



ERP Soluciones

www.ersol.com.mx



At A Glance:

- **Company:** ERP Soluciones is an application technology services and software reseller for the Mexican middle market.
- **Location:** Mexico City, Mexico
- **Industry:** IT developer, reseller, VAR
- **Software switched from:** CONTA2000, Salesforce.com
- **Implementation Partner:** TI America

“The challenge for a services company is to integrate and coordinate the diversity of processes to fulfill the needs of both internal and external customers. NetSuite helps us meet this challenge by aligning our internal business processes and policies and by giving us control over our information and data — real-time and accurate information — across all the company’s roles.”

— Rafael Yanes Lopez, CEO, ERP Soluciones

Challenges:

- After eight years of running the company’s accounting on a Mexican PC package and several Excel sheets, ERP Soluciones was suffering from a data and information nightmare: the lack of integrity of the numbers and existing data were not sufficiently maximized for analysis and management decisions.
- Running two disconnected systems for ERP and CRM was a challenge for the services company: managing the internal and external customers was difficult since data was stored in different systems.

Results with NetSuite:

- NetSuite covers all the important aspects of a services company: CRM, projects, support cases, billing, procurement, AR/AP and administrative process — allowing ERP Soluciones to better manage customers and resources.
- SaaS allows the company to prioritize spending on billable customer services versus costly hardware and licenses.
- ERP Soluciones was up and running in 60 days — thanks to the support of NetSuite consulting partner TI America.



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