



ERP survival guide: Mastering NetSuite implementation

Five strategies to achieve success and maximize value



Implementing an enterprise resource planning (ERP) system such as NetSuite can seem like navigating a maze that's rife with potential pitfalls at every turn. The stakes are high – time, money, and your business's future are all on the line.

With the right guidance, however, you can turn an ERP implementation into a powerful opportunity for growth and efficiency.

At Crowe, we don't just implement software; we transform businesses.

Our proven methodology and unique insights can help your NetSuite ERP implementation succeed and move your business forward.

Here's how we do it and how you can, too.

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Focus on what your business needs to win, not just what the software does

To truly harness the power of NetSuite ERP, we start by understanding your business needs.

Most implementations focus on what the software can do. But at Crowe, we prioritize your business needs. Our specialists use requirements traceability matrices instead of the traditional business requirements documents.

This approach involves mapping unique business processes and goals to the ERP system to make sure the technology supports business strategy – not the other way around.

Actionable steps

✓ **List business scenarios**

Gather all departments to document their critical processes and unique needs.

✓ **Assign economic value**

Evaluate the importance of each process in terms of economic impact.

✓ **Review and refine**

Regularly revisit these scenarios to align with business goals.



Build toward go-live with iterative, sprint-based demos

A phased, iterative approach can greatly enhance the implementation process.

Traditional methods often deliver a final product with minimal user feedback, leading to misalignment with business needs. Crowe takes an iterative approach that involves constant prototyping and feedback, which helps the system to evolve with your requirements.

This method focuses on rapid prototyping and weekly sprints to continually validate and refine the system while meeting your business's unique demands.

Actionable steps

✓ Conduct rapid prototyping

Hold weekly sessions with key users to validate and refine the system.

✓ Maintain regular feedback

Keep open communication channels for continual improvement.

✓ Adapt and adjust

Make changes based on user feedback and evolving business needs.

Acknowledge the human aspects of system changes

Recognizing the human element in system changes is crucial for a successful implementation.

Implementing a new system affects more than just processes; it affects people. At Crowe, we understand that change management is essential. Our structured approach helps navigate the politics, anxiety, and organizational shifts that come with large system changes.

It's important to provide comprehensive change management to address concerns and align the new system with your business goals.

Actionable steps

✓ Develop a structured framework

Create a clear process for managing disagreements and changes.

✓ Educate executives

Inform top executives about potential political and emotional impacts.

✓ Support employees

Address job security and workload concerns to maintain smooth transitions.



Understand what is required for initial go-live and what can be done later

Prioritizing core functionalities for the initial go-live can streamline the implementation process.

Not everything needs to be perfect on day one. At Crowe, our process is to identify the essential features required for the initial go-live and plan for continual improvements afterward.

By focusing on what is immediately valuable and creating a road map for future enhancements, we balance the cost of delays against the benefits of immediate functionality.

Actionable steps

✓ Define core requirements

Identify essential features needed for go-live by addressing business objectives, engaging stakeholders, conducting assessments, and implementing feedback mechanisms.

✓ Plan a road map for additions

Outline additional features to be implemented after go-live based on business priorities.

✓ Conduct economic analysis

Balance the cost of delays against the value of immediate functionality.

Remember that go-live is the starting line of your value, not the finish line

Viewing go-live as the beginning rather than the end can encourage ongoing improvements.

Implementing an ERP solution is a continual journey. Your system needs to keep evolving with your business. This concept is incredibly important, so we developed an offering to address it.

The Crowe Y-Hire™ solution emphasizes that go-live is just the starting line and helps with regular backlog reviews, frequent metrics tracking, and proactive engagement. Our solution supports your ERP system as it adapts to changing business needs and provides value.

Actionable steps

✓ Perform continual backlog reviews

Regularly evaluate and update system requirements.

✓ Track frequent metrics

Monitor improvements and align them with business goals.

✓ Engage proactively

Foster a culture of continual improvement among employees.





Implement confidently with Crowe

**Crowe delivers end-to-end support –
from initial planning through
implementation and beyond.**

Our NetSuite-certified specialists customize ERP systems to meet industry-specific requirements to help your technology scale as your business evolves.

Connect with Crowe

Ready to take your NetSuite implementation to the next level? Contact us today to see how Crowe can help you achieve your business goals.



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