



NEW TRUCK SPARES CUSTOMER CASE STUDY

NETS CASE STUDY

*"A major step forward is the creation of more efficient workflows."
- James Reed*

INDUSTRY

NETS Truck Spares Ltd (NETS) was established in 1974 and has developed into a wholesale distribution business specialising in commercial vehicle parts & accessories, consumables, tools and equipment.

A team of 55 staff across 5 sales branches and 7 store management locations serves a range of customers including haulage companies, independent repairers, 'blue chips' and leading supermarket chains. The company has been built on providing its customer base with high quality original equipment products and unrivalled levels of service at competitive prices.

The requirement for reliable road transport services for goods means enormous commercial pressures are attached to the haulage industry. Factor in financial considerations, volatile running costs, and the need for safety, there is a significant importance attached to providing the haulage sector with speedy access to parts and repair services to ensure vehicles remain road-ready and road-worthy.

CHALLENGES

James Reed, NETS Director, says: "We deployed NetSuite in 2011 to replace a specialist automotive industry parts management application and to integrate the e-commerce website and CRM (Customer Relationship Management). NetSuite was implemented by one of our staff. Essentially, at the time, we employed a technology graduate full-time, and he was a natural candidate to be our NetSuite 'lead'."

There were some clear advantages of having NetSuite resource on staff. "Of course, when you first rollout a system, there might be issues or configuration requirements. When an employee has some skills changes can be made more or less straight away, rather than waiting for an external service provider to carry them out."

The technology graduate departed to develop a more mainstream IT career. Although it posed a few questions, this probably came at the right time for NETS. "We still needed support of course and we also needed more complex development to take place. We had reached a point in our development with NetSuite where we needed to optimise how it fitted with our business. It was an opportunity for us to either recruit someone with more experience or work with an external company," James Reed says.



SOLUTION

NETS started working with BlueBridge One in 2012. James Reed says: "Previous contact had already put BlueBridge One on our radar and they had also been recommended to me by another company. At the initial meeting the managed services offer seemed of particular interest."

The Managed Service contract provides the BlueBridge One consulting team for an agreed number of hours each month. The consultants are experts, qualified in NetSuite through certification and in the needs of the wholesale distribution sector through experience.

The BlueBridge One consulting team delivers a full set of skills including system design, customisation and integration and the ability to provide training and housekeeping services. Project management methodologies and scheduled monthly meetings ensure a structured and pro-active approach. The Managed Service contract supports the effective use of NetSuite by BlueBridge One customers and ensures the solution is optimised to maximise ROI.

BlueBridge One's expertise and experience is able to help NETS make sure NetSuite works

for the business to maximum effect. "A major step forward is the creation of more efficient workflows. Our staff can roam the sales or stock locations and perform NetSuite related tasks. They don't need expensive mobile handheld scanners or access to desktop PCs to enter or update information," says James Reed.

A piece of 'middleware' enables BlueBridge One to integrate custom forms for NETS. Digital forms for specified purposes are pushed out to tablets or smartphones. The forms are accessed, processed and submitted to enable NetSuite to process the information. Creating this integration requires BlueBridge One developers' higher level skills to script NetSuite to put the form data to use.

Typical forms include delivery notes and inventory management. Motor fitters at customer sites can directly requisition parts from NETS via tablets with stock, delivery and invoicing functions automated within NetSuite. Previously this had been carried out by a manual process using paper forms and email messages.

RESULTS

The Managed Service contract is a framework that enables BlueBridge One to keep improving the business solution, increasing the value of NetSuite to NETS. "As the relationship has progressed BlueBridge One has become more aware and involved in our business. It readily understands the bespoke developments we require and specify," says James Reed. "As an internal activity, making improvements has a habit of being forgotten. The Managed Service contract avoids development becoming stalled and drives improvement."

The use of forms to create highly efficient workflows by eliminating manual, paper based processes clearly demonstrates the value of the Managed Services contract. Through use of the form 'middleware' application and BlueBridge One integration, creating and rolling out a form is often accomplished in one or two days. Without the 'middleware', the process of creating and then developing the scripting to import the form data into NetSuite could take up to 20 days.

Another major enhancement project is consolidated invoicing. For each sales order NetSuite generates a single invoice. Large NETS customers could receive up to 3,000 invoices a month. This would pose a significant problem for even the largest accounts payable teams, slowing payment. Consolidated invoicing enables the individual invoices to be summarised and condensed onto a single bill. There is no loss of information fidelity as every order line is detailed. This reduces the likelihood of payment being slowed by the volume of invoices.

The price of the BlueBridge One contract is significantly less than the cost of hiring a salaried software developer in an administrative and development role. James Reed says: "There is a risk when you depend on an internal person or even a one or two man band external company. Sickness or holidays mean you might not be able to access the right skills when you need them. So as a bigger mid-market company, with BlueBridge One we know we get the service we need when we need it."

FACTS

- Wholesale distribution business specialising in commercial vehicle parts & service accessories
- 55 staff at 12 locations supply to haulage firms, supermarkets and independent repairers
- Supplies OEM products and high quality service at competitive prices

CHALLENGES

- NetSuite deployment implemented by employee that had left the business
- Needed support and continuing development to create a true solution for the business
- Choice of recruiting an experienced NetSuite consultant or work with a consultancy

SOLUTION

- Managed Service contract provides a consultant for an agreed number of hours each month
- NetSuite certified consultants experienced in the needs of whole sale distribution
- Project managed activities ensure a structured and pro-active approach
- Work flow efficiency through custom forms deployed on tablets and smartphones
- Forms integral to process of customers requesting parts and NETS staff fulfilling orders

RESULTS

- Managed Service contract supports continual improvement of NetSuite as a business solution
- Greater awareness and involvement of what is required as the relationship has developed
- Time for form development and roll out of ten reduced 90%
- For large customers consolidated invoicing simplifies and speeds payment
- Lower cost and access to larger support resource pool than hiring a consultant
- Managed Service contract reduces risk and guarantees service whenever required

ABOUT BLUEBRIDGEONE

BlueBridge One is currently ranked as the leading Oracle NetSuite Solution Provider for EMEA. As a three time winner of the Oracle NetSuite Partner of the Year award, we are the only Oracle NetSuite EMEA Partner to have attained international 5-Star status over the past seven consecutive years.

Since 2003, more than 165 growing companies from across multiple industry sectors, including product distribution, services and not-for-profit, have selected us as their trusted NetSuite implementation and support partner of choice.

Skills and experience are a key component of delivering any successful implementation project. Our Professional Services team holds a combined total of 42 NetSuite Certifications spanning ERP, Development, Ecommerce and System Administration. By partnering with us, not only do our Customers experience the full power of the NetSuite platform, they also benefit from extensive product and industry best practice knowledge accumulated over many years.

On-going Customer satisfaction is important. Our highly rated Support Team is available to all Customers over the lifetime of their investment, while dedicated Customer Success Managers are allocated to ensure each Customer maximises the value of their NetSuite investment. With offices in the United Kingdom, South Africa and Romania, BlueBridge One is an accredited NetSuite Solution Partner, an accredited NetSuite Developer Network Partner and a NetSuite accredited Commerce Agency Program Partner.



3X
ORACLE NETSUITE
EMEA PARTNER OF
THE YEAR



\$6M+
ANNUAL
RENEWING
CUSTOMER BASE



17+
YEARS NETSUITE
EXPERIENCE
EARNED



42+
NETSUITE
CERTIFICATIONS
EARNED



160+
SUCCESSFUL
NETSUITE
GO-LIVE'S
COMPLETED



7X
CONSECUTIVE
5* STAR
PARTNER STATUS

BLUEBRIDGEONE

AND YOUR BUSINESS

At BlueBridge One our goal is to understand your business needs, to provide industry best practice advice and to deliver quality services and solutions you would expect from the UK and EMEA's leading NetSuite Partner.

OUR SERVICES

Assistance and advice negotiating Subscription Contracts with NetSuite

Life-time FREE support

Life-time Dedicated Customer Success Account Manager

OUR EXPERIENCE

17 years focuses solely on NetSuite

Substantial industry best practice

Proven implementation methodology

OUR PROMISE

Low-risk

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