

# NetSuite Expertise OnDemand

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## *It's a common problem.*

Companies look to NetSuite's OnDemand model for the power to run their entire business without the cost and personnel typically required to support it. However, after the implementation they're left without the resources and expertise to fully support the company's technology investment. This makes it difficult for a growing and dynamic business to ensure their NetSuite solution is optimized to deliver the most business value. Hiring skilled and dedicated personnel is expensive, and re-tasking current employees is counterproductive. Too often, the NetSuite implementation delivers only a fraction of what's possible.

## NetSuite Solutions Done Right

After helping over 100 NetSuite clients, Trajectory knew there was a better way.

Knowing there was a better way, we developed NetSuite Expertise OnDemand; the easiest way to partner with a team of NetSuite experts to ensure your solution delivers the return on investment you expect. Our service programs are flexible, and designed to scale and grow with your business. Our approach to a 'dedicated resource' ensures you have the access to your consultant, just like an internal resource.

### **Our Promise.**

Too often, NetSuite "optimization" projects turn into narrowly focused technical "patches" that solve small issues but fail to consider how the solution will support your wider business goals.

That's why our promise is a partnership that contributes to the success of your entire organization. We achieve this through proactive reevaluation and improvement of the solution, maximizing the evolving tools and best practices of the fast changing NetSuite platform. Our consultants are the best in their field and dedicated to learning and understanding your business, enhancing the processes and technology required to support it. With Trajectory, you'll always have access to your consultant, whenever you need them, never having to bring new resources up-to-speed.

Most important of all is that each of our solutions, recommendations and actions are coordinated based on proven best practices and geared to drive the success of your organization.

### **More Than Just Support.**

Well beyond basic support, Expertise OnDemand is the only service that combines advanced administrative support for your NetSuite instance with the ability to manage turn-key projects like advanced reporting, customization and integration. We work with your entire organization to build a comprehensive and coordinated NetSuite optimization plan that will deliver solutions to drive your business toward its goals.

### **The Right Service Level, Always.**

Managing, supporting and optimizing NetSuite typically falls to an internal resource, leaving less time for regular duties, or a new hire brought on to manage NetSuite. Both options can affect productivity and strain budgets.

Expertise OnDemand delivers the perfect service level, scaled for your organization. Because your consultant is always connected to your team, valuable knowledge is retained and leveraged for each project and support call. The more you engage Trajectory, the more we can deliver.

## Expertise OnDemand Service Features

- One point of contact for all NetSuite support, maintenance and optimization needs, across your organization
- A dedicated level of service (no queuing for support, same-day turnaround)
- Flexible, monthly, quarterly and annual service options (unused service hours roll forward)
- Trajectory's time and materials + caps estimating approach: fastest to utility, overages restricted
- One transparent flat-rate for all of our work — best price in the NetSuite ecosystem
- The best integration and customization specialists
- The most experienced, knowledgeable and capable consultants you will find anywhere

## What can Expertise OnDemand do for your organization?

### NetSuite Health Check

- Evaluate your NetSuite deployment compared to business goals
- Onsite or web-based meeting with management and department heads to define new strategies
- Create customized optimization blueprint for leveraging NetSuite

### Sales Rep Automation

- Automated 'Sales Day' with daily follow-up reminders, tasks and searches
- Track and manage opportunities, forecasts and projected commissions
- Configure rep generated email blasts

### Customized Training

- Onsite and web-based training, tailored to your company and personnel
- Recorded 'leave behinds' ensure reuse of training materials for brush-ups, and new hires
- Advanced training for administrators, and SuiteFlex coding

### Sales Force Automation and CRM

- Design and build CRM workflows
- Customer lifecycle management
- Sales forecasting and opportunity management
- Territory management and lead routing

### Dashboards and Reporting

- Design and build reports and saved searches
- Powerful dashboard reporting
- Advanced reporting for true business intelligence in NetSuite

### Marketing Automation

- Contact segmentation / strategic grouping and organization
- Campaign management - campaign planning, email campaigns

### Website and Web Store

- Design, build and launch NetSuite websites and web stores
- NetSuite templated web stores or custom design
- Shopping cart and checkout customization
- Integrate NetSuite with external site

### Financial and Accounting

- Setup and configuration of accounting functions
- Customized and advanced financial statements and reports
- Customized billing (subscription automation)
- Revenue recognition and VSOE expertise

### Reporting and Business Intelligence

- Configuration and customization of NetSuite reports
- Create custom reports based on any information in the system
- Transform customer / partner / vendor center into a reporting portal

### Hands-On Support

- 'Real-time' support from your dedicated consultant
- Hands-on means we fix it
- Full email support and help desk

### Integration and Data Migration

- Salesforce.com to NetSuite
- NetSuite to anything
- Complex data migration and cleansing

Success, **period.**

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