NETSUITE COMMERCE

Complete Solution for Delivering a Unified Customer Experience

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NETSUITE

BUILD YOUR BUSINESS AROUND YOUR CUSTOMERS, NOT CHANNELS

Today's customers expect consistent and highly personalized shopping experiences, regardless of channel or touchpoint. Satisfying that desire builds loyalty, deepens relationships and grows your business. Yet most businesses don't have the infrastructure to provide this kind of customer experience.

Those companies are often burdened with a mix of legacy systems and new channel technologies that are siloed and produce redundant data. They lack the real-time inventory visibility and order management across channels needed to offer customers a "buy anywhere, get anywhere" experience. Trying to synchronize critical inventory and customer data with customer-facing systems is almost impossible. The result: business inefficiency, customer frustration and brand discontent.

TODAY'S COMMERCE

Successful businesses have moved beyond the limits of individual channels and touchpoints to deliver true omnichannel shopping and service experiences. With an infrastructure that unifies business applications and provides a single source of item, inventory, customer and order data, it's possible to create seamless, channel-agnostic, personalized experiences.

As a pioneer in the industry since 1998, NetSuite was first to provide a solution that unified ecommerce with your back office systems. Today, NetSuite's ecommerce platform powers thousands of online businesses, helping them increase revenue and expand to new heights. Backed by our professional services, extensive partner ecosystem and dedicated support, our solution provides your business everything it needs to succeed.

"With SuiteCommerce we're better able to provide the superior shopping experience our discriminating customers expect."

THOS. BAKER

GROW YOUR BUSINESS

Differentiate, adapt and bring innovation to your business faster

Create uniquely branded and engaging shopping experiences optimized for any device

Gain a single view of each customer across all channels for complete visibility into all online, in-store and call center activities

Fulfill orders from multiple inventory locations to achieve optimal operational efficiency and customer satisfaction

Streamline operations and eliminate costly, error-prone integrations between separate systems with a unified cloud commerce platform tied directly to your back-office systems

Provide a continuous buying journey by unifying the online and in-store experience

Accelerate your speed of business across new channels, geographies and brands without purchasing additional licenses and investing in additional infrastructure

DELIVER INNOVATIVE CUSTOMER EXPERIENCES

Rapidly create unique, personalized and compelling mobile, web and in-store experiences that differentiate your brand and exceed customer expectations.

Design the experience you want for your brand. Provide engaging customer acquisition and retention experiences by utilizing a single source of inventory, customer and order data to feed your customer-facing systems.

Transform the store. Deliver a continuous shopping experience by unifying the online and in-store buying journey. Empower sales associates with tools and information to assist and engage shoppers.

Any device. Responsive web design allows you to build device-optimized, online shopping experiences that display elegantly across smartphones, tablets, laptops and desktops. You'll have only one platform instead of maintaining multiple fragmented systems and user experiences.

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GET A 360° CUSTOMER VIEW

Provide consistent and personalized cross-channel experiences, targeted marketing and superior customer service with a single view of all customer interactions and transactions across all touchpoints and channels.

Truly know your customers. Get a single, cross-channel view of every customer to provide consistent and personalized service, build loyalty, deepen relationships and grow lifetime value.

Optimize customer engagements. With a central communication hub, deliver timely, relevant, data-driven messages that fuel engagement and drive revenue throughout the customer lifecycle.

Customer lifetime value. Gain insight into the true profitability of your customers by capturing all interactions and transactions in a single system. Use this data to make more educated decisions on marketing spend and targeting segments that are most profitable.

> "Whether we meet a customer through a store, ecommerce or social, all of the information on what they have experienced with Mons sits in one place."
>
> **MONS ROYALE**

INTELLIGENTLY MANAGE ORDERS AND INVENTORY

Meet customer expectations to buy, fulfill and return goods anywhere while maximizing profitability. It's easy when you have centralized order management and a single view of inventory across all channels and the supply chain.

Fulfill orders quickly and effectively. Manage orders from multiple channels—store, web, call center, mobile, kiosk—all in one place. Customers, suppliers and partners always know exactly what's happening with every order. You'll process orders faster, satisfy more customers and lower operational costs.

Optimize inventory. Real-time, enterprise-wide inventory visibility, including stores, is key to enabling a buy anywhere, fulfill anywhere experience. You'll reduce excess inventory, capture lost sales and promote the most profitable products to your customers.

Better manage suppliers and stock levels. Connect global supply and distribution chains to ensure real-time information sharing, better coordination, increased responsiveness and shortened time to market.

UNLIMIT YOUR POTENTIAL FOR GROWTH AND EXPANSION

Be ready to respond to opportunities by quickly deploying sites for multiple business models, channels, brands, countries, currencies and languages, all on the same platform.

Expand globally. Run your business around the world from a single platform that supports multiple countries, languages, tax rates and currencies. Easily consolidate multi-subsidiary reporting.

Multiple brands, multiple sites. Create and manage multiple websites for individual brands, geographies and business models—all from a single site instance.

Support any selling model. Combine business-to-consumer (B2C) and business-to-business (B2B) selling models on a single platform with a dramatically lower investment and no need to maintain separate systems.

RUN YOUR BUSINESS ON A SINGLE UNIFIED PLATFORM

With a cloud-based infrastructure that unifies business applications and provides a central repository for order management and customer, item and inventory data, create seamless, brand experiences.

One complete commerce platform. Eliminate integrations between separate systems with natively unified ecommerce, POS, inventory and order management, marketing, merchandising, customer service and financials.

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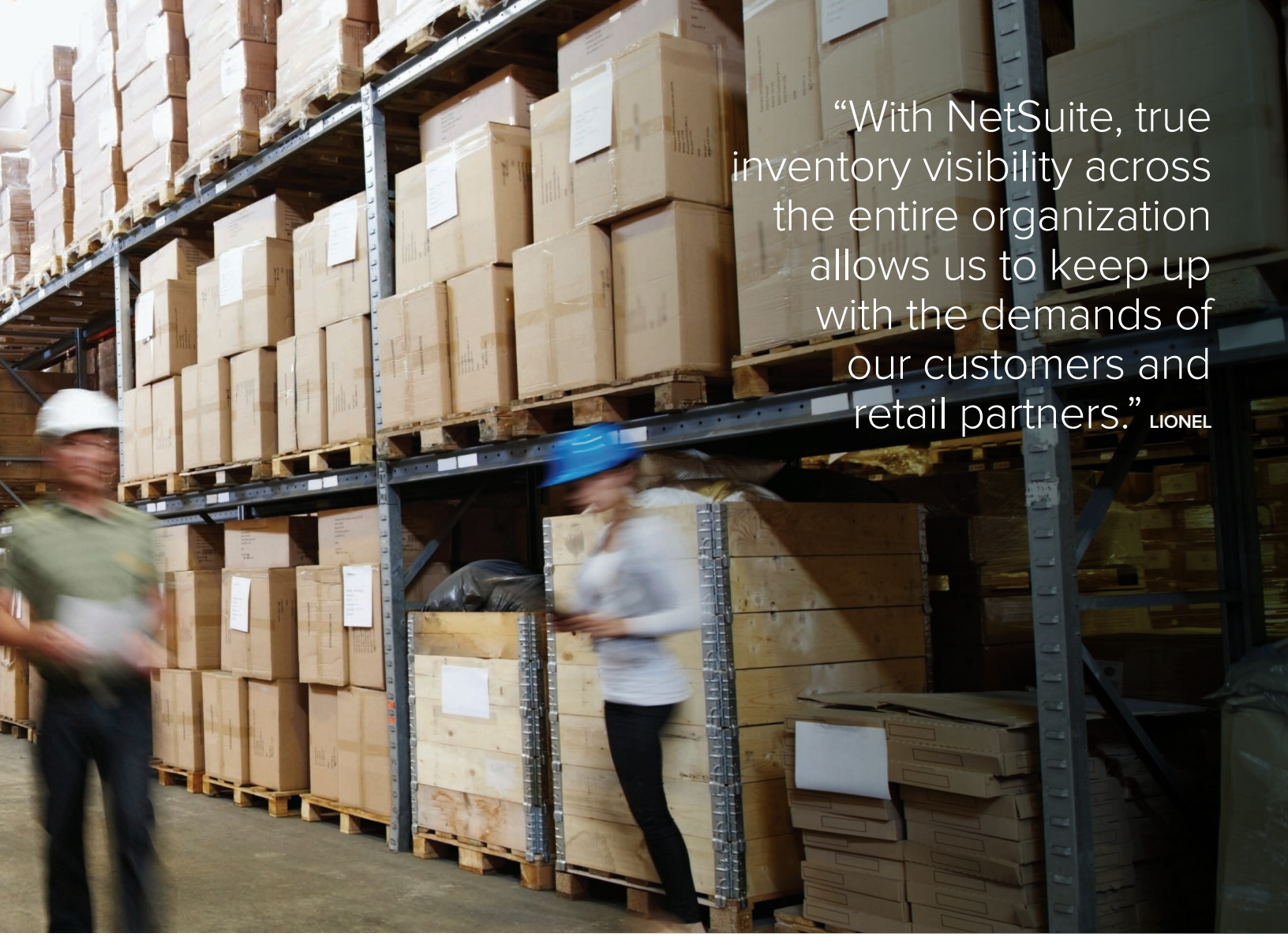

Run your business better. Gain unprecedented, real-time visibility across your business by consolidating fragmented sources of data into a single repository to make informed, timely business decisions.

Ultimate business agility. Our cloud-based solution provides the flexibility and adaptability needed to keep pace with business, reduce operational costs, increase efficiencies and eliminate the hassles of managing hardware and software.

TAKE ADVANTAGE OF SUPERIOR SUPPORT & UNMATCHED EXPERTISE

Consulting Applying deep industry expertise, Consulting helps you tailor your commerce solution to your unique business requirements.

Support When you have questions or need assistance, NetSuite's Support team is at your service 24/7.

SuiteApps Innovative, third-party solutions are available to further extend and enhance your commerce experience.

Commerce Agency Partners An ecosystem of leading creative agencies and system integrators that provide businesses with superior interactivity, functionality and aesthetics.

"We are strong believers in the power of real-time data to make solid business decisions. NetSuite now gives us that single source of truth."

POS SUPPLY SOLUTIONS

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