NetSuite Services Resource Planning (SRP)

NetSuite SRP provides a comprehensive, end-to-end services resource planning (SRP) solution that supports an entire services business. From customer relationship management (CRM) and professional services automation (PSA), to accounting/enterprise resource planning (ERP), NetSuite SRP supports the complete bid-to-bill lifecycle with a powerful Software-as-a-Service (SaaS) suite.

Benefits

- Streamline operations and drive profitability by optimizing the entire services business lifecycle.
- Faster project completion, better resource utilization, more accurate and efficient invoices.
- Increase visibility across your business, including forecasts, resources, projects and KPIs.
- Support the way your services teams work and enable productivity with anytime, anywhere web and mobile access.
- Gain real-time, global business management and financial consolidation.

Why NetSuite SRP?

NetSuite SRP helps you complete projects more quickly, generate invoices accurately and efficiently, and decrease accounts receivable cycles, so you improve cash flow and eliminate revenue leakage. With NetSuite SRP, you gain complete visibility into and control over the entire business—in real-time, from the moment a new opportunity is identified through to project delivery, invoicing and revenue recognition, all while eliminating double entry and costly systems and integrations management overhead.

NetSuite SRP also empowers the mobile services organization with anytime, anywhere access in the cloud, supporting users where they work—on the go, at client sites or remotely.

Running a global services business? Combine NetSuite SRP with the power of NetSuite OneWorld to gain real-time, global business management and financial consolidation for multi-national and multisubsidiary operations. With NetSuite OneWorld SRP, you can manage multiple subsidiaries, business units, legal entities, global resource pools, billing rates in any currency, taxation rules, reporting requirements and more—all from a single system.
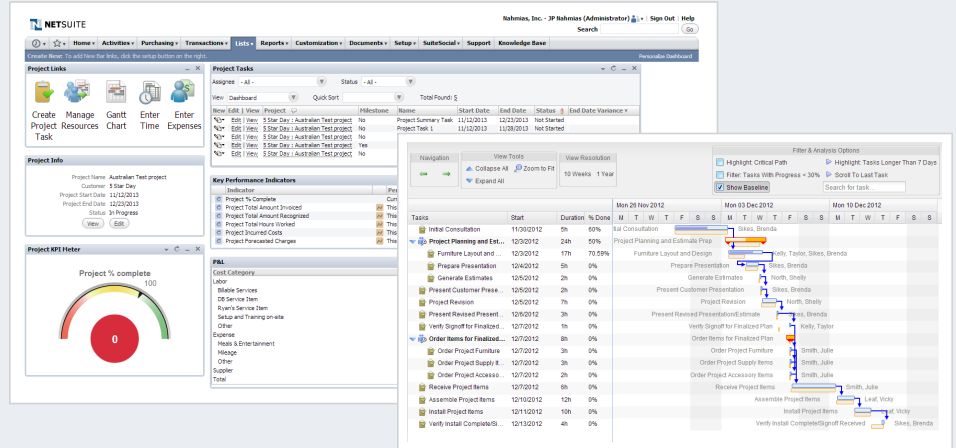
With more than 12 years of experience supporting services organizations of all specialties and sizes, NetSuite understands the unique requirements of running a services business.

Key Features

Project Management, Resource Management, Project Costing, Project Delivery and Billing

NetSuite SRP's Professional Services Automaton solutions provides comprehensive project management, resource management, project costing, project accounting, and timesheet and expenses management solutions. NetSuite SRP quickly generates tangible results, including driving down bench time, increasing resource utilization, elevating on-time project delivery, improving invoicing accuracy, streamlining revenue recognition, reducing overhead, expediting billing cycles and increasing visibility into your services organization. NetSuite SRP's Professional Services Automation functionality includes:

Turn information into insight with at glance KPIs and better project monitoring capabilities.

Key CRM Features include

- Customer service and support management to reduce attrition and decrease customer care costs.

- Case and issue management to automate assignment, management and escalation.

- CRM analytics and reporting for a single, pervasive view of customer information.

- Integrated quote and order management that flows seamlessly to the finance system for processing.

- Advanced sales force and marketing automation to drive sales performance, lead generation, nurturing and management.
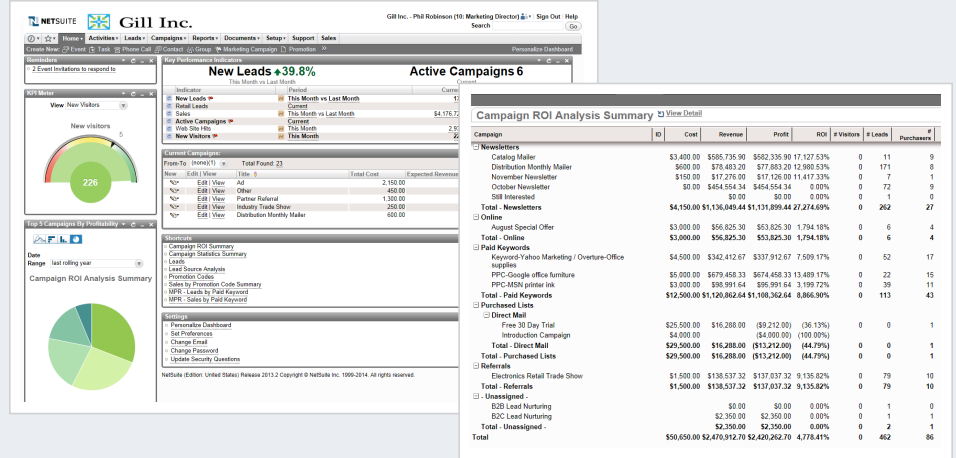
- Anytime, anywhere mobile access.

- Resource management and forecasting for complete visibility into resource utilization

- Project costing, budgeting and profitability reporting for determining your true cost of doing business.

- Sophisticated project accounting.

- Powerful billing rules engine to support complex client billing.

- Collaborative project management to proactively identify and resolve issues.

- Simple and easy timesheet management, directly integrated with project management and billing.

- Easy and flexible expense management to maximize accuracy and timelines.

- Powerful, intuitive, configurable dashboards and reporting for personalized view of key metrics.

Customer Relationship Management (CRM)

NetSuite CRM+ software delivers powerful customer relationship management (CRM) capabilities, including sales force automation (SFA), marketing automation, customer support and service, and flexible customization, all in a web-based CRM solution. And unlike typical CRM solutions, NetSuite CRM+ includes powerful sales performance, order management and marketing effectiveness capabilities as standard.

NetSuite CRM+ is the only CRM solution that is completely integrated with the back office and project delivery, reducing manual entry and risk of error, and accelerating processes. This seamless integration ensures your business is operating on the same customer and project data—and gives you real-time visibility into your client lifecycle—from lead to close to fulfillment.

Gain a true 360-degree view of the customer lifecycle—from suspect to quote, order management, project delivery, and beyond—from anywhere at any time.

Financial Management and Forecasting

NetSuite Financials provides comprehensive, proven financial/ERP capabilities that integrate with your broader back-office, sales and project delivery processes. NetSuite financials takes your business beyond traditional accounting software and equips you with the visibility you need to make better faster accurate decisions
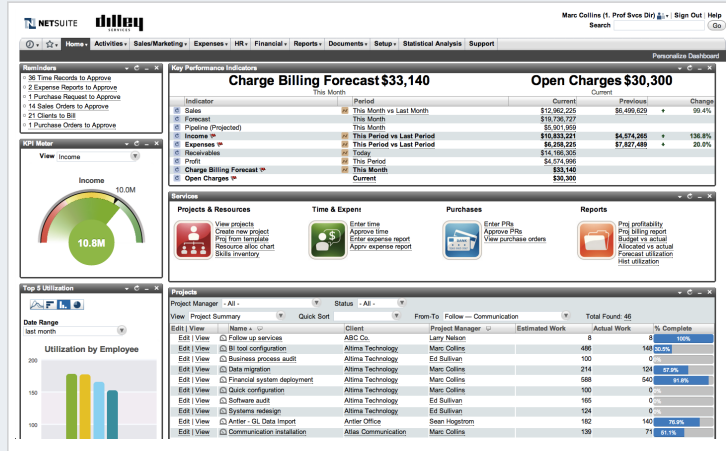
- Comprehensive financial management accelerates financial close, improves revenue recognition, ensures accountability and compliance.

- Integrated quote-to-order-to-cash process accelerates cash flow, drives sales and improves customer satisfaction.

- Powerful reporting, budgeting and planning monitors and manages financial performance, optimizes cash management, reporting, analysis and allocation in real-time.

- Advanced revenue recognition automates revenue recognition process and supports revenue recognition standards.

- Flexible bid-to-bill and recurring billing management automates billing, invoicing and complex recurring, time and project-based billing.

- Integrated and automated contract renewal reduces cost, revenue leakage and customer churn.

Business

Because NetSuite SRP is a single, integrated solution for your entire services business, the business benefits are virtually endless. From unmatched visibility into the health of your organization and unparalleled global accessibility, NetSuite SRP provides:

- Executive dashboards and advanced reporting.

- Support for multi-subsidiary, multi-currency and multi-language environments.

- Anytime, anywhere access through the cloud.

Configurable dashboards and reporting allow every manager real-time, personalized access to key metrics such as resource utilization, profit margins, and project budget vs. actual.

Business Management for Global Services Organizations

For global services businesses, NetSuite OneWorld SRP provides end-to-end cloud business management across currencies, subsidiaries and divisions, providing unprecedented real-time visibility, resource management and operational control. NetSuite OneWorld SRP provides:

• Corporate to subsidiary real-time visibility with dashboards and reports that combine financial and operational project drivers (such as utilization and profitability) for projects, subsidiaries and geographies, as well at the corporate level.

• Resource management that enables global businesses to match the best resource for the project based on skills, experience and availability from a global bench, across multiple geographies, to deliver the best possible client experience.

• Automated divisional and corporate financial management and reporting that ensures an efficient and automated financial consolidation process.

• Complete multi-currency & tax management that enables you to manage time and expenses, invoice and recognize revenue for projects across multiple currencies and tax jurisdictions while gaining a clear consolidated view of services performance.