

NetSuite Managed Services

CriticalRiver Empowered a Large Manufacturing Company to Streamline Processes, Reduce Risks, and Reduce Costs for Improved Efficiency and Increased Productivity

A large-equipment manufacturing company implemented Oracle NetSuite ERP for financials, supply chain management, order management, and warehouse management. They were looking for end-to-end NetSuite support and managed services to reduce support costs while maintaining a high level of service to the end user community and ongoing company initiatives. They required continuous monitoring, version upgrade support, customization, and enhancements to streamline processes.

CriticalRiver's services were engaged for NetSuite Managed Services. CriticalRiver deployed a dedicated team of NetSuite certified consultants to meet the requirements and engaged in a follow-the-sun support model to offer the following services:

Managed Services Support:

- A tailored support plan and recurring meetings to meet specific business needs and SLA
- Daily execution and governance of Materials Requirements Planning (MRP)
- Maintain and manage production scheduling and inventory control on a daily basis
- Technical support for continuous monitoring; including root-cause analysis, trouble-shooting and issue resolution
- Use of central ticketing system for efficiently tracking all activity -- including root-cause analysis and solution design
- Continuous assessments and review are carried out to ensure all systems function at optimum levels
- Periodic reports generated on all managed services activities to enable informed decisions
- Supervision at the project management level to ensure all standards are maintained and implemented

Benefits/Results

- Access to experienced and certified NetSuite consultants with 24/7 availability
- Lower IT costs allowing customers to effectively manage to budget
- Freedom to allocate other customer resources where they are needed the most
- Quick turnaround on personalizations and customizations for minor and major enhancements

About Customer

The customer is a large manufacturing company based in California, USA. The company manufactures inkjet equipment for OLED technology redefining digital screens that enhance user experience.

Industry: Manufacturing

Services Components:

Oracle NetSuite ERP
Financials
Order Management
Supply Chain
Warehouse Management

ORACLE
NETSUITE
Solution Provider