

Understanding Etter+Ramli's Managed Success Methodology

Achieving success with NetSuite means maximizing your system utilization in pursuit of your business' goals and objectives. Etter+Ramli's Managed Success methodology provides the structure and rigor needed to design and maintain your NetSuite instances at optimum. Explore the vital attributes of ER's Managed Success, and how they impact your success.

YOUR SUCCESS IS OUR BUSINESS

We are a global, independent managed service provider to the NetSuite community. As client-side enablers of change, we are charged with helping clients make better decisions toward NetSuite at all stages of their subscription lifecycle. We support over 850 users in 34 countries and run their NetSuite environments.

Our experienced team of NetSuite certified Success Enablers are retained as your extended, internal team. With a pragmatic approach based on realistic outcomes and options, we provide guidance, and delivery services focused on reaching your ultimate business outcomes and achieving more with NetSuite.

The way we do business is unique because we are independent and unbiased, which means we do not take commissions from the vendor nor have a vested interest in selling a software outcome. We simply bring our knowledge and expertise, along with our focus and passion to your business.

THE SUCCESS ECOSYSTEM

Every organization has the success genes laced into their DNA, but not every organization knows how to switch their success gene on and keep it yielding results.

Achieving success with NetSuite needs an ecosystem of skills, a true case of teamwork. A myriad of roles need to be filled by someone for success to be realized in the organization. In the area of software utilization, we define these essential roles as functional, technical, tactical, and strategic, each is essential for unlocking the full value available.

Like most pursuits in life, a loosely defined endpoint is not sufficient to guarantee a winning outcome. For success to prevail, a plan is needed and within that plan it is essential to clarify the vision, strategy, stakeholders, priorities, control points, and KPIs as they apply to your usage of NetSuite. Additionally, the plan must accommodate for feedback from users and statistics from the system to understand usage and opinions.

With a clear Success Plan and the right skill mix to optimize your effectiveness, Success is achievable and long term realisation of value realistic.



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Independent NetSuite Managed Success

OPTIMIZING MANAGED SERVICES FOR SUCCESS

NetSuite is a sophisticated technology that requires knowledge and expertise to operate and master. Without the proper skills to do what's needed, a plan to direct those efforts, and a methodology in place to govern the plan, a snowball effect of future issues could accumulate.

While hiring an internal 'admin' might help, their skills could be limited by experience and management coverage is essential to ensure effectiveness. On the other hand, outsourcing to a 'NetSuite' partner would offer most of the skills needed, but they are usually tied to a sales quota which puts heavy pressure on their focus, objectivity and independence.

Running NetSuite effectively is achieved fully by appointing an independent managed service provider. A managed service provider can parcel up the skills needed in an engagement model that is practical for negating real and potential risks, and in turn, allowing you to maximize your return on investment.

YOUR SUCCESS AT THE CORE

Etter+Ramli is on a quest to run every account of NetSuite better. We've learned the lessons needed to design our methodology and build our approach. Working with clients across the world, we fully understand the issues and areas of potential concern, and offer the solutions we have established to our installed-base clients.

We are a trusted partner that is fully aligned with you and vested in your success for the long term.

THE ELEMENTS OF MANAGED SUCCESS METHODOLOGY

SUCCESS PLAN

By incorporating a system vision, strategy, governance parameters, KPIs, user feedback, process compliance, and prioritizing process improvements, the Success Plan provides the baseline direction for users to flourish and system utilization to grow.

RESOURCING MIX

We have a multi-skilled team of professionally certified NetSuite experts (Functional, Technical, and Leadership) collaborating together under the umbrella of our Managed Success methodology. The team is enabled and proficient in all core and advanced modules and familiar with global markets, and communicative in many languages.

ADMINISTRATIVE DISCIPLINE

- Change Control
- Design Document
- FRD
- Prioritizing Improvements
- Peer-Review
- User Survey

ORTHODOX SOLUTIONING

- Process Change
- User Training
- System Configuration
 - (Preferences and Features)
- System Personalization
 - (Fields, Roles, Forms, Searches, Reports, Workflows)
- System Customization
 - (Scripts),
- Third Party Tools (In System, and Out of System)