



NET AT WORK ACCELERATES DIGITAL TRANSFORMATION FOR WORMSER CORPORATION

WORMSER GROUP

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CHALLENGE

Wormser Corporation's legacy ERP application failed to provide the data access and insight necessary for strategic decision making, and the older technology lacked configuration tools and integration options with other mission-critical applications.

SOLUTION

After evaluating several leading ERP applications, Wormser chose NetSuite and Net at Work as its technology partner.

IMPACT

- Rapid implementation sped ROI
- Platform easily configurable to meet unique business processes
- Automation of manual workflows saves time and increases accuracy
- Streamlined data access supports rapid, strategic decision making
- Single platform incorporating CRM, ERP, and finance eliminates information silos and improves service levels

Wormser Corporation is an essential player in the beauty products supply chain. From product design, development, engineering, through sourcing and packaging, Wormser Corporation helps brands and celebrity influencers quickly launch successful cosmetic and skin care lines. Each project is unique with many moving parts, requiring a cohesive, collaborative effort from start to finish. Wormser Corporation chose NetSuite and Net at Work as its partners to unite the operation, streamline workflows, and accelerate its digital transformation.

OLDER TECHNOLOGY STIFLES EFFICIENCY

The company had been using a legacy on-premise ERP system with multiple challenges. Access to data in the system was difficult and limited, requiring the staff to manually export data to spreadsheets to generate needed reports. In addition, the software wasn't customizable or configurable, resulting in manual workflows and the use of separate applications to store and manage vital data elements.

"In short, it was old technology that wasn't keeping up with our business, wasn't intuitive to use, and didn't offer integration with other applications we wanted to incorporate into our operation," recalls David Wormser, Chief Operating Officer for Wormser Corporation. "What we needed was a digital transformation."

NEW TECHNOLOGY FOUNDATION

Wormser Corporation considered several leading ERP applications, including Microsoft Dynamics GP and NetSuite. "The closer we looked, the clearer our decision became. NetSuite was the right answer for us," says Wormser. "The next step was choosing a partner."

Wormser says the company deliberately chose to work with a NetSuite partner rather than purchasing directly from the publisher. "We knew we wanted a partner who would learn our business, make strategic recommendations, and help us get the most from the software. When we met with Net at Work, we were impressed. Ultimately they helped us with every aspect of the transition and continue to be our primary technology partner."

JUMP START RETURN ON INVESTMENT

The implementation was both rapid and successful, allowing Wormser Corporation to quickly begin realizing the benefits of NetSuite.

CLIENT SUCCESS: WORMSER CORPORATION

“Without Net at Work I don’t think we’d have been able to get the full value out of NetSuite. The publisher might understand the software, but Net at Work understands our business.”

In addition to a speedy implementation, Wormser Corporation wanted to mitigate any disruption to its operations during the transition. Net at Work delivered on both counts.

“We were live very quickly thanks to Net at Work’s collaborative approach,” Wormser says. “They walked us through proof-of-concept scenarios and shared industry best practices they’ve learned from helping other companies like ours. The actual go-live was largely uneventful as a result.”

CONFIGURABLE TO MEET UNIQUE PROCESSES

The power of NetSuite is evidenced in its ability to be modified to meet specific business processes. Working with Net at Work, Wormser Corporation was able to add custom fields and create workflow customizations that drive efficiency.

The changes allow the company to easily track the myriad of details associated with each order and continue to monitor and report on those details throughout the manufacturing process.

“We are light years ahead of where we were,” say Wormser. “We’ve been able to automate workflows to eliminate redundant processes. The time we’re saving is now spent on customer-facing and value-add tasks.”

ACCESS TO DECISION-MAKING DATA

Previously, creating needed reports required too much time and effort. Now the organization has tailored dashboards, queries, and analytics staff can easily access and share with both internal and external stakeholders.

“We’re a more agile and nimble organization now,” says Wormser. “NetSuite has helped us turn data into information that allows us to make better decisions faster. It’s a big win for the organization.”

CRM is built into the NetSuite platform. With all customer-related activity in one application, the company is providing an even higher level of service to its customers and business partners. “NetSuite puts the information right where we need it. We can attach files to any record to

keep everything together and visible,” says Wormser. “Our next initiative is rolling out both customer and supplier self-service portals to offer even more responsive levels of service.”

PARTNER UNLEASHES THE POWER

Wormser Corporation credits its partnership with Net at Work for much of the success of its transformation. “Without Net at Work I don’t think we’d have been able to get the full value out of NetSuite,” says Wormser. “The publisher might understand the software, but Net at Work understands our business.”

With NetSuite and Net at Work, Wormser Corporation is setting the foundation for its digital transformation and leveraging the power of the Cloud. “NetSuite has everything on our wish list,” concludes Wormser. “And Net at Work is a trusted advisor — offering clear advice yet always listening to our input. Without their guidance and direction, we would not be seeing the success we’re seeing now.”

Net at Work — Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company’s founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.