Client Success

THE NES GROUP

WHOLESALE DISTRIBUTION

NET AT WORK AND NETSUITE
A SHINING SOLUTION FOR THE NES GROUP

The NES Group

CHALLENGE

A combination of an older, custom application for managing its supply chain and QuickBooks for accounting deprived the company of the efficiencies and data visibility it needed.

SOLUTION

The NES Group selected NetSuite and Net at Work to lead its transformation.

RESULTS

- Automated workflows speed order processing — facilitating daily shipments of over 10,000 packages
- Industry-specific functionality provided by skilled configuration and strategic customizations
- Net at Work's phased implementation minimized business disruption

The NES Group is one of the largest international jewelry manufacturers, designing and distributing watches and jewelry across several markets throughout the globe. The company's watch division holds over 20 brand name licenses and is one of the largest private label watch suppliers in the world. It is a fast-paced, complex, and high-volume operation that requires a business management solution capable of keeping pace, and a business partner capable of staying out in front. For NES Group, NetSuite and Net at Work form that winning combination.

LACKING FINANCIAL INSIGHT

"Before NetSuite and Net at Work, we had an older, highly-customized application for ordering, shipping, and EDI, and we used QuickBooks for accounting," recalls Yosi Arish, Director of Operations for The NES Group. "It required a lot of work just to keep the two systems up-to-date and accurate."

"We lacked the financial insight we needed to remain profitable and successful," adds Aaron Klein, Vice President of Operations for The NES Group. "We began looking for a single, end-to-end ERP solution that could handle all aspects of our high volume operation."

NETSUITE AND NET AT WORK SHINE

"We looked at other solutions, but NetSuite was the ultimate winner," says Arish. "Net at Work helped us evaluate the solution, showing us how it could meet our requirements. And their consultants have deep knowledge of the software, so they were able to help us to configure and customize NetSuite to match the functionality we wanted."

"We were certain we wanted a hosted solution," notes Klein. "We didn't want to worry about backups, and we needed reliability and accessibility from anywhere. NetSuite definitely gives us that."

"We had a clear vision of what we wanted NetSuite to do for us. Net at Work listened to us, understood that vision, and then set out a plan to help us achieve it."

ROBUST DISTRIBUTION CAPABILITIES

Since the vast majority of the company's orders are transmitted via EDI, an ERP solution that provides integrated EDI capabilities was a priority. "We trade with at least 80 different business partners through EDI," says Arish. "Net at Work worked with us to find an EDI provider that works well with NetSuite."

During its peak seasons, The NES Group may ship more than 10,000 packages in a single day, and will process an additional several thousand drop ship orders.

With that type of volume, another priority in the company's new ERP application was the solution's ability to scale, track detailed costing information, and be customized to address many of the unique requirements of the jewelry industry. NetSuite meets the mark on each of The NES Group's priorities, easily accommodating a high order volume, capturing detailed costing data, and streamlining complex order handling.

"It's a busy place," says Klein. "A single order from one of our big retailers may contain lines for 1,000 of individual store locations. We need a great deal of automation and efficient workflows to handle that kind of volume, and NetSuite provides that."

PHASED IMPLEMENTATION PROVES EFFECTIVE

Net at Work proposed a phased approach to the NetSuite implementation, beginning with financials and then expanding to the distribution and supply chain functions.

"It was a smart and effective approach," says Klein. "Each of those functions had been handled in a separate application before, so tackling one function at a time proved the least disruptive to our operations."

"Net at Work's expertise with NetSuite really worked to our benefit," notes Arish. "Much of the functionality we thought would require customizations was actually able to be met through the skilled configuration of the software. Clearly, it's faster and less expensive to leverage the product's inherent capabilities."

REALIZING A CLEAR VISION

Today, the company has more than 100 NetSuite users covering virtually every department and function within the organization.

"We had a clear vision of what we wanted NetSuite to do for us," concludes Klein. "And Net at Work listened to us and understood that vision, and then set out a plan to help us achieve it."

Net at Work — Your Business, Unleashed. Unlocking the Promise of Technology.

Net at Work is a full-service technology and business consultancy firm specializing in the consulting, selection, and implementation of business-first technology. Through a customized blend of expert services and powerful software tools, we can literally change the trajectory of your business and help you unlock the promise of technology. We understand systems and software and see the big picture of how it all needs to work together, today and into the future. From ERP, CRM, Employer Solutions, eCommerce and related business management solutions, to Cloud and IT Managed services, our experts work together to provide a 360° degree view of your business needs today, while providing an IT roadmap for your future, with the goal of maximizing your total return on investment.