**NetSuite**

NetSuite is a cloud based multi-channel Enterprise Resource Planning (ERP) software. It integrates departmental functions and processes like finance, planning, purchasing, sales, marketing, inventory, human resources and more to form as a central nervous system for the business. They are one of the industry leaders in what they do. When looking into vendors, it is very important to look at all the aspects in which they excel in, and which they may lack in. Below will be a comparison in what they excel at and what they may need to improve.

Net Suite is capable of integrating all of the business’ operations into one database and system. By having all your data in one system you have instant access to all your vendor, customer, item/inventory and transaction data at your fingertips. This will eliminate any inaccuracies and delays that result from manual inventory counts and orders. This means that Paisano’s will not need to look anywhere else for inventory management or any other software needs. This will allow for Pisano to track and monitor everything all in one place. Another benefit of NetSuite is that it is very customizable depending on the Paisano’s needs. Efficiency is a crucial plus point when it comes to NetSuite. Their cloud-based system allows every department to work much more efficiently. This means that in the future the system can be updated for any future needs as well. Given its large platform, it also allows room for growth in the future. One of the key features we were interested in was the ability to track orders and the user who placed them. With NetSuite, they allow for tracking changes by user, change type and date/time. This means that you can easily see who made which edits to the database and when. This is often lost or non-existent in some of the other platforms that were looked at.

After taking a look at multiple reviews online about the system, there were a couple cons to consider. One of the main cons being that their helpline was not too helpful. Many reviews stated that the help line representatives were not as knowledgeable as they hoped for. This is something to consider because if the staff are not able to help with any issues we may have, that me damage the business operations. Another major concern with NetSuite is the cost. On paper, NetSuite does charge much more than the competitors. This however is due to the fact that NetSuite is able to support all the needs of a business without the need for having to go to a third party for another system/software. This is something we must really consider because Paisano’s is a moderate sized business and may not need all the functionalities or services that NetSuite has to offer. The pricing may be unfit due to the fact that the more customizations that we need to make, the more add-ons are added resulting in a higher rate. Tying into this is the fact that you are required to pay extra for premium support. This premium support includes the ability to talk to a NetSuite representative 24/7 for any questions or issues you may have. If not, only the basic online support is provided where you submit your request and an agent will get back to you via email r phone. This is something that will most likely not work for Paisano’s since they will need any issues taken care of immediately. Purchasing the extended premium support can get costly.