



Service Definition Document

NetSuite Practice

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About NeosAlpha

At NeosAlpha, we recognize that every business is unique. Our approach to creating value begins with a deep understanding of the distinctive goals and challenges of each business we serve.

Technology Modernization: We empower your organization to remain relevant today and poised for tomorrow's challenges through Right Cloud Strategy, Adoption of Emerging but Relevant Technologies and Data-Led Approaches

Engineering Automation: We simplify complexity to make your business more productive and scalable through powerful integrations, API-first thinking and efficient workflows

Innovative Experiences: We relish creating exceptional experiences for your customers by leveraging AI, cloud-native apps and data-driven intelligence

Services



Digital Integration

- iPaaS
- APIs
- Process Automation
- EDI

Enterprise Applications

- CRM
- ERP
- HCM
- SCM



Data & Analytics

- Data Integration
- Data Platforms
- Data Architecture
- Analytics & Reporting

Cloud-native App and Microservices

- Microservices
- Containerization
- Distributed Systems
- API development & CI/CD



Technology Partners



boomi



Google apigee



ORACLE®
NETSUITE



Microsoft
Azure



Kong



salesforce

Cross-Domain & Industry Expertise



NeosAlpha NetSuite Services

**NetSuite SuiteSuccess
Implementation**



NetSuite Customization



NetSuite Integrations



**Order Management &
Procurement**



NetSuite CRM



01

NetSuite SuiteSuccess Implementation

Description

A modern NetSuite implementation is a combination of a product and a methodology or approach. SuiteSuccess is built on the knowledge gained from thousands (and thousands) of NetSuite implementations to accelerate NetSuite ROI. SuiteSuccess contains pre-configured functionality based on industry-leading practices, pre-built industry-specific reports, pre-built dashboards, and pre-built roles, with software set-up based on job functions

Scope & Features

Tailored for different industries, it provides ready-made solutions with predefined workflows and metrics.

- **Industry-Specific Configurations:** Pre-configured solutions for various verticals
- **Standardized Implementation Methodology:** Accelerates deployment with best practice approaches.
- **Role-Based Dashboards:** Provides relevant insights for different user roles.
- **Continuous Updates and Support:** Ensures ongoing compliance and system optimization.

Benefits

- **Quick ROI:** Faster deployment leads to a rapid return on investment.
- **Reduced Implementation Costs:** Lower customization efforts minimize project costs.
- **Optimized Business Processes:** Best practice workflows enhance efficiency and productivity.
- **Scalability:** Easily scales with business growth and evolving needs.
- **Improved User Adoption:** Intuitive interfaces and familiar workflows increase user acceptance.

02

NetSuite Customization

Description

We understand the core business processes so that NetSuite implementation can be tailored accordingly. Our ERP consultants have experience simplifying business processes for various industries through providing bespoke enhancements, integrations, and workflows to maximize efficiency and productivity while aligning with organizational objectives.

Scope & Features

Customize forms, fields, workflows, and reports.

- **SuiteBuilder:** Customize forms and fields easily.
- **SuiteScript:** Scripting for advanced customization.
- **SuiteFlow:** Visual workflow editor.
- **SuiteAnalytics:** Create custom reports and dashboards.
- **SuiteCommerce:** Customize e-commerce.
- **SuiteCloud Development (SDF):** Tools for development and deployment.

Benefits

- Tailored solutions for specific business processes.
- Improved efficiency and productivity.
- Enhanced decision-making with custom reports.
- Better user adoption with intuitive interfaces.
- Scalability to support growth.
- Integration with other systems for data consistency.
- Competitive edge with tailored solutions.

03

NetSuite Integrations

Description

Our integration experts will understand the various points of integration and systems involved through a consultative, discovery approach. We architect integration processes following the best practices that adhere to the standards required to connect to the NetSuite platform. Our core integration expertise with Gartner leading iPaaS platforms like Boomi helps us understand integration needs clearly and implement solutions adhering to best practices.

Scope & Features

Facilitates integration with CRM, ERP, e-commerce, and other systems.

- **SuiteTalk:** Web services API for bi-directional data exchange.
- **SuiteFlow:** Visual workflow editor for automating integration processes
- **SuiteScript:** JavaScript-based scripting for advanced customization for integration through RESTLet.
- **SuiteApp Marketplace:** Access to pre-built connectors and integrations.
- **Boomi and Celigo:** Connect NetSuite with other systems by leveraging the integration capabilities offered by leading low-code, iPaaS platforms like Boomi or Celigo to achieve seamless data exchange, process automation, and cross-platform connectivity.

Benefits

- **Streamlined Processes:** Automates data transfer and workflows
- **Improved Accuracy:** Ensures data consistency across systems.
- **Enhanced Productivity:** Reduces manual efforts and errors
- **Scalability:** Adapts to changing business needs and integration requirements.
- **Better Decision-Making:** Provides real-time access to integrated data.

04

Order Management & Procurement

Description

Order Management simplifies the entire order process, from entry to fulfillment. It allows businesses to manage sales orders, inventory, and shipments efficiently. With features like order entry, order fulfillment, pricing, and returns management, it ensures smooth order processing and customer satisfaction.

On the other hand, **Procurement** streamlines purchasing processes, from requisition to payment. It helps businesses manage vendor relationships, track purchase orders, and optimize purchasing decisions. With functionalities for purchase requisitions, purchase orders, vendor management, & receiving, it ensures efficient procurement and cost control.

Scope & Features

- **Inventory Management:** Real-time visibility into inventory levels to prevent stockouts and backorders
- **Order Entry & Fulfillment:** Capture and process customer orders through various channels and manage order fulfillment processes, including picking, packing, and shipping
- **Returns Management:** Streamline returns and exchange processes, including return authorization, restocking, and refund processing
- **Purchase Requisitions:** Enable employees to submit purchase requisitions for approval, ensuring compliance with procurement policies and budgets.
- **Procurement Automation:** Automate procurement processes, such as purchase order creation, approval routing, and invoice matching, to minimize manual tasks and errors.

Benefits

- Streamlined order processing
- Efficient procurement & Supplier Collaboration
- Improved supply chain visibility
- Reduced Errors and Delays
- Compliance and Risk Management

05

NetSuite CRM

Description

NetSuite CRM modules offer tools for effective lead management, opportunity tracking, sales forecasting, customer management, marketing automation, and sales force automation. They also include features for quote and order management, customer support, Outlook integration, and mobile CRM access. These functionalities empower businesses to enhance customer relationships, streamline sales operations, and boost revenue.

Scope & Features

- **Lead Management:** Efficiently capture, nurture, and convert leads into sales opportunities within a centralized system.
- **Opportunity Tracking:** Track and manage sales opportunities through various stages of the sales cycle for effective pipeline management.
- **Sales Forecasting:** Utilize data-driven insights to forecast sales performance and make informed decisions for strategic planning.
- **Customer data management:** NetSuite CRM provides centralized storage and organization of customer information, ensuring easy access, accuracy, and security for improved customer relationship management.
- **Analytics and reporting:** NetSuite CRM offers robust tools to analyze customer data, track performance metrics, and generate actionable insights for informed decision-making and optimization of sales and marketing strategies.

Benefits

- Enhanced customer relationships
- Increased sales efficiency
- Improved Forecasting Accuracy
- Performance Monitoring & KPIs
- Strategic Planning

NeosAlpha Support Desk

Support Package Name	On-demand	Extended On-demand	Proactive	Round-the-Clock Care
Monthly Cost (£)	£900	£1,200	£2,200	£3,000
Support hours included	8* hrs per month (UK working days)	8* hrs per month (UK working days)	2* hrs per day (UK working days)	24* hrs per month (365 days)
Minimum Term	12 months	6 months	6 months	6 months
Availability	7am to 2pm UK Time	7am to 4pm UK Time	7am to 2pm UK Time	Core Support hours: 7 am to 5 pm UK Time On-call Support hours: 5 pm to 7 am UK Time
For every additional hour	£80	£80	£80	£80

* Use it or Lose it

If above support packages don't meet your needs, pls contact NeosAlpha team (sales@neosalpha.com) to comeup with a customised model.

SLA

- Issue Acknowledgement: Within 4 hour of issue being notified
- Issue Analysis: Share the initial findings within 8 hours of acknowledgement
- Issue Resolution: Depending on the complexity of the issue

Scope

- Any support plan will cover only application/solution which are already stable in production.
- Standard activities will cover monitoring the health of the application in scope, making configuration changes, log monitoring to troubleshoot issues and minor fixes to address ad-hoc issues.
- No new operational or business enhancements and changes would be carried out.
- No limit on the number of issues.

Journey of NetSuite Implementation



Harness New Growth With Us!

Contact us!



Building 3, 1st Floor Concorde Park,
Concorde Road Maidenhead - SL6 4BY, UK



+44 1628 638053



www.neosalpha.com

Unleash
