

# OPTIMIZE YOUR NETSUITE INVESTMENT

Leveraging RSM Managed Services Model

10/28/2020



# Agenda

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**Introductions**



**NetSuite Managed Application and Support Services**



**Latest NetSuite Features (Release 2020.2)**



**How to Engage RSM for Support**



**Questions & Answers**



# The RSM Team

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## **Daniel Beil**

- RSM Partner and National MAS leader
- 30 years of accounting and ERP consulting experience
- Certified Public Accountant



## **Matthew Balas**

- RSM's NetSuite National Support Lead
- Implementation and Client support experience
- Certified Public Accountant
- NetSuite Certified Consultant

# NetSuite Managed Application and Support Services

# What We Heard From Our Clients



## CHALLENGE 1

### Client staffed NetSuite Administrator

- It is difficult to find & retain a qualified NetSuite Administrator
- Admin's experiences limited to client's NetSuite instance only
- Admin responsibilities on resources that would be better utilized in core business functions



## CHALLENGE 2

### Existing Support Options

- Clients require access to skilled project & development consultants along with basic support
- Uniquely customized NetSuite environment makes support requests more difficult to manage



## CHALLENGE 3

### Management & Business Challenges

- More predictable costs for budgeting and forecasting
- Maintaining system optimization as the software changes and performs upgrades
- Need for qualified IT resources extends past NetSuite.

# Support Options Our Clients Were Seeing



- Support desks used as a training environment for new resources
- Support handled by consultants that move onto new projects
- Support provided by offshore resources
- Support fixing the issue but not the over arching problem
- Support provided by a “team” versus a dedicated resource
- Resources lack accounting skills
- Support is reactive vs proactive monitoring and adapting



## The RSM Managed Application Services | Built to Solve Client Needs

1

Staffed with skilled functional & development resources

2

Continuous Industry and Functional training for resources

3

Access entire RSM National NetSuite team & developers

4

Can support all NetSuite related tasks

5

Leverage experiences from expansive RSM client base

6

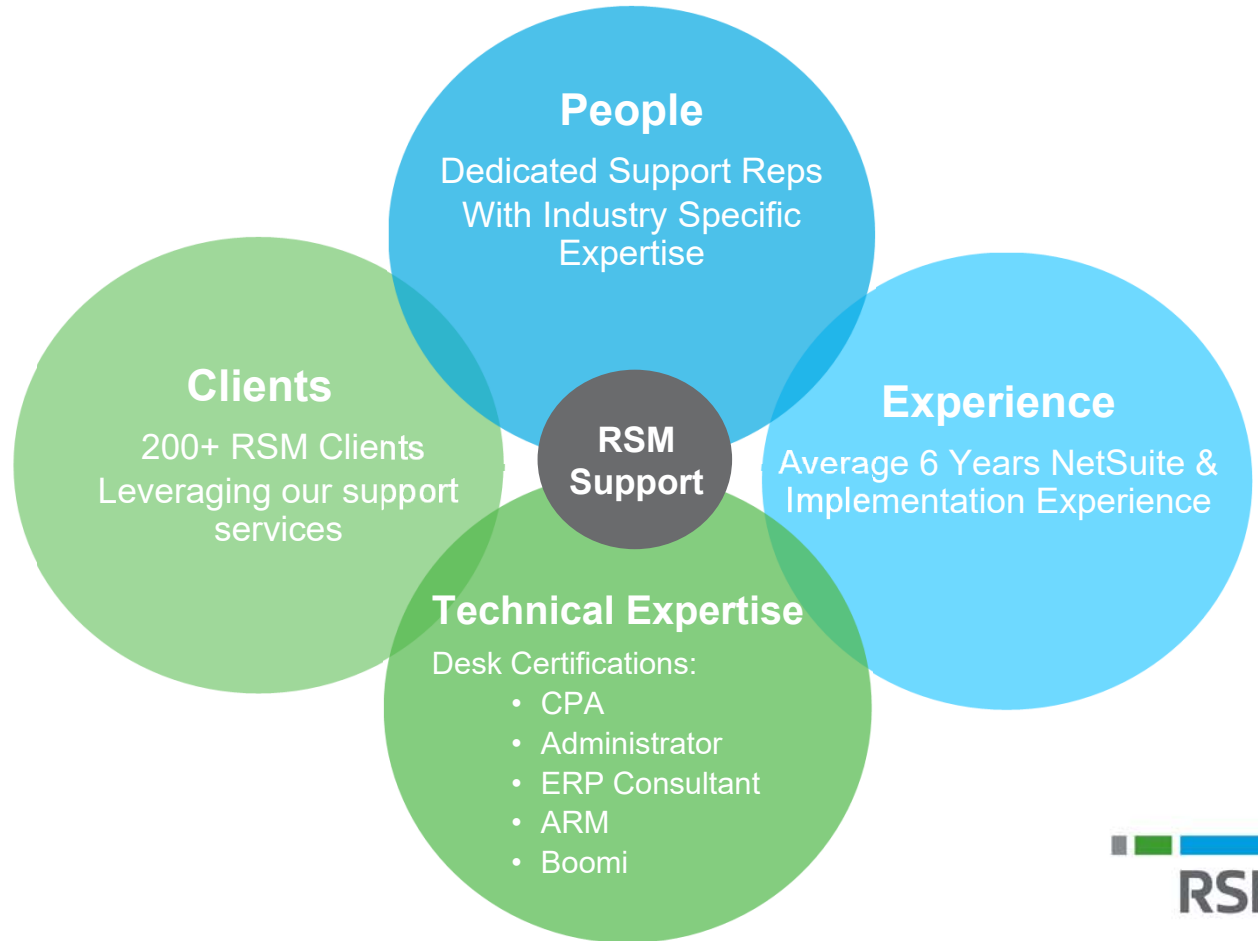
Provides a flexible & expandable support system

7

Provide predictable costs

**Allows Customer to Focus on Core Competencies**

# Our NetSuite MAS Team





# Our Support Tiers & Options

	Tier I	Tier II
US support 8:00 - 6:00   Int. support 9:00-5:00 , Mon through Fri	✘	✘
Access to our live on-shore response team & web portal 24/7	✘	✘
Access to experienced NetSuite professionals for break/fix issues	✘	✘
Knowledge and assistance with third-party products as defined	✘	✘
Case Prioritization	✘	✘
Dedicated account management	✘	✘
NetSuite phased-product upgrade analysis twice per year	✘	✘
Quarterly reviews of NetSuite system	✘	✘
Flexible block of hours	✘	
Support provided on a fixed-fee cost basis		✘

Optional Add- On	
Tier II	Block of Development Hrs
Tier I & II	Managed IT Services (MITS)

# Find the Right Fit for Your Business

## Block of Hours (Tier I)

- Client determines the number of hours they will need.
- The support hours can be used at client discretion for optimization, or support for existing functionality
- Additional hours required will be supported at the T&M rate
- Development & Integration assistance are also supported under this Tier

## Fixed Fee Support (Tier II)

- Unlimited support for modules currently being used
  - + 10 hrs of new or existing workflow support
  - + 10hrs of new or existing reporting support
- A fixed fee charged quarterly in advance
- No T&M fees unless new functionality needs to be added (ex. Fixed Assets)

# Dedicated Account Management



1

You will be assigned a designated Primary Administrator on the support team

2

Your Primary Administrator is available for quarterly reporting and review of ticket history

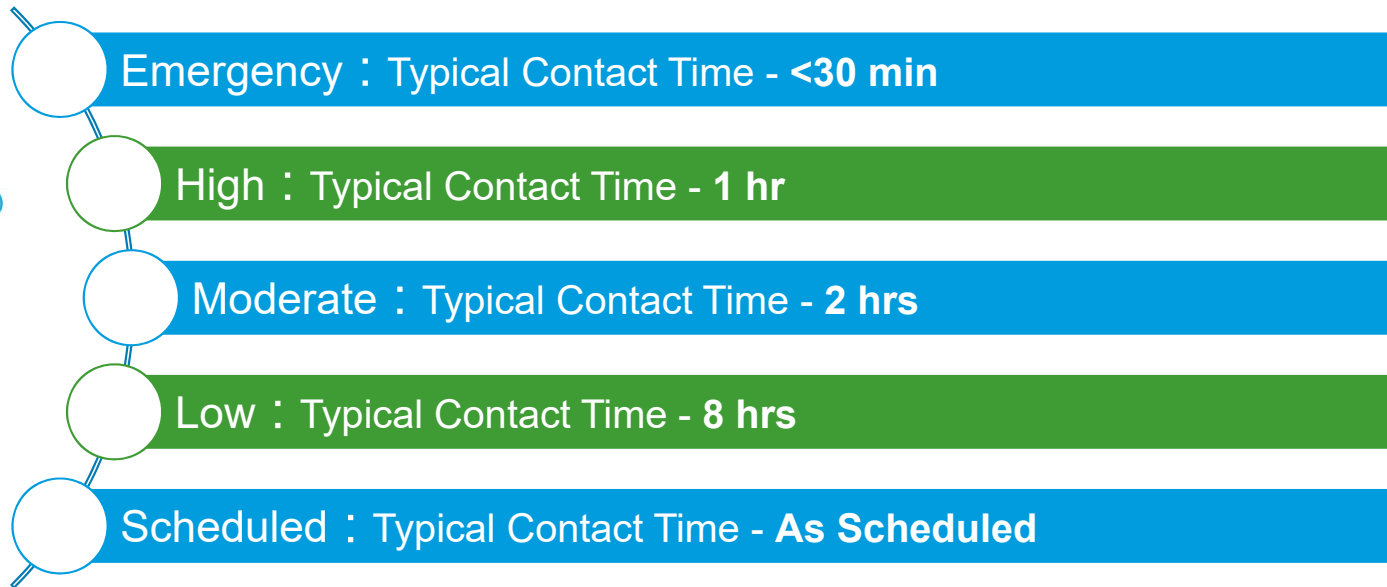
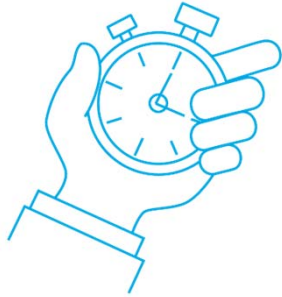
3

Improved effectiveness and efficiency of ticket resolution due to familiarity with your system

4

Dedicated account manager to manage the relationship with NetSuite on your behalf

# Match Response Times to Your Needs



## Typical Ways We Help Clients

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- Add or remove a user or log on issues
- Maintain user security and permissions
- Navigation assistance
- Create a simple saved search (no formulas)
- Layout custom or personal dashboard views
- Review unutilized records and fields
- Design release testing plan and monitor for users to execute release testing
- Inactivate fields or records Client has identified as obsolete
- Simple native NetSuite how-to training
- Create a custom view
- Create and maintain reports
- Create and maintain workflows
- Creating and maintain custom fields or records
- Creating and maintain dashboards
- Form changes
- CSV error assistance
- Managing accounting periods
- Creating CSV import templates
- Subsidiary, GL accounts and classification management

## Additional Program Details

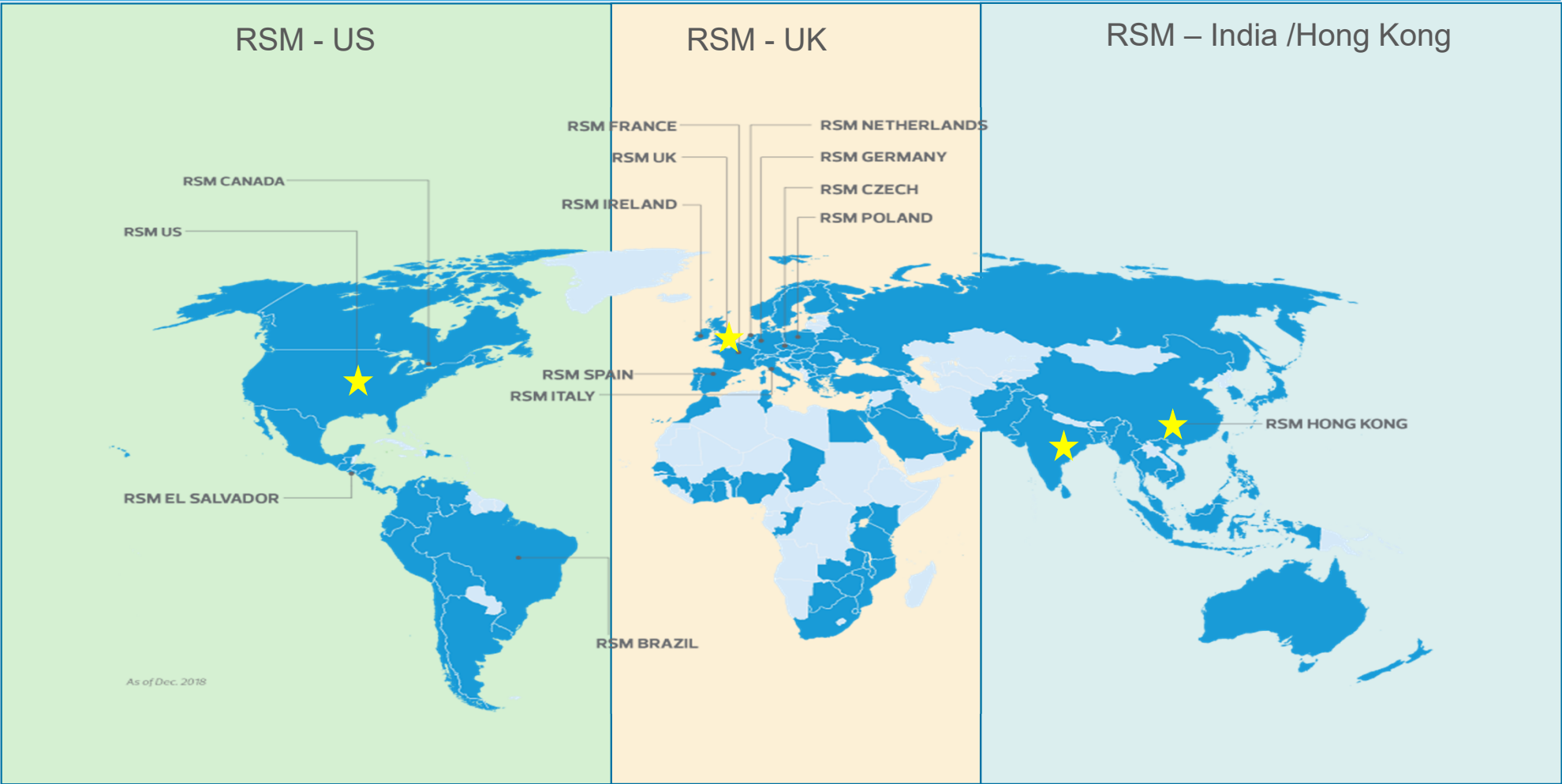
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**US Hours: 8am – 6pm**

**International Hours: 9am – 5pm**

- Shared national & international resource team with NetSuite certified consultants
- Issue/Request Acknowledgement based on Priority Levels & Office location
- Client will have RSM as Partner of Record
- Client must provide Partner Access License or User License for RSM team

# RSM Can Solve Your International Needs

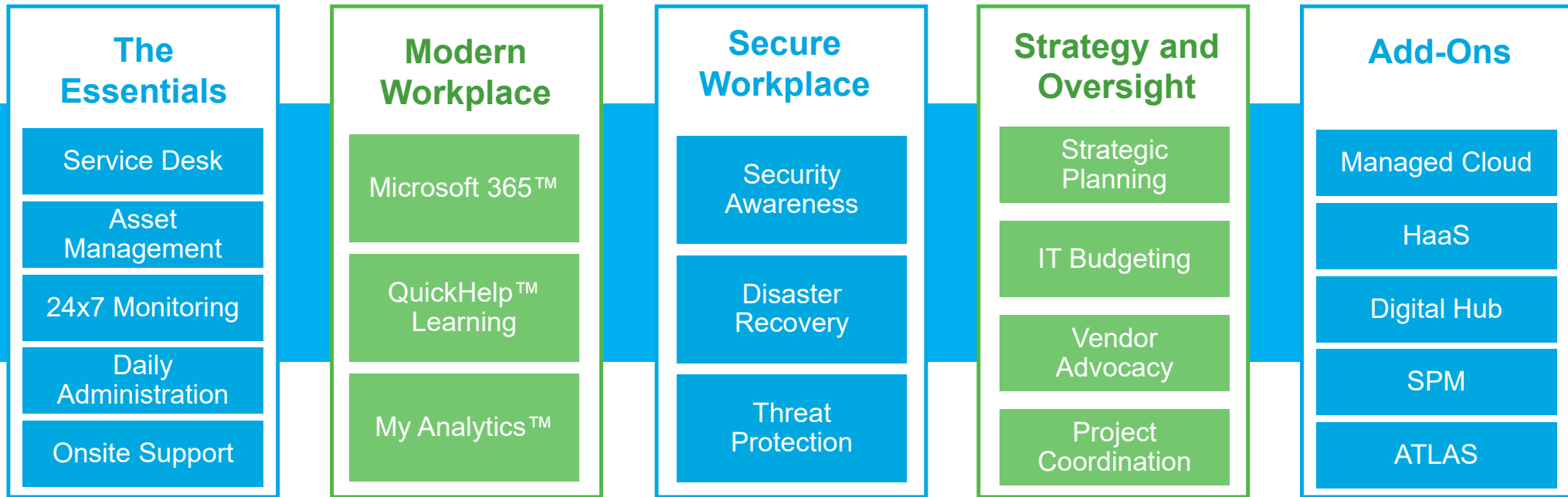




# Additional Services



# Expand Your IT Team with RSM



Included in Fully Managed program

## How We Help Your Teams

- 24x7 US based RSM service desk analysts
- Service level agreements
- Monthly trend reporting
- Phone, email, chat and portal options
- State of the art remote control tools
- Comprehensive client profile database
- Emergency dispatch



## Common Requests

- Password resets
- Computer troubleshooting
- Software installs
- “How to’s”
- Mobile device setup
- Lost device
- Network issues
- System outages
- Online meetings
- Telecom
- Data restore
- Permission changes
- Malware
- Email and file sharing
- Printing and scanning
- Office 365

# The Modern Workplace



**Email and calendar**  
Business class email with 50MB mailbox per user with 150MB attachments.



**Advanced Email**  
Archiving and legal hold for email compliance and enforcement.



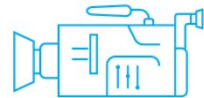
**Office Suite**  
Always have the latest version of Office installed on up to 5 devices and on any modern browser.



**File Storage & Sharing**  
OneDrive gives each user 1 TB of personal cloud storage. Share documents inside and outside your organization.



**Social Portal**  
Yammer lets employees to connect with the right people and share information across teams and projects.



**Video Portal**  
Corporate-wide destination for video upload, sharing and discovery, and smooth playback across devices.



**Online Meetings**  
Host online meetings with audio, HD video, and web conferencing over the Internet.



**IM and Skype**  
Connect with users via instant message, voice/video calls, and share your online status.



**Work Management**  
Planner makes it easy for your team to create new plans, organize and assign tasks, share files, and get updates on progress.




**Data Protection Control**  
Rights management, data loss prevention, and encryption to keep your content safe in email, IM and meetings, and team sites.



**Search and Discovery**  
Search and discover content across Office 365 based on personalized insights through Office Delve.



**Team Collaboration**  
Provide a place for your team to create and collaborate on content in real time all intuitively organized.



# Latest NetSuite Features

## Release 2020.2

# Corporate Card

- You can set up NetSuite to import expenses on a daily basis.
- Map each imported expense to your existing expense categories.
- Manage exceptions and ignore charges
- Create new or add to existing expense reports
- Currently only for AMEX cards

1. Validate expense lines daily
2. Have corporate card charges automatically available in the system, which employees can add to expense reports
3. Provide automatic email notification to employees about their newly imported charges

## Automatic Bank Data

- Connect to Financial Institution for daily imports of bank data
- Auto-create account transactions from bank import:
  - ✓ Deposits and charges for general ledger bank accounts
  - ✓ Charges and refunds for general ledger credit card accounts
- Auto-created transactions are matched based on matching rules
- Submitting matches creates transaction

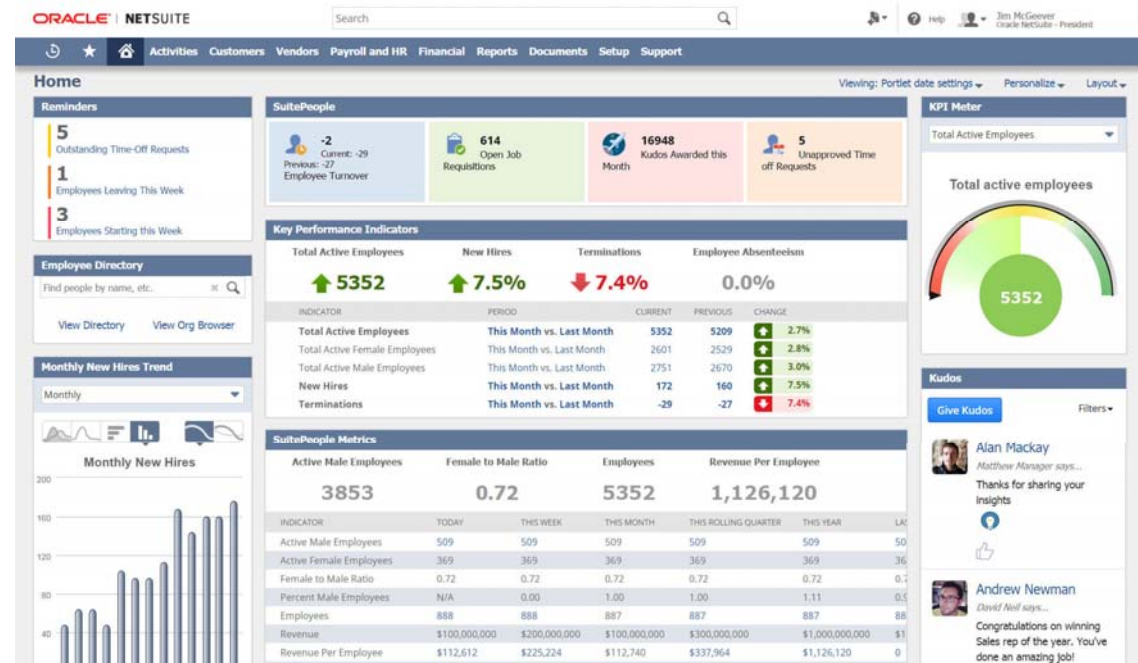
# SuitePeople Updates

- Goal Management

- ✓ Employee ownership of goals
- ✓ Manager approval and collaboration
- ✓ Performance metrics
- ✓ Reporting capabilities

- Performance Reviews

- ✓ Define performance questions and scale
- ✓ Assign reviews to employees and reviewer
- ✓ Goals integrated
- ✓ Review and approve reviews



# Intercompany Updates

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- Cross Charge Automation
  - ✓ Added to period close checklist
  - ✓ Automatically creates cross charge transactions
- Intercompany Netting and Netting Settlement
  - ✓ More efficient management of open intercompany balances
- System-Generated Representing Entities
  - ✓ Creates representing entities when you add a new subsidiary
- Transaction Pairing
  - ✓ Manually pair intercompany bills and invoices
  - ✓ Netting functionality to net paired intercompany invoices & bills





# Other Updates

## Order to Cash

- Invoice Groups
- Required Deposits

## Procure to Pay

- Prepayment Approvals
- Vendor Bill Variance for Additional Items

## Customization

- Workflow localization
- Sublist enhancements





# How We Have Helped

# Clients Who Benefited from RSM

Use cases for the different Tiered Support options, and how clients of all sizes/industries were able to benefit

## Tier 1

### Industry

Technology

### Client Needs

Resolve faulty Subsidiary creation for immediate need for reporting

### RSM Solution

By end of the day, support was able to resolve subsidiary setup issue. Reclass entries, and generate financials

### Benefits

Client was able to get immediate response to solve a complex issue and still meet reporting deadline

## Tier 2

### Industry

Information Technology Services

### Client Needs

Experienced consultant for In-House Admin to escalate questions

### RSM Solution

More technical/development orientated resource assigned to account

### Benefits

Client was able to replace a departing admin without lapse in service and complete a number of optimization efforts previously unable to complete

## How to engage RSM

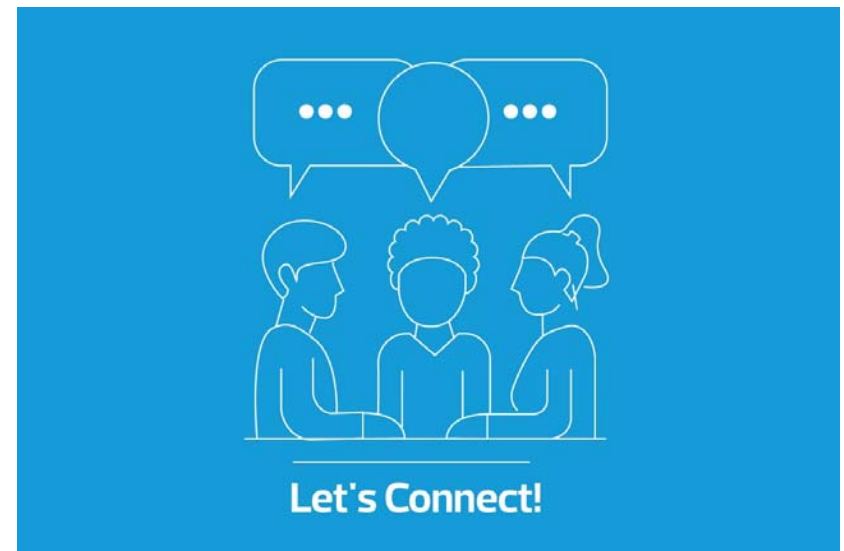
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Let's explore what support options fit your company's needs.

Talk to one of our support leaders and find out ways to maximize your use of NetSuite. Let RSM certified NetSuite consultants oversee your system so you can focus on growing your business.

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# QUESTIONS AND ANSWERS

## Question Ideas

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- Does it matter if RSM implemented our NetSuite account?
- Will the NetSuite Managed Service Desk administer my 3<sup>rd</sup> party application as well?
- Is there a limit on number of cases that can be submitted, or number of users that can submit tickets?



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