



# NetSuite Professional Services

## *NetSuite One: Guided Implementation Options*

### NetSuite One

- One methodology
- Multiple implementation options

### Guided Implementation

- Customer-driven implementation
- Provides out-of-the-box NetSuite workflows
- Defined scope
- Fixed price
- NetSuite provides guidance

### Two Guided Implementation Options

#### **Guided Level 1:**

- Customer-directed
- Provides most Guided Implementation consultant contact for assistance
- Greater breadth in deployment consultant support

#### **Guided Level 2:**

- Customer self-guided implementation responsibility
- Consultant lends assistance
- Defined consultant support

### NetSuite One Implementation Methodology

Businesses know that the initial deployment of new technology can be the single most important step in determining the long-term success of an application endeavor. Nowhere is that more true than with enterprise business management software — applications that are integrated to manage all aspects of your business.

NetSuite uses a proven methodology based on best practices gleaned from eight years of deploying the NetSuite solution to our customers. We call this methodology “NetSuite One.”

The NetSuite One approach has five key elements that are evidenced in all customer implementations, large or small. These phases include:

1. Initiation
2. Analysis
3. Configuration
4. Deployment
5. Optimization.

For customers who want to assume responsibility for their own implementations, two levels of the Guided Implementation Program are available from NetSuite. The two versions are referred to as Guided Level 1 and Guided Level 2. Designed to directly assist with the first three phases above and prepare the customer for the final two, the Guided Implementation Program can provide a cost effective alternative to the NetSuite One Managed Implementation. Customers making this choice should ensure there is a dedicated individual available to assume the project leadership role within the organization.

Both versions of the Guided Implementation share a common approach. NetSuite maintains an on-line library of implementation project materials, documentation, examples, and videos to assist customers electing to manage their own implementation. The library is a dynamic catalogue that continues to evolve and expand. Listed below is a description of key documents that are provided via the online library:

Sample Documentation	Description
Project Plans	Simple and expanded template examples
Project Charter	Identify your objectives, scope and project team
Business Process Questionnaires	Identifies critical internal process requirements
Business Requirement Documents (BRD)	High level requirements and critical timelines
Standard Process Workflow Diagrams	Examples of standard workflows in NetSuite
End User Training Agendas	Training agenda samples for various roles in organization
Data Import Guides	Standard data import examples
Gap Analysis Template	Define where NetSuite standard processes differ from your requirements
Best Practices Guides	Various practice examples by business type

### Choosing the Appropriate Guided Implementation

Depending on the required level of assistance, customers electing for a self-directed implementation can choose between either the Guided Level 1 or Guided Level 2 as best fit the business requirements. Both levels include the kick off and process analysis meetings critical to getting a successful implementation underway. Guided Level 1 differs from Guided Level 2 in the areas of consultative support provided, as shown in the following chart:

Guided Level 1	Guided Level 2
Enterprise Resource Planning (ERP)	General Back Office
Customer Relationship Management (CRM)	General Front Office
Salesforce Automation (SFA)	Searches, Reports, & Dashboards
Web presence & Ecommerce	Go-Live Readiness
Employee/Entity Management	
Searches, Reports, & Dashboards	
Go-Live Readiness	



The two levels of guided implementation assistance differ in the degree to which the customer elects to manage their implementation. The distinction between Guided Level 1 and Guided Level 2 is indicated in the amount of depth of functionality covered. While the customer electing a Guided Implementation assumes responsibility for the implementation, the two options allow choices in the amount of consultant time the customer receives.

#### Guided Level 1

Kick Off Sessions	Two Sessions Included
Analysis Sessions	Up to Five Sessions Included
Account Set Up Configuration	Up to Three Sessions Included
Enterprise Resource Planning (ERP) Configuration	Up to Seven Sessions Included
CRM Configuration	Up to Five Sessions Included
SFA Configuration	Up to Five Sessions Included
Web Presence Configuration	Up to Five Sessions Included
Employee/Entity Management Configuration	Up to Three Sessions Included
Searches, Reports, Dashboards	Up to Three Sessions Included
Deployment Preparation	Up to Two Sessions Included

#### Guided Level 2

Kick Off Sessions	One Session Included
Analysis Sessions	Up to Two Sessions Included
Account Set Up Configuration	One Session Included
General Back Office Configuration	Up to Two Sessions Included
General Front Office Configuration	Up to Two Sessions Included
Searches, Reports, Dashboards	Up to Three Sessions Included
Deployment Preparation	Up to Two Sessions Included



## Conclusion

Both of the NetSuite One Guided Implementation options are fixed price, fixed scope options that are available for companies who can run their businesses with the business processes and workflows as they are available in NetSuite with minimal customization. This choice requires dedicated internal resources responsible for implementation success with limited assistance from the NetSuite consultant. Companies electing the Guided Implementation can only get professional services assistance for activities such as application integration and any complex product customizations as chargeable follow-on projects after their initial implementation is complete. Data migration is a separately chargeable project that may be procured concurrently with the Guided Implementation option.

Because the Guided Implementation option is for companies with the internal capability and desire to manage their own implementation and whose business requirements align with standard NetSuite workflows, the duration of the deployment project is short and contained in the NetSuite functionality deployed. The two levels of Guided Implementation differ by the degree of assistance, and the depth and scope of functionality the self-implementing customer seeks. Both have an aggressive meeting schedule to which the customer has to commit to get NetSuite deployed rapidly.

NetSuite One is the result of successful implementation experience with thousands of customers globally. The expertise of each NetSuite Professional Services team member helps ensure that each customer electing to manage its own implementation has the consultative support required for implementation success.