the ease of the operations done in NetSuite and the accessibility to all the reports in the format needed.

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