

NetSuite, Inc.

Product: NetSuite



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Technology

OS: Windows Presentation: GUI
DB: MS SQL Server Delivery: Client/Server

Company History

Year company was founded: 1998
Total number of full time employees: 1,000

Release Information

Current Version Number as of December 2009:
NetSuite 2009
New releases are made available: every 6 to 12 months

Other Listings

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NetSuite provides:

- One Integrated Web-Based System, including eCommerce, Accounting/ERP, Inventory and CRM
- Web store tied to back-office in real-time
- Built-in, real-time dashboards
- 24/7 anytime, anywhere access
- Partner relationship management

NetSuite features include:

eCommerce

- Database-driven web store
- Front- and back-office integration
- Affiliate marketing
- Customer acquisition
- Customer, partner self-service
- Website and web analytics

Inventory, Order Fulfillment

- Inventory management
- Order management and fulfillment
- Drop shipment/special order
- Integrated UPS online® tools or FedEx® shipping
- Purchasing
- Standard, customizable reports

Accounting

- General ledger
- Accounts receivable, accounts payable
- Advanced financials
- Budgeting
- Multi-currency

Customer Relationship Management (CRM)

- Sales force automation
- Marketing automation
- Customer support and service
- Incentive management
- Offline sales client

Employee Management and Productivity

- Role-based dashboards
- Group calendaring and collaboration
- Employee records

NetSuite is the only software product that allows eCommerce companies to run their entire business with one integrated system, from eCommerce, inventory, fulfillment, accounting/ERP to CRM. NetSuite's eCommerce functionality lets you leverage the web to grow your business faster and more cost effectively. You can build a website from scratch or you can transform your existing website into a dynamic, database-driven-eCommerce portal and tie the end-to-end customer lifecycle together from online customer marketing to web store sales through back-office order fulfillment and accounting. We even tie in UPS and FedEx for integrated order fulfillment and tracking. Now you can deliver an intuitive and satisfying experience to both customers and partners.

Database Driven Web Store Features

- NetSuite's web capabilities include easy to use site-building tools, secure shopping cart functionality, integrated real-time credit card processing with multi-level fraud protection, billing by invoice, cross-selling and more. NetSuite gives you all the functionality to give your online retail business a high-end web presence that is easily maintained.

Integrated Order and Inventory Management

- NetSuite's integrated order and inventory management eliminates the manual transfer of information to/from data records. Item management is easy as changes made to the item record will automatically reflect on your site. With seamless UPS Online® Tools or FedEx® Shipping, customers get real-time rates and en route packaging.

Hosting and Publishing Capabilities

- With NetSuite, you can host an entire HTML website. Smart tags convert static sites into dynamic pages and broaden your reach to search engines including Google, Yahoo!, MSN and more. Also, you can feed retail shopping comparison engines including Shopping.com, Shopzilla, etc.

Website Building and Hosting

- With NetSuite, online site-building tools that allow a variety of layout styles and designs. Upload your own HTML files to create a unique website look and customize site elements such as headers, footers, tab bars, sidebars and content wrappers.

Integrated Website and Web Store Analytics

- Shopping Activity Reports. Increase your website sales by following up with abandoned carts, improving customer conversion ratios and the purchase ratio of specific items.

Customer Specific Site Activity

- Unique to NetSuite, you can drill-down to an individual customer record and review all of that customer's activities on your site. You can see their shopping cart contents, their pages viewed, their referring URL and keyword, their click-stream paths, the dates of their first and last visits and much more.

Customer Self-Service

- Self-Service. Every NetSuite website comes with a password-protected customer center that allows each of your customers to log in and review all their orders and issues. They can reorder frequently purchased items, check invoices, payments and even track orders from within their portal. Customers can submit support issues and view your responses.