

RUNNING YOUR SERVICES BUSINESS WITH NETSUITE OPENAIR PSA



1/31/2019

Professional Services Automation (PSA) Definition

- A software suite that allow users to integrate industry-appropriate metrics in order to better understand operations, improve efficiency and increase profitability.
- PSA provides service professionals, with project management and resource management for internal or client facing projects and utilization rate management for billable staff.
- *Automaton of end-to-end “Quotes to Cash” business processes*
- *ERP is to Finance as PSA is to Services*
- *ALWAYS a DIRECT impact to \$\$\$*

Professional Services Automation Attributes

- **Key areas automated by PSA:**
- Management and delivery of projects
- Allocation and staffing of resources
- Collecting time/expense entry
- Project billing/accounting
- Integration with other systems (accounting, CRM, HR, BI)

A services-based business is an enterprise that provides work performed in an expert manner by an individual or team for the benefit of its customers.

- The typical “**service**” **business** provides products and services including:
- Business Consulting
- Implementation/Integration work
- Services around Software/Hardware sales
- Shared Services (IT, Marketing, Auditing, Legal, HR, Imbedded Services etc.)

Professional Services Automaton KPIs

- Increase Revenue—Reduce Cost—Mitigate Risks
- Improve project margins
- Increase resource utilization rates
- Reduce revenue leakage
- Improved on-time, under budget project delivery rates
- Lower project cancellation rates
- Reduce Days of Sales Outstanding (DSO)
- Enhance customer experience
- Provide meaningful & measurable financial benefits

What is OpenAir?

OpenAir

OpenAir is the best-in-class professional services automation software designed for professional services organizations of all sizes. OpenAir can be easily integrated with ANY ERP, CRM, HCM, BI or other enterprise solution already in place.

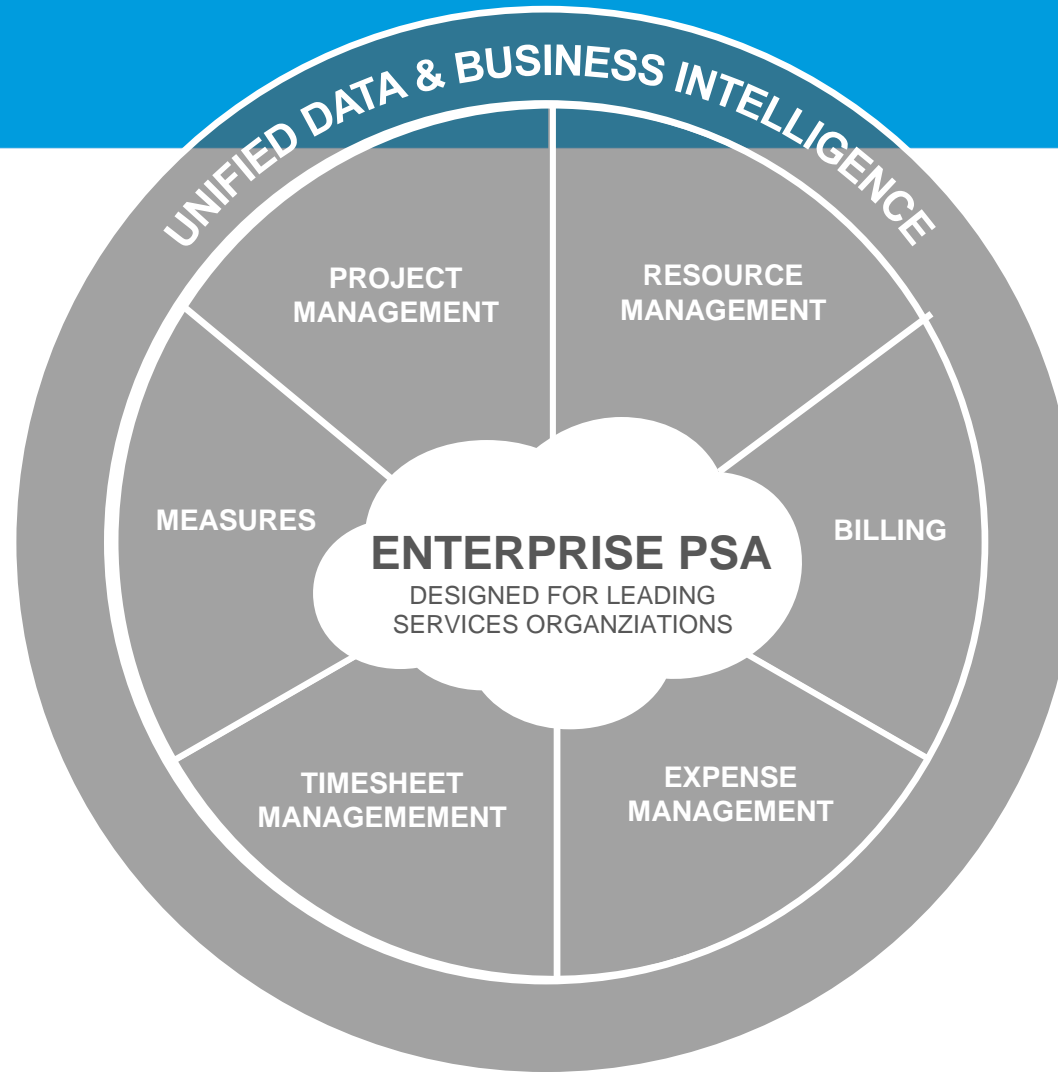
WHAT IS OPENAIR

ORACLE

OpenAir

OpenAir

- Stand alone or Integrated Project Management, Resource Management, Project Accounting and Time & Expenses Solution
- Founded in 1998 & Acquired by NetSuite in 2008
- Acquired by Oracle in November 2016
- +2,600 Global Customers
- **Growing by 30%+ in each of the last 14 consecutive quarters!!!**



The Industry Leader in Professional Services Automation

NETSUITE OPENAIR PROFESSIONAL SERVICES AUTOMATION

- **NetSuite OpenAir**

- Can be implemented stand alone or packaged with NetSuite Financials
 - Project Management
 - Advanced Project Accounting
 - Billing
 - Job Costing
 - Revenue Recognition
 - Resource Management
 - Time and expense entry
 - Time Off, Vacation & Unavailable Time Tracking
 - Multiple invoice types
 - Budget tracking

OPENAIR HIGHLIGHTS

- 1. Single Application Suite** – no requirement to buy other modules linked together
- 2. Ease of use/flexibility** – clean UI, quick to execute tasks, configurable on the fly
- 3. Global/enterprise scale** – enterprise customers; multi-sub/currency functionality
- 4. Speed of deployment** – rapid go-live while implementing leading practices

#1 IN CLOUD SERVICES AUTOMATION

\$34B

OVER SERVICES REVENUES MANAGED

2,500

LIVE CUSTOMERS

WorkDay

FinancialForce

- OPENAIR has 10X more PSA deployments than FinancialForce + WorkDay combined!

* 2,600+ customers represent more than 2,600 organizations and subsidiaries globally

BEST IN CLASS BUSINESS VISIBILITY IS A MUST



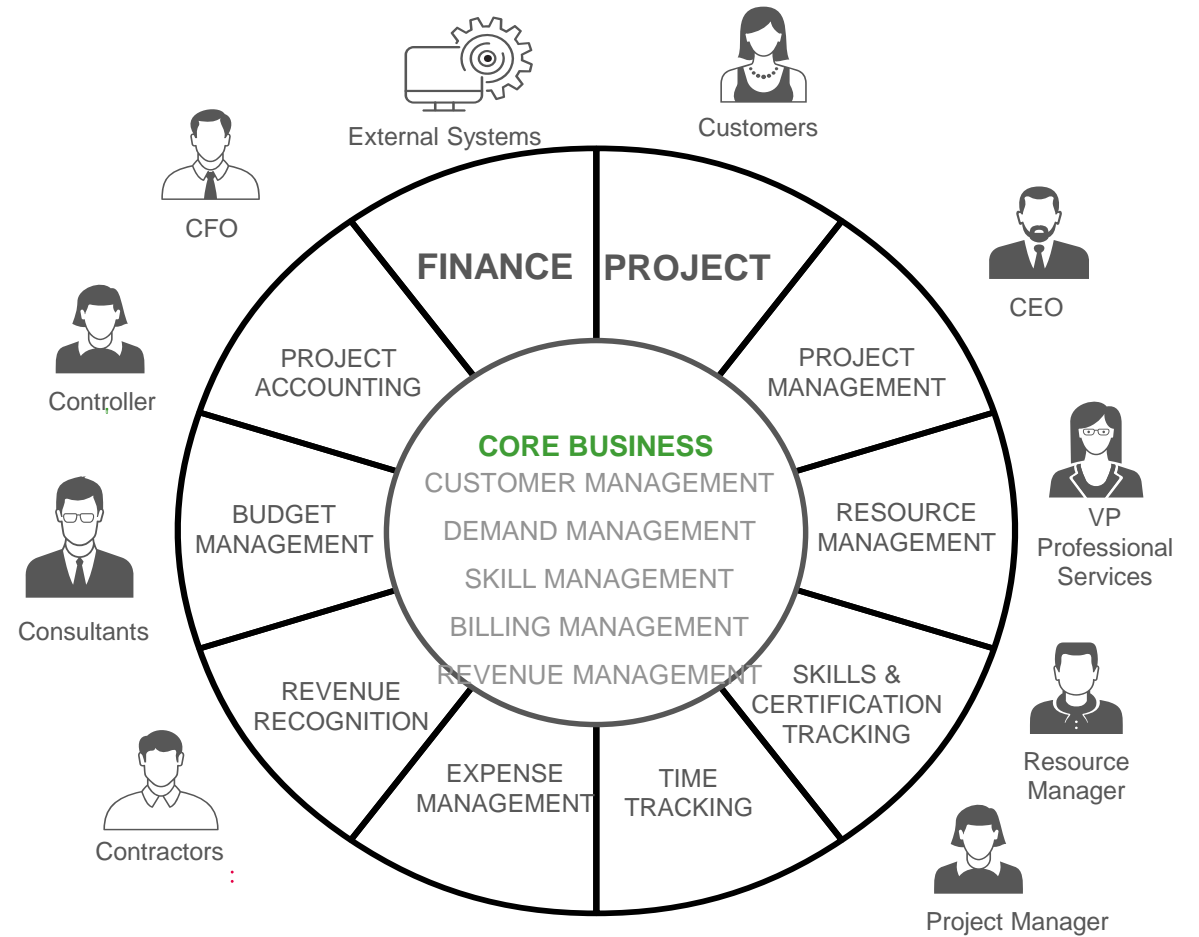
Need	Why?
Real-time Visibility	Eliminate making decisions based on out-of-date data
Self Service Reporting	Remove IT, or unnecessary resources, from process
Integration into Experience	Ensures analytics are actionable, part of everyday activities
Shared View of Data	Everyone is making decisions on the same data
Role-based Dashboards	Ensure everyone has the relevant data at hand
Summary to Detail	Provide clear line of sight from trend/KPI to solution

BUSINESS INTELLIGENCE FOR ALL

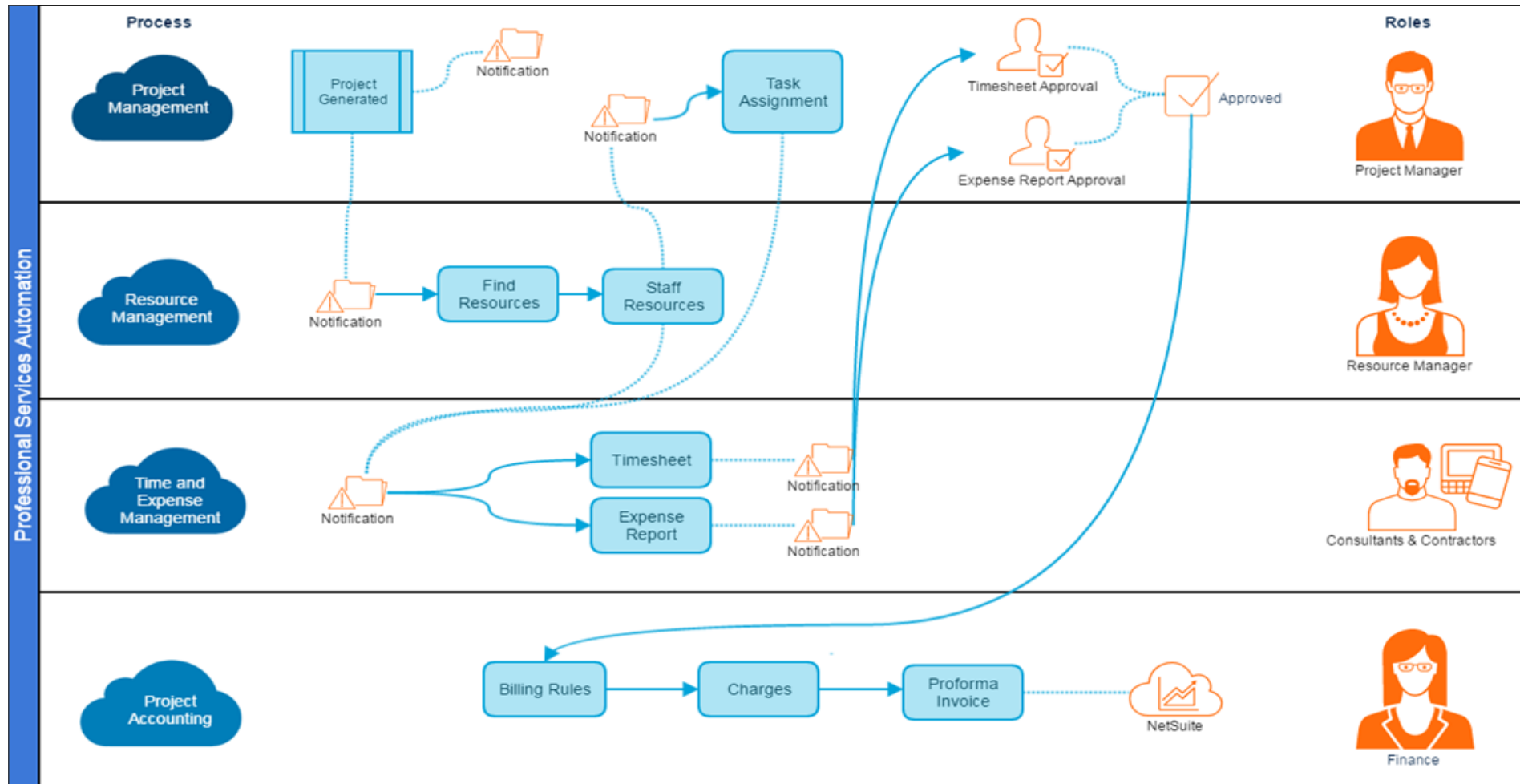


What is my....	Analyze...	Act
Project Profitability	<ul style="list-style-type: none">• Project Cost• Services Revenue	<ul style="list-style-type: none">• What is our investment in this engagement?• Are our rates competitive and are we profitable?
Resource Utilization	<ul style="list-style-type: none">• Resource Availability• Capacity• Skills Inventory	<ul style="list-style-type: none">• Who is over or under-worked?• Can I handle upcoming demand?• Do I have the right skills and team in place?
Project Progress	<ul style="list-style-type: none">• Deliverables• Milestones	<ul style="list-style-type: none">• Are we on track and meeting our timeline?• Are we able to deliver work and meet our customers' needs?
Accounting Process	<ul style="list-style-type: none">• Billing• Revenue Recognition• Invoice Status and Aging	<ul style="list-style-type: none">• Are we billing based on contract terms?• Are we minimizing errors and getting paid in a timely manner?

ROLE BASED VIEW



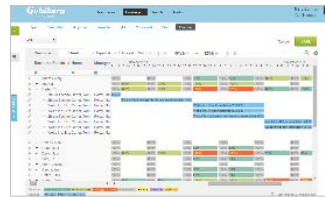
EASE OF USE / USER EXPERIENCE



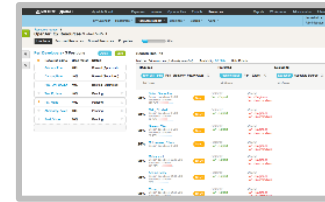
OPENAIR: HISTORY OF INNOVATION



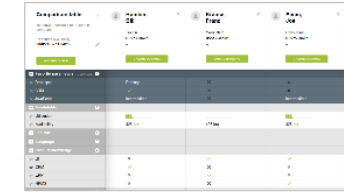
Project Status Report



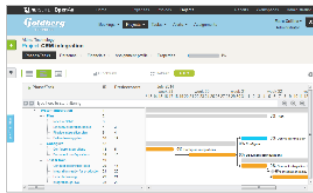
Resource Booking Planner



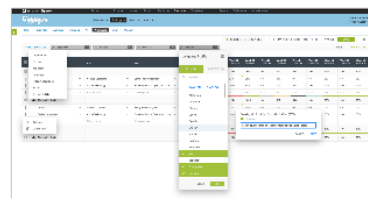
Resource Demand Request



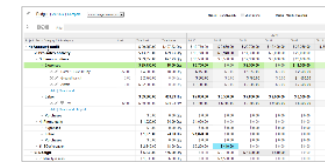
Side-by-Side Compare



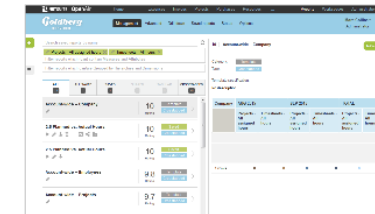
Interactive Gantt



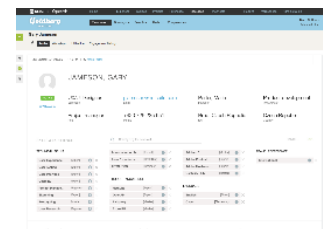
Advanced Booking Planner



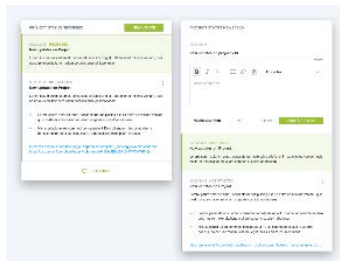
Advanced Budgeting



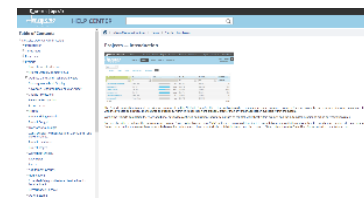
New Reporting Suite



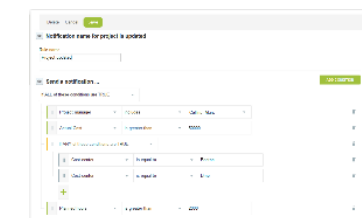
User Profile



Project Newsfeed

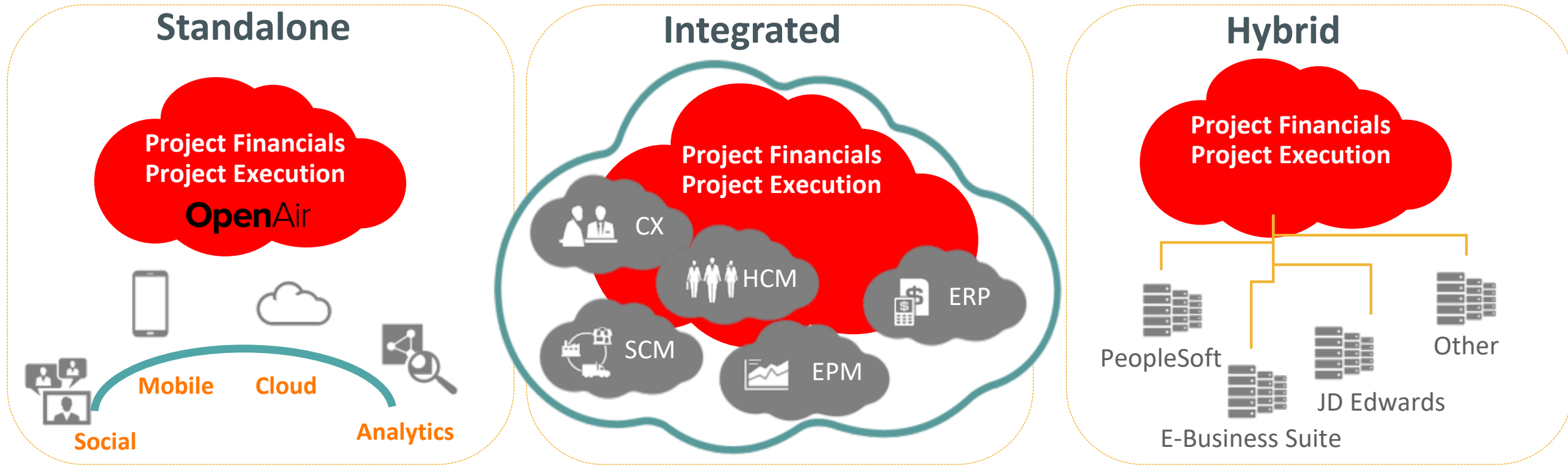


Help Center



Notification Builder

ORACLE OPENAIR PSA CLOUD JOURNEY



CUSTOMIZATION IS NOT A DIRTY WORD-



100% OF CUSTOMERS ARE ON THE SAME RELEASE

Two major upgrades per year
Ongoing minor upgrades throughout the year
Release preview environment

Customizations carry forward
Customer use cases incorporated in QA testing



SCALABILITY

- Modern small iron grid layout
- Multi-tenancy
- Relational persistence for intelligent data

AVAILABILITY

- Real time monitoring and control
- Disk redundancy
- Hot backup

EFFICIENCY

- In-memory compute
- Multi-level caching
- Solid state disk

SECURE

- Physical
- Network
- Logical
- Application

SECURE AND RELIABLE



NETSUITE | OpenAir | SYSTEM STATUS

Tuesday February 2, 2016 12:00 AM EST English (US)

All NetSuite OpenAir Systems Fully Operational [View NetSuite Status Report](#)

System Uptime: Last 12 Months
Dates **February 2015 - January 2016**
Customer Requests **9,509,056,711**
Avg Uptime **99.95%**

System Uptime: Last 7 Days

Day	Date	# Customer Requests	Avg Uptime
Monday	2/1/2016		100.00% ✓
Sunday	1/31/2016	4,683,477	100.00% ✓
Saturday	1/30/2016	2,420,918	100.00% ✓
Friday	1/29/2016	12,473,118	100.00% ✓
Thursday	1/28/2016	8,844,067	100.00% ✓
Wednesday	1/27/2016	8,511,337	100.00% ✓
Tuesday	1/26/2016	8,646,508	100.00% ✓

Today
No Issues Today

Scheduled Maintenance
No Upcoming Maintenance

Account administrators will be notified of account-specific maintenance.

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99.95%

Actual Performance
in 2017

Our Platform is a comprehensive offering of configurability, cloud development tools and infrastructure that enables customers and software developers to maximize the benefits of cloud computing. OpenAir is architected as a multi-tenant cloud platform that provides the core infrastructure, including support, for industrial-strength standards of high availability, disaster recovery and security as well as an integrated scripting capability and a set of APIs to build and connect applications to the platform.

UNIFIED DATA

SINGLE DATABASE ENABLES BI FOR ALL USERS

- Simple, Self-Service Reporting on a Unified Set of Data
- Industry-Leading Reporting Suite
- Automated Business Processes Drive Efficiencies
- Real-time Alerts Enable Active Business Monitoring

KEY METRICS



Percentage of
Projects Delivered
On-time



13%

24%

More Revenue per
Employee

Annual Revenue Per
Billable Consultant
increased by (k)

\$49K

Advantage of a
***Best-in-Class**
PSA Solution

Increase of
Employees
that are Billable

13%

43%

More Project Margin for
T&M Projects

Billable Utilization
increased by

7%

MICROVERTICALS

SOFTWARE & HI-TECH



MANAGEMENT CONSULTING



Booz | Allen | Hamilton

KALYPSO



IT SECURITY



COALFIRE



HEALTHCARE CONSULTING



SCIENTIFIC CONSULTING



DEMO

LIVE DEMO

THANK YOU FOR
YOUR TIME AND
ATTENTION





QUESTIONS AND ANSWERS

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