NONPROFIT INDUSTRY

NetSuite Services

For any nonprofit organization, impact equals currency. How you differentiate yourself from other nonprofit organizations and how happy your members or clients are with your services also factor in to your long-term success. Like any industry, the nonprofit industry is also facing the challenges of a changing landscape. You need a streamlined platform to track donors, vendors, clients and partners. You need to restructure your chart of accounts, beyond the general ledger, through operational transformation. You need to satisfy your stakeholders by remaining transparent and in full compliance with financial reporting regulations.

Key Benefits

- Faster time to value
- Social impact
- Member retention and satisfaction
- Compliance
- Differentiation
- Improved efficiencies
- Improved visibility
- Reduced cost to serve
- Risk mitigation

At the same time, you face resource constraints. Having adequate staffing, revenue and overall resources to carry out your mission is an ongoing challenge. How do you meet the growing demands without the resources needed to do so?

You choose NetSuite as your services partner.

NetSuite Services offers companies in the nonprofit industry support for the full lifecycle of your business—from the initial NetSuite implementation with our exclusive SuiteSuccess methodology—to our online training services with Learning Cloud Support—to continuous managed services with Advanced Customer Support. We help nonprofit organizations seamlessly transition to the cloud, while addressing the nonprofit industry challenges of member retention and satisfaction, compliance requirements, resource constraints, and the need for operational transformation and optimization of business processes. We have a deep understanding of the nonprofit industry, the challenges you face and the best practices to help you transition to an optimal state of operations. We leverage the SuiteSuccess model and methodology to ensure a solution built and vetted for nonprofit companies like yours.

The results are faster time to value, greater social impact, increased member retention and satisfaction, and improved operational efficiencies with less risk.

NetSuite Services – For the Full Lifecycle of Your Business

NetSuite Services is successful in meeting the unique needs of the nonprofit industry because of the holistic approach we take with every industry. From Consulting Services, to Education Services, to Support Services, to Partner Services, NetSuite Services offers industry-specific support both before and long after you go live.

NetSuite Services provides a full suite of offerings that includes the following:

Industry Expertise

At NetSuite, we lead with industry. We have deep expertise and experience in the nonprofit industry and we leverage that expertise to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry-specific add-on service offerings.

Consulting Services
SuiteSuccess, Packaged Services, Custom Services

You've invested in us, so we're investing in you. Our team of experts help ensure that you're not paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway to success by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory. And with NetSuite's Global Delivery Centers, our costs remain competitive.

Education Services

NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support offering provides access to learning content anytime, anywhere.

Support Services

SuiteSupport, Advanced Customer Support (ACS)

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater level of service can take advantage of Advanced Customer Support (ACS)—an umbrella offering that provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to grow and change.

NetSuite Stairway for Nonprofit

Stairway to Your Success

Through SuiteSuccess, we offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward growth trajectory tailored specific to the nonprofit industry.

- Rapid and efficient implementation

- Leading nonprofit industry practices

- Tailored delivery

- Growth and expansion

Why NetSuite Services for Nonprofits

Implementing an ERP system can be extremely disruptive. How can you ensure success? Oracle NetSuite Customer Success Services is the only services provider that can provide nonprofit companies with all the following:

- Operational Transformation The single organizing principle for nonprofit companies is operational transformation. NetSuite Services is tightly aligned to product development and has broader experience across a larger customer base. We help you with the restructuring of your chart of accounts—and we also help you understand business processes even if they are not related to the general ledger.

- Nonprofit Industry Experience. Our nonprofit team has experience and expertise in the nonprofit industry and a deep understanding of charities, trusts, foundations, research institutions and associations, the challenges you face and the best practices to help you transition to an optimal state of operations.

  ◦ Our competitive advantage in the nonprofit industry is driven by quality of the service and internal knowledge network to streamline implementations thus minimizing time-to-value and maximizing client's benefits.

  ◦ In addition, our teams leverage this industry knowledge among one another, allowing us to provide the most complex solutions with flexibility to tailor client requirements.

- NetSuite Expertise. We have the highest number of certified NetSuite consultants in the marketplace. With our proximity to product development, we have the advantage of receiving updates from product development and a broad network of solution consultants and technical account managers with both product knowledge and implementation know-how.

- Leading Practices to Accelerate Business Growth. Our competitive advantage is that we not only have a product tailored for nonprofit organizations, but we also have a deep bench of consultants that work with nonprofit companies all day every day that share leading practices. Additionally, our verticalization in several industries enables us to share best practices from an adjacent industry, and a more robust implementation. These leading practices enable our customers to accelerate business growth.

- Social Impact. We enable a simple and effective approach to implementations so that you can honor great missions and honor great social impact. We have several great missions and great social impact currently in SuiteSuccess implementations. We bring new organizations into the fold every day.

- **Culture of Excellence and Commitment to Client Success.** We have a culture of acquiring deep knowledge and expertise in the domain. We work together as one unit—sales, delivery and the nonprofit strategy team working through the requirements of our customers.

- **SuiteSuccess.** We offer an agile and staged pathway for you to succeed by engaging you continuously throughout the full lifecycle of your business, keeping you on an upward growth trajectory tailored specific to the nonprofit industry. SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery and Services teams so that we sell what we deliver and deliver what we sell and enable your full business lifecycle. Our services team leverages the SuiteSuccess model and methodology to ensure a solution built and vetted for nonprofit companies like yours. The SuiteSuccess methodology is focused on four key areas:

  ○ Rapid and efficient implementation

  ○ Leading software industry practices

  ○ Tailored delivery

  ○ Growth and expansion

- **Full Lifecycle Services.** We offer companies in the nonprofit industry support for the full lifecycle of your business—from the initial NetSuite implementation with our exclusive SuiteSuccess methodology—to our online training services with Learning Cloud Support—to continuous managed services with Advanced Customer Support.

- **SuiteSuccess for Nonprofit.** We have functionality built into the database for nonprofit companies including:

  ○ Restriction

  ○ Fund/Program

  ○ Revenue Type

  ○ Revenue Subtype

  ○ Functional Expense

  ○ Grant

  ○ Time Restriction

  ○ Region

- **Compliance with FASB Standards.** Our NetSuite Services team enables you to ensure compliance with standards issued by the Financial Accounting Standards Board. We have a team of experts dedicated to understanding the new standards and offer expertise in helping you adopt the standards using NetSuite. We have industry principals that enable us to stay on top of the changing environment of the nonprofit landscape. FASB rules change and our experts are here to spread the word to our vertical so we can bring this knowledge to our clients and advise accordingly.

- **Minimal Time Investment.** NetSuite is your partner on the implementation—we perform most of the heavy lifting. Typically, a customer provides a few hours a week for two to four months and then they are on the best-of-breed ERP platform.

- **High User Adoption.** Our education, training and testing teams ensure a successfully implemented solution that works and has a high adoption rate.

- **Consolidated Reporting.** We understand the importance of consolidated reporting for our customers in the nonprofit industry. Our services experts help you refine and generate these reports and ensure that your reporting system is running efficiently.

- **Global Reach.** NetSuite Customer Success Services enables nonprofit companies that seek rapid growth through international expansion. Through our recent acquisition by Oracle, we have even further strengthened our global footprint and reach with offices around the world.