



SuccessFactors

www.successfactors.com



At A Glance:

- **Company:** SuccessFactors is the global leader in on-demand performance and talent management solutions
- **Headquarters:** San Mateo, CA
- **Industry:** Computer/IT Services, Computer Software
- **Challenges:**
 - Back-office sophistication constrained by off-the-shelf software
 - Nimble, fast-growing company looking to avoid hiring expensive IT staff
 - Conventional on-premise ERP solutions represented a large expense
- **Software switched from:**
 - QuickBooks
- **Other software considered:**
 - Intacct, Platinum, Oracle
- **Results with NetSuite:**
 - Successfully and smoothly running a multinational business with NetSuite OneWorld
 - Saving \$250,000 annually, with no need to hire IT staff to manage ERP software
 - Operational costs approx. one-third less than conventional, on-premise ERP

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Vice President and Controller of SuccessFactors

Results

SuccessFactors automated some of its key business processes with NetSuite OneWorld, including the consolidation of its financials for all of its foreign subsidiaries. In the process it is saving one-third of the cost of a conventional, on-premise ERP solution and avoiding \$250,000 in annual salary expenses that the on-premise software would have required. The company's accounting group is substantially more productive, with the flexibility and convenience of the world's leading cloud computing enterprise suite. “Because NetSuite is based in the cloud, people can work at any time and from anywhere with an Internet connection,” says Brian Kinion, vice president and controller of SuccessFactors. “And we don't have to buy and maintain a bunch of servers and pay for administrators and maintenance contracts.”

NetSuite has helped SuccessFactors consolidate and automate some of its back-office processes. In particular, the purchase order and expenditure approval processes have been significantly accelerated and SuccessFactors will be utilizing this capability for its overseas transactions in the foreign subsidiaries by using OneWorld. Also, like a growing number of young, successful companies, SuccessFactors was on NetSuite as its system of record when it made its highly anticipated initial public offering in 2007.

More than 100 SuccessFactors employees use NetSuite for crucial business activities, including deeper and more immediate insight into the company's direction. “It didn't take us long to develop some very sophisticated users who developed their own complex reports,” Kinion says. “NetSuite makes it easy for us to get the data we need out of our business and understand where we're going.”

“The bottom line is that we now use a world-class SaaS ERP system in NetSuite OneWorld with our multiple subsidiaries in North and Latin America, Europe and Asia-Pacific, and yet we still find the system intuitive and easy to use,” he says. “We are able to get new users up to speed very quickly, and that is key as our overseas expansion continues.”

 Find out more: contact NetSuite Inc. at 1 877 NETSUITE or visit www.netsuite.com



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Challenges

SuccessFactors provides strategic support for the entire employee lifecycle, from recruitment to goals and evaluations to the exit process. With more employees aligned to the right tasks and better aware of each others' goals, companies can function more effectively.

But the effectiveness of SuccessFactors' financial operations and business processes were constrained by off-the-shelf software and manual processes. QuickBooks lacked the scalability needed by a fast-growing, international business. Purchase orders and expenditure approvals were bottlenecked by cumbersome workflow, requiring spreadsheets to be e-mailed around the company. The company needed a modern, nimble partner for its accounting needs in order to stay focused and effective.

Solution

NetSuite, one of SuccessFactors' cloud computing peers, came to the rescue with the right combination of scalability, flexibility, and cost-effectiveness. Today, SuccessFactors manages some of its key business processes with NetSuite OneWorld.

NetSuite OneWorld is playing a crucial role in making SuccessFactors a more truly integrated global enterprise. SuccessFactors has more than a dozen sales offices worldwide, but initially relied on local bookkeepers, spreadsheets, and manual import processes to consolidate international results. With NetSuite OneWorld, local accountants will now be able to work with the same financial controls and live data without extensive retraining, giving SuccessFactors more timely and reliable insight into each and every market. “Being able to see sales, expenses, and volume in real-time will help us with smarter growth,” Kinion says. “That means better SOX compliance, and fewer unanswered questions.”

Working with NetSuite partner Avalara, SuccessFactors has improved its control over sales tax compliance. In the years SuccessFactors has used NetSuite, the company has consistently been able to find prompt answers to business challenges, allowing it to focus on customers, rather than financial software headaches. “The key for us is how intuitive and easy to use NetSuite has been — a real ‘QuickBooks on steroids,’” he says. “Because it's fast to learn, we can get new users up to speed very quickly.”

SuccessFactors 
 Business Execution Software

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