



A PATHWAY TO SUCCESS

Leading Practices for Health Care Companies

With thousands of successful implementations, NetSuite has a deep understanding of businesses operating in the health care industry and the many challenges they face. As the pace of change in business accelerates—especially for those still relying on aged, on-premise ERP systems, health care companies are struggling to keep up. While they strive to improve business performance and increase patient satisfaction in an increasingly competitive environment, health care providers today are constantly challenged with:

- Metrics based on unreliable data.
- Duplicative and manual processes.
- Maintaining compliance and control.
- Lack of flexibility resulting in an inability to scale.

NetSuite:

Built with health care leading practices

- **Continuous customer lifecycle engagement** to ensure seamless continuity from sales to services to support.
- **Full visibility across the organization** to operate at the speed of modern business, drive results and scale.
- **Industry-based leading practices** built from nearly 20 years of collective implementation experience to drive value on Day 1.
- **Fully flexible platform** which allows for customization to industry and business need.
- **100+ pre-built reports and pre-configured roles** with dashboards and business intelligence metrics.

“NetSuite allowed us to grow from 10 employees to 110 in 4 years, with financial control and visibility—something no other software product could do.” **Recovery Healthcare**

As they seek to address these challenges, health care services companies are concerned about the time and capital required to fix their back-end systems. They realize, however, that the ability to quickly adapt and scale is critical to their success. What they need is a proven solution that can rapidly accelerate the business with a modern architecture to go from zero to cloud in 100 days or less. *What they need is NetSuite.*

NetSuite delivers a unique set of processes, activities and systems specifically designed to deliver value. It provides our customers with a strong foundation to transform their

business with a pre-configured solution and methodology that includes proven:

- Detailed workflows
- Pre-configured functional roles
- Dashboards
- KPIs

These leading practices leverage NetSuite’s unmatched experience and knowledge in the health care industry. The focus is on enabling our customers to rapidly meet their business objectives and seamlessly grow and scale with the NetSuite.

ORACLE + NETSUITE

NETSUITE STAIRWAY FOR HEALTH CARE SERVICES

A strategy for companies to meet the challenge of today's disruptive times.

www.netsuite.com/healthcare

TRANSFORM YOUR BUSINESS

Actionable Insights: 40%-55%

Accelerate Time to Close: 45%-55%

Accounting Staff Productivity: 25%-50%

	PROBLEM	IMPACT	SOLUTION
TRANSFORM	<ul style="list-style-type: none"> • Inconsistent customer experience • Managing several systems 	<ul style="list-style-type: none"> • Decreased customer satisfaction • Fragmented information 	<ul style="list-style-type: none"> • Customer self-service • Fully integrated business insights
EXPAND	<ul style="list-style-type: none"> • Revenue leakage • Limited insight into customer behavior 	<ul style="list-style-type: none"> • Missed revenue opportunities • Lack of customer loyalty 	<ul style="list-style-type: none"> • Financial planning & analysis • Integrated marketing
INNOVATE	<ul style="list-style-type: none"> • Difficulty scaling • Project and resource misalignment • Complex regulatory requirements 	<ul style="list-style-type: none"> • Lost revenue • Over-budget and inefficient • Increased risk 	<ul style="list-style-type: none"> • Centralized HCM • Project management • Global compliance
ENHANCE	<ul style="list-style-type: none"> • Currency and subsidiary consolidation • Limited purchasing controls • Limited company performance data 	<ul style="list-style-type: none"> • Lack of global business insight • Compliance and visibility issues • No cash flow transparency 	<ul style="list-style-type: none"> • Multi-subsidiary management • Streamlined procurement • Enhanced financial management
REMEDiate	<ul style="list-style-type: none"> • Spreadsheet processes • Manual period close • Limited or no reporting 	<ul style="list-style-type: none"> • Incomplete financial data • Takes too long to close books • No access to real-time metrics 	<ul style="list-style-type: none"> • GL, AR & AP unified • Period close automation • Role-based reporting and metrics

A Proven Path to Success

NetSuite delivers a unified and phased pathway for our customers to succeed and scale their business. Here is how it works:

- The first step is all about delivering a single view of customers, orders, items/SKUs and real-time reporting capabilities. Getting a business on a real-time platform so that all channels are operating from a unified base is the critical foundation. Leveraging NetSuite's pre-configurations and leading practices, customers are able to go live on this step quickly.
- The next step expands the health care functionality of the platform to enhance reporting and automation capabilities. This phase allows for international expansion, advanced financial capabilities, more streamlined procurement processes and tighter purchasing controls. Customers have the ability to go-live on this step in 100 days or less.
- From there, they are freed from the constraints of their legacy systems and are ready to tackle more complex financial challenges, including integration expansion, project management organizations, global operations and book management, and advanced compliance requirements.
- Ultimately, the focus turns to more innovative and disruptive strategies such as integrated marketing, enhanced customer experience through self-service and multi-channel integration.

NetSuite:

At a glance

World's #1 Cloud Business Software Suite

- Used by more than 40,000 organizations
- Used in 160+ countries
- 40+ recent IPOs run NetSuite
- #1 on G2 Crowd for ERP

Award-Winning

- 2016 SIIA CODiE Award for Best Financial Management Mobile Application

Rapid implementation

NetSuite uses the experience gained from thousands of deployments to speed ROI. Expert implementation equips customers to make the most of NetSuite and expand towards next-generation solutions.

- Implementation in 100 days or less
- Proven leading practices
- Pre-built configurations
- Turnkey-approach to setup and training

Proven ROI

- 20% to 50% reduction in financial close time
- 50% reduction in audit preparation time
- 25%-75% reduction in invoicing costs



NetSuite delivers a number of roles that are pre-configured to ensure rapid adoption and quick speed of implementation:

- Accountant
- Accounting Manager
- Administrator
- Purchasing & A/P
- Sales & A/R
- Chief Executive Officer
- Chief Financial Officer
- Contoller
- Employee Center
- Employee Center Manager
- Executive
- Inventory Manager
- Procurement Manager

Delivering Transformative Results

Solution providers will often talk about ‘roles’—however, NetSuite delivers all the tools needed from day one so that anyone can get up and running quickly with the right workbench to be successful. All of our roles come pre-configured with all the KPIs, reminders, reports and value driven dashboards for daily and strategic needs—proven from years of real-world use by thousands of people in similar roles.

In a study by SL Associates, companies reported stunning improvements in key performance metrics after switching to NetSuite’s cloud-based software solution.

Actionable Business Insights:	+55%-80%
Reporting Time and Resources:	-40%-55%
Time to Close Financial Books:	-45%-70%
Audit Completion and Support Time:	-25%-40%
Time Required to Support Compliance:	-25%-45%
Accounting Staff Productivity:	+25%-50%
Collection Time for Accounts Receivable:	-30%-50%
Order Process Efficiency and Costs:	+40%-60%

Billing Efficiency:	+15%-25%
IT Support Resource Costs:	-40%-65%
Business Continuity/Disaster Recovery Costs:	-45%-65%

“We’re very mission focused. We’re serving the people who need us the most and we require detailed financial visibility to accomplish that. NetSuite provides it”

Brightpoint Health

NetSuite has packaged nearly two decades of experience from thousands of deployments into a set of leading practices that paves a clear pathway to success and is proven to deliver rapid business value.

Are you ready to put NetSuite leading practices to work and take your business from zero to cloud in 100 days or less?