

CASE STUDY

CLIENT OVERVIEW

inoday client is a 2005 established jewelry brand that is acknowledged in worldwide marketplace for its collection of ethically designed jewelry creations. As a group of dedicated individuals including jewelry designers, gemologists and sales associates; their aim is to offer exceptional customer experience by offering stunning jewelry pieces that suites everyone's taste. Since their company incepted a decade ago, their business has seen a huge transformation in terms of customer base, finance, etc. that required better management system; which was offered by our NetSuite integration geniuses.

BUSINESS CHALLENGES

- Lack of Customer Appointment management system.
- Client had certain issues with Customer Account management.
- Client came across Vendor management issues due to lacking functionalities.
- Inappropriate Purchase Order management system created issues for clients' respective customers.
- With lot of records available; syncing them with NetSuite was highly troublesome and time-consuming for the employees, which further resulted in low productivity.
- Reduced productivity further resulted in financial deficit.
- Manual syncing process also had its low accuracy demerits.

HOW WE TACKLED THESE CHALLENGES

- Our experts offered several NetSuite integration solutions to tackle customer appointment management, customer account management, vendor management, purchase order management and other challenges.
- With NetSuite's automated processes, client got high accuracy while maintaining huge number of available records in shorter duration.
- Integration solutions helped client in increasing productivity and deliver higher customer satisfaction through transparency in business deals.
- With multiple integrations, we have let our client overcome drastic challenging situations in his business.

IMPACT OF NETSUITE INTEGRATION

- NetSuite solutions have helped in reducing employee efforts and the time taken in syncing huge number of data records.
- Client now has high accuracy, while syncing records from third party source to NetSuite.
- NetSuite integration helped with improved reliability of results.
- Multiple NetSuite integrations have resolved the productivity issues of client, which proves to be highly beneficial for the organization.
- Client got Uniform Business Process for his enterprise.

