



happiest minds
The Mindful IT Company
Born **Digital** . Born **Agile**

NetSuite Case Studies



Enterprise Resource Planning (ERP) & Inventory Management Transformation

For a Leading electric vehicle's hardware/software Manufacturer

Digital Capital Delivered

Strategy & Objectives



Solutions



Enablers



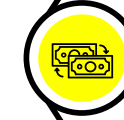
- Implement a reliable, more scalable solution with rapid deployment than the current **QuickBooks, Expandable** system, **ERP roll-outs**.
- System should **auto validate transactions** like sales orders based on business validation rules and auto process return orders.
- Custom **Approval Routing** process for **SO, PO**
- **Reporting and consolidation** across Subsidiaries & locations used to be a challenge and often had several manual interventions.

- **Implementation** of Netsuite modules (Order to Cash, Procure to Pay, Basic Manufacturing)
- All **3rd party** systems like **Coupa, SFDC, SPS Commerce** etc. have been integrated with Netsuite using Mule soft.
- **Data migration** utilities from Expandable to Netsuite
- **Multi-book accounting** system Facilitating inter-company transactions

- End-to-end capabilities in ERP
- Middle ware was introduced to take care of all integration aspects.
- Streamlined tracking process
- Real time reports to identify **shipments, delays, Station Activations** and Assembly of Items
- NetSuite integrations have resolved the **productivity** issues of client, which proves to be highly beneficial for the organization



Consolidated and monitored international subsidiary locations and facilitated multi-currency transactions



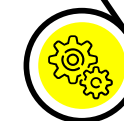
Greater Visibility and control over Sales process & **Finance** reporting.



Effortlessly managed **international subsidiary finances**



Improvement in visibility and Sarbanes-Oxley (SOX) Act compliance



Billing and tracking transparency of sales process

Enterprise Resource Planning (ERP) & Inventory Management Transformation

For a leading solar panel installer and provider of advanced single-axis solar trackers

Digital Capital Delivered

Strategy & Objectives



Solutions



Enablers



- **Strong inventory management** and core operational modules
- **Data migration** from expensive **Baan** ERP solution to NetSuite
- **Salesforce** integration with NetSuite
- Integration of **payment** with the third-party application
- Tracking of shipping and billing process
- Seamless integration with current design and production system
- Happiest Minds customized solution for implementing Goods and Services **Tax (GST)**/Tax Deducted at Source (TDS)

- Implementation of **NetSuite One World**
- Existing BAAN accounts are mapped to Netsuite cloud ERP solution
- Salesforce integration with Netsuite
- Configuration of **GST** along with harmonized sales tax (HTS)/services accounting code (SAC) at the item level
- Integration of third-party payment gateway (**Bellin**)
- Seamless **billing and payment** process
- Multi-book accounting system Facilitating inter-company transactions

- End-to-end capabilities in ERP
- A well-defined migration strategy without any user disruption
- Multi-subsidiary and multi-currency management
- All financials in NetSuite rolled-up to the parent company
- Data consistency across multiple systems



Consolidated and monitored international subsidiary locations and facilitated **multi-currency** transactions



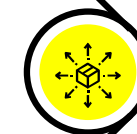
Salespeople received exact details as customer relationship management (CRM) and ERP was integrated



Payment process integration enabled better visibility of payment processing



Streamlined order management, including shipping



Effortlessly managed international subsidiary finances



Facilitated financial reporting and tax compliance in local currencies, including **GST**

Operation & Inventory Management

For a Leading
Luxurious furniture
product seller

Digital Capital Delivered

Strategy & Objectives



- **Automating workflow** processes for lead management, application conversion, and contract update and storage
- **Regular updates/notifications** for sales orders to customers/vendors based on order placing, fulfillment, and invoicing
- **Order shipping** notification for fulfilled order
- **Multi-carrier tracking** information

Solutions



- NetSuite's **online customer forms** to create leads and convert them into customers/partners/vendors
- Mulesoft as middleware for interacting with the user interface (UI) and NetSuite
- **Pacejet shipping and RF-SMART fulfillment** process integration with NetSuite
- **Narvar's multi-carrier tracking** integration with NetSuite to place and track the fulfilled orders

Enablers



- **Online catalog** request, order creation, and billing process
- **NSPOS** Integration
- Enhanced user interface
- Streamlined tracking process
- Transparent pre-purchase and post-purchase experiences



Easy management and notification processes resulted in customer/vendor satisfaction



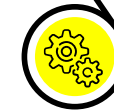
Reduced the number of customer care contacts resulting in an **increased focus on proactive selling**/design advice



Simultaneous notification systems for different stakeholders (sales representative, customer relations and vendors)



High fulfillment of sales orders



Billing and tracking transparency of sales process

Success Story

Enterprise Resource Planning (ERP) & Inventory Management Transformation

For an information and communication solutions provider

Digital Capital Delivered

Strategy & Objectives



Solutions



Enablers



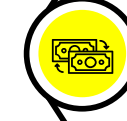
- Implement a reliable, more scalable solution with rapid deployment than the current ERP system
- Consolidate across subsidiaries, while managing 10,000+ customers
- **Integrate Electronic Data Exchange (EDI)** system with Netsuite application
- Migrate data to NetSuite for a standard process to be followed in the sales team across multiple regions (USA, EMEA, and APAC)
- Seamless **reporting and consolidation** across subsidiaries/sales Region/locations
- Create a **pricing solution** based on subsidiary/location/region

- Implementation of core **operational modules** in Netsuite
- **Integration of EDI systems** with Netsuite using MuleSoft
- Seamless data migration from Baan to Netsuite
- **Logical inventory solution** for faster shipping and deliveries
- **Instant inventory updates** to facilitate quick ordering/shipment processes
- Customized solution to suggest prices based on subsidiary/location/region

- Core modules for all back-end business processes such as accounts receivables, accounts payable, invoicing, bills' reconciliation, accounting, and financial reporting
- Seamless data migration from multiple legacy systems into Netsuite to provide historical records
- NetSuite customization capabilities enabled the system to suggest pricing based on subsidiary/regions/locations and facilitated corporate advantage
- Logical solution enabled the company to maintain inventory, ship assemblies quickly
- Middleware (MuleSoft) was introduced to take care of all integration aspects



Real-time consolidation across three subsidiaries



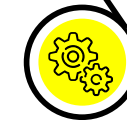
Built-in support for over 10 currencies, 10+ payment formats, 20+ languages, and financial consolidation



End-to-End process visibility across multiple subsidiaries/departments/locations, in conjunction with analytics deployment



Greater visibility and control over sales process and pricing



Managed EDI mapping and signals across Netsuite

Success Story

Business Process Modernization & Customization

Scalable Solution & End-to-End Capabilities

For a Global Manufacturer of Industrial Lighting Solutions

Digital Capital Delivered



Business operations streamlined onto NetSuite's unified platform, integrating CRM, ERP and Ecommerce processes



Oracle NetSuite's modern Cloud solution aligned well with client's focus on IT innovation and modernization



Easy customization allowed the client to shape Netsuite to best fit their needs



Automatic shipments and automatic fulfillments replaced manual entry with scripting



NetSuite, MuleSoft and Okta to develop **single sign-on (SSO)** for the partner to create quotes and orders



Improvement in visibility and Sarbanes-Oxley (SOX) Act compliance

Strategy & Objectives



Solutions



Enablers



- Scalable single system to cater to current and future needs with customization capabilities for modeling software to client's business needs
- Seamless and consistent data across systems
- Tracking of customer relationship management (CRM) activities, covering aspects such as **campaign management**, lead, prospect, opportunity, and quote to order
- Tracking of **customer contract, billing schedule, and projects accounting** seamlessly

- Oracle **NetSuite** offered a unified platform for end-to-end visibility across the business
- Happiest Minds implemented an end-to-end Enterprise Resource Planning (**ERP**) solution in record time for business functionalities, including **CRM**, order management, procurement, inventory and financials
- Creation of multiple fiscal calendars for multiple subsidiaries
- Creation of multiple key performance indicators (**KPIs**) and dashboards to gauge performance over time

- End-to-end capabilities in ERP
- Web-based agency details along with their commissions were integrated with accounting, inventory and other key business processes
- Data consistency across multiple systems
- KPIs provided a broader view of business performance and helped make informed decisions

Lead, Order and Billing Cycle Management

For a Leading Solar Home Solutions Provider

Digital Capital Delivered



Smooth, automated partner onboarding process resulted in over 1000 partners onboarding



High fulfillment of sales orders, as well as their billing and tracking



Organized maintenance of contract documents (contracts)



Simultaneous notification systems for different stakeholders (sales representative, customer relations and partners)

Strategy & Objectives



- **Online automated workflow** process for lead management, application conversion, and contract update as well as storage
- Online order creation and billing process
- Regular updates/notifications for sales orders to partners/customers based on order placing, fulfillment, and invoicing

Solutions



- NetSuite's online customer forms for creating leads and converting them into partners/customers
- MuleSoft as middleware for interacting with user interface (UI) and NetSuite
- NetSuite, MuleSoft, and **Okta to develop single sign-on (SSO)** for the partner to create **quotes** and orders
- **Magento** and NetSuite to place, track and bill sales orders
- **VOIP(8by8)** for cloud based voice and unified communications for businesses

Enablers



- **DocuSign** for transaction management services (contracts)
- Enhanced user interface
- Automated partner onboarding
- Automated workflow process

Success Story

Support and Maintenance for Inventory, Order Management and Role Management

Enterprise Resource Planning (ERP) & Inventory Management Transformation

For a Largest E-commerce Merchandiser of consumer electronics and gaming

Digital Capital Delivered

Strategy & Objectives	Solutions	Enablers
<ul style="list-style-type: none">Scalable approach to resolve inventory and Finance on demand transactionsMaintenance of User credentials and system administration for roles and permission and email alertsReporting and consolidation across Subsidiaries & locationsAutomating Approval workflow, Order Fulfillment and Cash salesStreamline messages/script exchanges across multiple application	<ul style="list-style-type: none">Configure custom field and recordsConfigure user roles and permission set up and training.Save Search and reports for AP, AR and ProcurementMonth End Activities and support for fallouts if anyInventory transaction and reconciliation between Warehouse and NetSuite	<ul style="list-style-type: none">Compliance for user access managementInventory transactions and reconciliation b/w multiple applicationAutomated Bank Reconciliation reporting across applicationsReal time reports to identify fallouts of missing SO, Cash Sales and FulfillmentsUAT testing streamlined with other cloud applications for upgradesAutomated SuiteFlow Approval



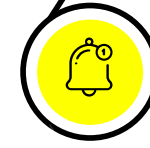
Better User Roles and Permission management



Greater Visibility and control over Transactional issue via report Management.



Consolidation of Subsidiaries- Finance & inventory transaction across locations



Automated Bank Recon, Inventory Count saves more time and effort



Happiest People · Happiest Customers

For any business-related queries please contact us
at **business@happiestminds.com**

India | United States | United Kingdom | Canada | Australia | Dubai