



MATISSE FROM INVENTORY MANAGEMENT TO A FULLY INTEGRATED SOLUTION



At a glance

Challenges

- Needed a new inventory management system
- As the company had grown and more people got involved, there was a need for an integrated system

Results with NetSuite

- Vastly improved inventory management and reporting
- Online store launched and run through NetSuite
- Cloud-based solution has saved money and is ecologically friendly
- Improved CRM

When Matisse's Paul Bertenshaw joined the business two and a half years ago, one of the first things he looked to was the company's inventory management system.

"Matisse had both a warehouse and a storage facility in Auckland," he says. "It seemed if we could control our stock levels and avoid duplicated orders and overstocking, we could reduce our warehousing requirements."

While Paul set about looking for a stand-alone on-demand inventory management system, he came across the NetSuite solution.

"I'd found an inventory solution I liked, but better still, NetSuite could be used across the entire organisation, in terms of financials, sales and customer relationship management as well."

Paul says they looked at several other Small to Medium Business (SMB) on-premise solutions, as well as Software-as-a-Service (SaaS) solutions, and found that many ERP products in this area were lacking full capabilities and had poor support for the warehouse and supply chain. "NetSuite was able to meet all of our requirements."

After a three-month implementation period, Matisse began to enjoy the benefits of the new integrated system.

"Not only did our inventory management and controls improve significantly, resulting in us needing only one warehouse facility" Paul says, "but we saw great benefits across other areas of the business as well."

Cloud-based offers a great draw card

Firstly, NetSuite's cloud-based SaaS solution has saved the company money. Matisse does not need to maintain the system or spend money on upgrading servers or software. It's also ecologically sensitive, reducing the overall number of physical servers needed in the workplace environment.

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About Fusion5

Fusion5 aims to provide higher levels of service and value to organisations that have recently implemented, or are about to implement leading software package solutions such as JD Edwards, Oracle, Pivotal and PayGlobal.

Our guiding principles include:

- Ensure the customer implements the foundations correctly
- Work with our customers to offer a fresh perspective and new ideas
- Deliver value through speed, effectiveness, communication and closure
- Present opportunities to enable our customers to leverage their investments into the future

Fusion5 delivers on these principles. We have a team of consultants with a wide range of industry experience, years of implementation expertise, and practical hands-on configuration knowledge. We have seen many, many installations, and we know what works and what doesn't.

Having worked in the services market for many years, we have also gained practical experience in the most effective ways to optimise enterprise solutions so that they deliver additional business benefits to your organisation.

As a leading provider of mid-range solutions, our team offers the full range of consulting services including onsite consulting and remote applications management, tailored workshops, documentation, technical design and architecture and software development.

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Reporting revolutionised

Secondly, the company's reporting ability has improved significantly. Where in the past Paul's sales pipeline reporting took him 2–3 hours a week "exporting data and massaging it into a meaningful format", this time-consuming task has been revolutionised.

"NetSuite has been set up so that reports can be run any time – we simply set it to a schedule and it emails it to you," says Paul. This approach saved Paul up to three hours a week on any one report, and he was routinely generating 2–3 reports a week. "It's a major positive."

Other company executives have access to instant real-time information on incoming sales, sales staff pipelines and other information needed to make decisions on both sales and purchases (eg sales figures by specific item, category, supplier etc).

Enhanced CRM

The third benefit of the new system is seen in terms of improved customer relationship management (CRM). NetSuite is providing Matisse with a total CRM solution from targeted mail outs to quoting, pipeline analysis and sales.

"We can now target specific types of clients, as the system tells us what areas or categories they're interested in, such as flooring, furniture etc. Then we can analyse those sales as part of our CRM."

Seamless launch of online stores

Finally, the NetSuite system is powering the company's new online store. Paul reports this is going well and has met all of its early targets. "While we haven't invested in marketing the web store to date, we've emailed our existing clients about it and created a link from our website, and it's been working well."

Paul says Matisse has plans to market their online store prior to Christmas with some web or press ads promoting products more suited to web sales, rather than its furniture range.

Netsuite solution an overall success

Paul believes the cost of NetSuite has been offset by the establishment of the online store, savings with regards to the replacement and purchase of servers, software and upgrades, and savings from better stock management and faster, easier reporting.

Other benefits have come in the form of integrating Matisse's intranet into NetSuite, establishing new workflow disciplines and not having to worry about data recovery in the event of hardware failure.

The company is also looking into exception reporting, which will generate a report if something occurs outside of set parameters, such as a warehouse delivery made prior to payment. This should prove a great help in terms of controls.

"It's been a great solution for us so far," says Paul, "and one that we hope to get more benefit from in the future."

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