DARE TO
DREAM

WITH PROTELO

protelo
LEADING WITH INTEGRITY

IS YOUR BUSINESS SOFTWARE "JUST WORKING?"

What if it could work *for you?*

UNLOCKING EFFICIENCY AND PRODUCTIVITY

In today's competitive business landscape, technology plays a vital role. As technology advances at an unprecedented pace, it is increasingly difficult for businesses to keep up with the demands of modern business. New technologies aren't easily connected to legacy platforms. Keeping in-house resources can increase overhead and the global nature of modern business produces new requirements.

WHO WE ARE

The expert business technology team at Protelo is fanatical about helping our clients increase efficiency, productivity and gain competitive advantage. Protelo can play a vital role in helping you evaluate your options, shape a vision, choose a direction and execute to perfection.

WHAT'S INSIDE

Protelo is pleased to offer a wide array of services to help your company chart a path to the future. Whether you choose to extend, upgrade/integrate what you have; or move to something new, in part or whole, Protelo is in a unique position to help you assess your options. This guide provides an overview of the services and products offered by Protelo. Whichever path you choose, Protelo is eager to work with you.

– *Christer Johansson, President.*

THE CLOUD ADVANTAGE

Running your business in the cloud is now the #1 way growing companies choose to manage their critical business functions. Are you on a hosted platform? Want to know more about cloud technology? Read our insights.

p.22

BENEFITS OF THE CLOUD

NetSuite leverages modern technologies in one fully integrated cloud-based suite.

p.56

PROTELO SERVICES

The Protelo Senior Consultants can increase the value of your Enterprise Resource Platform investment with customizations, add-ons and improved functionality.

p.50

PROTELO & TEAM

Protelo offers a unique blend of technology, process and application expertise to help you stay ahead of the curve.

p.6

NETSUITE CRM: ACCESS CUSTOMERS ANYWHERE. ANYTIME.

NetSuite offers true Customer Relationship Management, giving you a complete 360° view of your customer with the tools to deliver service – from early stage prospect to building customer loyalty.

p.32

WANT MORE INFO? CONTACT US TODAY

The expert business technology team at Protelo is fanatical about helping our clients increase efficiency, productivity and gain competitive advantage. Contact us at **916-943-4428** or visit our website **www.proteloinc.com**

ABOUT PROTELO

Providing unparalleled service as a top-tier NetSuite Solutions Provider and Iptor partner, Protelo implements business technology solutions and services that drive efficiency and solve the challenges modern businesses face. The Protelo team of technology experts have assisted hundreds of small, midmarket and enterprise companies across diverse industries and verticals in achieving their business goals.

Through tailored business software development, implementation, services and management, we have helped our clients streamline business processes and the flow of critical information. From the planning stages to managed services, Protelo is an end-to-end provider of business software expertise.

PROTELO: LEADING WITH INTEGRITY

Believing that long-term success is the result of integrity, Protelo's founder, Christer Johansson has placed honesty and integrity as core values of Protelo.

Christer Johansson founded Protelo in 2008 after 20 years of experience in the software industry. Christer started his career as a hands-on technical consultant. Over the years, his technical skills, business acumen, and leadership ability elevated him to an executive position within a leading global enterprise-class software company. Christer leveraged his entrepreneurial spirit to create Protelo, a reputable and growing global company.

"At Protelo we believe passionately in providing our clients with honest technology leadership. We understand our clients expect transparency and accountability in their relationships with us. Practicing openness and commitment ensures our consultants meet those expectations. In short, our clients trust us to say what we mean and to mean what we say."

-Christer Johansson, President - Protelo, Inc.

protelo
LEADING WITH INTEGRITY

ORACLE + NETSUITE
STAR AWARD
2011-2019

AMERICA'S FASTEST-GROWING
Inc.
5000
PRIVATE COMPANIES
2016 • 2018

PROTELO SERVICES

CUSTOM DEVELOPMENT & INTEGRATIONS

Whether you are seeking to be first-to-market with a new service, responding to a customer demand or trying to gain internal efficiency, integration with current or future platforms and software are critical to ensuring end-to-end efficiency. For NetSuite and Iptor, Protelo has developed pre-built integrations to popular business platforms for faster time-to-market.

CLOUD SOLUTIONS

- NetSuite
- Avalara

ERP SUPPORT & BUSINESS PROCESS OPTIMIZATION

- NetSuite
- ASW / IBS Enterprise / IPTOR DC1
- Integrator

ECOMMERCE

- NetSuite
- Joomla
- NetStore
- Magento

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

- NetSuite

STAND-ALONE DEVELOPMENT

- Java
- PHP
- .Net
- RPG

OPEN SOURCE DEVELOPMENT & INTEGRATIONS

- Joomla
- TikiWiki

PCI COMPLIANCE

- Paymentech
- CyberSource
- BluePay

INTEGRATIONS

- Magento
- Avalara
- Riva
- EDI
- CCH
- XTellus

PROCESS & APPLICATION OPTIMIZATION

Through our partnerships with NetSuite and Iptor, Protelo is able to provide expertise across numerous functional areas of business. Implementing better processes across your critical business areas can increase efficiency and productivity. We specialize in the following.

Sales	Operations	Finance	Cross Functional
Ecommerce	Logistics	Accounts Payable	Sales Tax
• Content Management	• WMS – Warehouse Management	• EDI Invoices w/Auto PO Match	Regulatory Compliance
• Payment – Credit Card / ACH	• TMS – Transportation TMS	• Cleared Checks Automation	Forms Generation
• PCI Compliance	• 3PL – Third Party Logistics	• Electronic Payment / Remittance	Document Imaging
• Security	• Radio Frequency Supply	Accounts Receivable	Mobile Computing
• Sales Tax Rates / Collection	• Forecasting & Replenishment	• Credit Card	Rebates & Chargebacks
• Shipping Rates	• Supply Chain Visibility	• Lockbox	User Interfaces
Sales Reporting	• Collaboration / EDI	• Direct Debit	Business Intelligence
Commissions	• DRP	General Ledger	
Collaboration / EDI	Manufacturing	• Integration To Operations	
CRM	• Planning	• Financial Reporting	
	• Execution	• Uploads From External Sources	
	• Service Management		

MORE VALUE, MORE EXPERIENCE

At Protelo, we give you direct access to consultants who know how to solve complex problems and provide you with straightforward terms. On-time deliverables, clear communication and a team that works as an extension of your business is what you can expect from Protelo.

Our team of experienced consultants—an average of 15 years—reduces risk and ensures that your project will always be completed with Best Practices in mind. Our process ensures faster deployment, empowered users, lower total cost and less risk.

APPLICATIONS & TECHNOLOGIES

Premier Product Partner

ORACLE + NETSUITE
SOLUTION PROVIDER

Whether you are seeking best-of-breed capabilities in CRM, Ecommerce or a full application suite for your business, the cloud is the future. NetSuite is the #1 Cloud ERP / Financial software suite, as ranked by Gartner. Protelo is an authorized NetSuite Solution Provider, offering complete support and service from your first inquiry to your post-live support.

Protelo Product Partners

SPS COMMERCE

Electronic Data Interchange (EDI) services from SPS Commerce help companies to meet the requirements of their trading partners for electronic purchase orders, Advance Ship Notices (ASNs), invoices and more. The SPS solution is your answer to a comprehensive, turnkey, outsourced EDI department and includes technology, reusable EDI maps and staffing resources to ensure reliable and efficient interactions with trading partners. Protelo can help you integrate the SPS solution. From there, SPS will manage all of your EDI requirements so you can focus on managing your business.

CyberSource *the power of payment*

Protelo and CyberSource team up to help ensure you are PCI compliant. Protect your customers' sensitive data and your business. Not being PCI compliant exposes you and your customers to many risks. Together with CyberSource, Protelo provides a complete solution and works with your team to assist you in the PCI compliance process by identifying gaps and corrective strategies. CyberSource is the natural choice of Internet Retailer 500 companies, Fortune 1000 companies, half the Dow Jones Industrial Companies as well as most airline and travel companies.

Avalara

Sales tax is complicated. AvaTax makes it easy. AvaTax reduces audit risk with cloud-based sales tax services that make it simple to calculate rates, manage exemption certificates, file forms and remit payments. Best of all, AvaTax provides seamless, transparent integration with 100+ existing ERP, accounting, ecommerce and retail POS systems.

rfsmart

Immediately improve accuracy, productivity, and operational efficiency in the warehouse and on the shop floor with RF-SMART's automated data collection (ADC) solutions. Because it's a native NetSuite application, you benefit from the reliability, availability, and performance of NetSuite in a world-class mobile data collection solution without the hassle of taking on additional technologies. Utilize NetSuite's advanced bins, bin management, or no bins at all…whatever works best for your unique operation. RF-SMART provides a growing array of functions to support the movement, management, manufacture, and fulfillment of inventory – in real time and across your entire business. Fill the gap between a simple RF system and an overly complex WMS with RF-SMART.

experlogix

Experlogix delivers the scalability and flexibility needed to handle virtually any CPQ requirement at a low total cost of ownership. We partner with hundreds of VARs across the globe, and have amassed hundreds of customers and thousands of end users, by excelling at two fundamental principles: provide simple-to-use yet powerful configurator technology, and back it with knowledgeable, responsive customer support.

TrueCommerce Authorized Reseller

TrueCommerce is the Most Complete Way to Connect Your Business Across the Supply Chain Integrate everything from EDI, to inventory management, to fulfillment, to digital storefronts and market-places, to your business system, and to whatever comes next.

celigo

Celigo provides a complete set of solutions for all of your integration needs around NetSuite. It starts with the Celigo integrator.io, a modern integration Platform-as-a-Service (iPaaS) that allows you to implement any integration with NetSuite. Celigo also provides a comprehensive suite of SmartConnectors, prebuilt integrations that are ready to be installed. These SmartConnectors integrate the most commonly used cloud-based apps and business processes around NetSuite.

arena

Cloud PLM Market Leader Since 2000, Arena has provided innovative companies with a product lifecycle management (PLM) solution that increases speed of prototyping, reduces scrap, and streamlines supply chain management. We invented cloud-based PLM that enables manufacturers to deliver quality products on time and on budget. Arena provides a collaborative environment for centralizing, controlling, and analyzing complex and constantly changing product information including bills of materials (BOMs), part specifications, and change orders while collapsing time to market. Our customers include GoPro and Fitbit.

riva

Is your CRM connection to Outlook falling short of your expectations? There is a better way… connect your CRM directly to Microsoft Exchange and forget the Outlook plug-in! Outlook plug-ins are limited in function and difficult to manage. By connecting your CRM to Exchange, you simplify the management, improve the reliability and enable a connection to ALL Exchange-supported devices.

mineraltree AP and Payment Automation

We are focused on enabling businesses to modernize their accounts payable workflow with our end-to-end automation solutions. We can help you automate your whole invoice-to-pay process or simplify payments.

InsideView

Does your sales force really need more contact data? InsideView allows your sales and marketing department to build their prospect list all with one-click CRM synchronization. InsideView gets them inside by providing directly to their desktop or mobile device the most current insider sales intelligence, the most up-to-date contacts, real-time alerts to changes in management, contract awards and business critical events. InsideView warms introductions with the inside track on relationships between prospects, colleagues, previous employers and existing customers. Say good-bye to cold calling. RF system and an overly complex WMS with RF-SMART.

xtellus

Protelo works with Xtellus to create the ultimate communication solution for your business. Xtellus 360 is the most powerful integration and monitoring product on the market. It integrates and gathers information and statistics from all parts of your infrastructure finding bottlenecks, generating reports, and foreseeing and diagnosing possible issues.

Effective Data

Effective Data – Is a leading worldwide electronic data interchange (EDI) provider that develops and manages technically robust data movement solutions that maximize productivity and profitability.

KNAPP

Brings new technology to warehouse logistics. Working with our customers all over the world, we develop customized solutions. Uniting technological know-how with our long established experience in diverse industries is the key for our successful solutions. Technologies to automate conveying/sorting, storing, picking, work stations, handling and software.

dsi

Cloud Inventory Solutions and Mobile-First Supply Chain Apps for the Digital Economy Dsi creates and delivers world-class technology solutions that enable DSI customers to run their businesses more efficiently, drive sustainable growth and make customers for life.

MEET OUR
VALUABLE TEAM

CHRISTER JOHANSSON - Founder / CEO

Christer Johansson founded Protelo in 2008 after nearly 20 years of experience in the software industry. He started his career as a hands-on technical consultant. Over time, his technical skills, business acumen, and leadership ability elevated him to an executive position of a leading global enterprise-class software company. Under Christer's leadership, Protelo has been successful at building a team of highly skilled and experienced technology consultants. Prior to starting Protelo, Christer worked for International Business Systems (IBS) where he served in several positions. His areas of expertise encompass extensive technical know-how, business application design and development, project and people management, business consulting, and more. He also has significant hands-on experience of leading and/or participating in enterprise software implementations. Christer is highly proficient with Java EE, HTML, ILE RPG, NetSuite (ERP, CRM, Advanced Projects, SuiteFlow, SuiteScript, SuiteTalk, Microsoft Exchange Integration), and IBS ASW Enterprise.

TOM VICTOR - Chief Operating Officer

As the Chief Operating Officer, Tom oversees all customers and projects, simultaneously managing Protelo's team of consultants. He offers valuable expertise that includes more than 25 years of supply chain management experience in senior-level consulting and management roles in software implementations and project management. Tom's business process expertise includes: NetSuite ERP and IBS SCM (demand and supply planning, purchasing, and warehouse management); NetSuite manufacturing and IBS manufacturing/MRP (workload planning/scheduling, operations reporting, receiving, costing, and analysis); NetSuite CRM (sales order management, sales force automation, marketing automation, and email/calendar integration); and BI / analytics. As far as software experience goes, he has in-depth knowledge of various enterprise-class products including NetSuite, IBS ASW/Enterprise, Sugar CRM, and JBA. Prior to Protelo, Tom worked for International Business Systems (IBS) and Nugget Distributors (now UniPro). Tom holds an MS in Industrial Distribution / Technology from the University of Texas at Tyler.

AIMEE AGUILAR - CFO / Controller

Having worked in private, non-profit, and government sectors, Aimee holds a wide array of financial and management experience. With over 20 years under her belt, Aimee has spent the majority of her career in the software industry and has worked for companies ranging from startups to global corporations. Aimee began her career as a full-charge bookkeeper determined to work her way up the corporate ladder. She carefully selected roles that exposed her to work addressing all facets of the accounting process which provided the opportunity to expand into human resources. She quickly found herself working closely with C-level executives which attributed to her professionalism and natural progression into executive management. Before joining Protelo, Aimee worked for International Business Systems (IBS) serving as CFO of the Americas and Asia-Pacific regions. Aimee holds an MBA and Bachelor's Degree in Accounting.

KARAH FINAN - Marketing Manager

Karah relocated from New York City to join the Protelo team in California and lead marketing efforts, bringing with her more than seven years of experience in the industry. Always on the cusp of new marketing trends, Karah believes in taking a hands-on role in modern marketing to position Protelo as the trusted industry leader the company has grown to be. Karah is a passionate, results-driven B2B marketing leader. She is self-described as one-part creative, one-part data driven, and one-part marketing geek. Karah takes pride in developing innovative multi-channel campaigns that drive revenue and reach new prospects. After earning her Bachelor of Science degree in Journalism and Public Relations, Karah began her career working for partners of NetSuite and IBM. She moved on to a technology agency that served clients such as HBO, Food Network, and CBS. Most recently, Karah oversaw the marketing operations for a top-tier Magento partner in Manhattan.

ROGER ROLF - Manager of Professional Services & Customer Success

Roger offers a career of more than 25 years in the IT industry. His expertise has been developed through his highly valued experience in project management, software implementations, integrations, customer training, and pilot workshops in both technical and business-application roles. As Project Manager, Roger works faithfully with customers to improve their business processes, increase their efficiency, and keep them updated with 21st-century solutions. He's recently worked on NetSuite and cloud-solution integration with major providers like CyberSource, Chase Payment Tech for payment cards, and Avalara AvaTax for sales tax. He is also extremely well versed in the complexities of data conversion having led many successful data-conversion projects. Roger has wide experience in: Java, iSeries RPG/CL ILE, DB2, SQL, JSP, Servlets, SOAP, EDI, Data Conversion, XML, JSon, Web Services, and Tomcat. Prior to joining Protelo, Roger worked many years at International Business Systems (IBS) in the United States and Europe.

PAULO SILVA - Country Manager

Paulo offers Protelo over 25 years of knowledge and experience in the IT industry. As manager of his team in Portugal, he believes strongly in leading by example. Enthusiastic and dedicated to technology applied to business processes, he aims to pass on his passion by working closely alongside his team. Prior to joining Protelo, Paulo worked for IBS in Portugal and other regions of Europe. He managed different teams of developers, consultants, and project managers in countries including Portugal, Spain, Italy, and Brazil. He was involved in both local and international projects in the areas of distribution, manufacturing, finance, and administration. His experience in software packages includes among others NetSuite, IBS ASW and Enterprise, and Salesforce.com. Paulo speaks five languages and is fluent in three. He holds a BsC in Electronics from Lisbon University in Portugal and a MsC in Information Systems Management from the University of Liverpool in the UK.

CLAES JOHANSSON - Senior Application Consultant

Claes comes to Protelo with over 25 years of experience working on software solutions for distribution and manufacturing companies in industries such as Beverage (Wine & Liquor) distribution, Pharmaceutical, Medical supplies, Plastics, Paper, Electronic components and Automotive. Claes began his career with International Business Systems (now known as Iptor) where he worked for nearly 20 years. Prior to joining Protelo, Claes served as IT Director at PEI Genesis where he led a team of developers responsible for developing software solutions to solve the ever-growing business needs within ASW and NetStore. With application areas of expertise that include sales and purchase order processing, warehouse management, financials and EDI, Claes is yet another valuable resource Protelo can deliver to service its clients.

ZIAD ADAS - Senior Application Consultant

Ziad has 22+ years of experience in the distribution software industry. Through his experience in the life cycle of business software development and system implementations, Ziad has delivered solutions to complex business requirements using the most efficient and cost effective methods. Ziad's roles included designing, reviewing designs, developing, leading development teams and insuring the delivered system is of high quality. His specific knowledge in warehouse management and radio frequency made him sought after globally.

RYSZARD MALINOWSKI - Senior Technology Consultant

Ryszard offers over 25 years of hands-on experience in the IT industry in designing, developing, and implementing software in the area of manufacturing, distribution, finance and administration. He has the rare ability to learn and understand any software technology, whether it be legacy or cutting edge. Ryszard has extensive experience in development, localization, implementation, EDI, document processing (JetForm), and software development control (Aldon). He has wide experience with several technologies and platforms, including Windows, iSeries, ILE RPG, PHP, Java, C#.Net, DB2, and MYSQL.

NERSI POUYA - PMP, Senior Business Consultant

Nersi possesses a unique combination of business process and technical expertise, with over 24 years of supply chain management experience in ERP distribution and manufacturing implementations. Nersi's proficiency in project management, end-user training, distribution experience and best business practices prove highly valued in implementations of all sizes. Specifically, Nersi's business process knowledge includes sales, warehousing, radio frequency as well as manufacturing and procurement. Industry expertise includes electronics, automotive, industrial supplies, pharmaceuticals, medical devices and consumer packaged goods.

RACHEL GROVES - Senior Graphic Designer / Marketing

With almost 10 years of design experience, Rachel provides Protelo her skill and natural talent for all visual communication. For both internal and client projects, her services include graphic design, web design, marketing, illustration, typography, branding, photography, marketing, and social media. Rachel's technical proficiencies include Adobe Creative Suite, Photoshop, Illustrator, InDesign, Dreamweaver, Flash, NetSuite, Acrobat, Joomla, and WordPress, HTML (web and email marketing), CSS, and is fluent with Mac OSX and Windows. She obtained a Bachelor's Degree with honors in Graphic Design from California State University Sacramento.

MIKE MILLER - Senior Technology Consultant

Mike has over 20 years of experience in the IT industry in design, development, and implementation of complex ERP software solutions. Prior to Protelo, Mike spent much of his professional career working for International Business Systems (IBS) as a Solutions Architect. During his tenure Mike fulfilled many roles including R&D, consulting, training and support and he was the primary resource implementing e-commerce solutions. Mike has extensive experience in several technologies and platforms including iSeries, Windows, ILE RPG, Java EE, Javascript, HTML, Apache Tomcat and SmallTalk. Mike holds a Bachelor of Science degree in Computer Science from Cal Poly San Luis Obispo.

LUIS MELEIRO - Senior Application Analyst

Luis brings over 24 years of experience in IT. He started his career in a large multinational manufacturing company and subsequently moving to the IT industry.
Prior to Protelo, Luis worked for International Business Systems (IBS), both in Europe and the US in various areas, including consulting, product management, sales support, solutions architecture and development. He fulfilled a crucial role as designer, team leader and manager in projects resulting in the technological evolution and expansion of the IBS product family. Luis has extensive experience in several technologies and platforms including iSeries, Windows, ILE RPG, Java EE, Javascript and HTML.

CARIN YOUNG - Senior Business Consultant

Carin brings 25+ years of distribution management and supply chain technology experience to the Protelo team. Carin began her professional career working for a Fortune 100 food manufacturing and distribution company with positions as production manager, customer service manager, operations manager and distribution center manager. For the past 15 years she has been working as a software and business process consultant designing and configuring ERP solutions. Specific industries include pharmaceutical, retail goods, automotive aftermarket and paper products.

MIKAELA JOHANSSON - NetSuite Consultant

Mikaela brings to Protelo 3+ years of business and NetSuite experience. After starting her career at Wells Fargo Bank, Mikaela later joined Protelo, working with sales, marketing, accounting and services. As part of the Protelo team, Mikaela combines her business and NetSuite experience in areas like payroll, billing, expense reimbursements, accounting, marketing, partner management, administration, SuiteBuilder, SuiteFlow and SuiteScript.

FILIPA SILVA - Senior Technical Consultant

Filipa has almost 10 years of experience in the distribution software industry. She's held different roles in both analysis and development, and has also had significant involvement in functional and quality testing of software solutions with a focus on quality assurance and customer satisfaction. Filipa is knowledgeable and experienced when it comes to software development control (Aldon), Windows, iSeries, ILE RPG, and ASW/IBS. She also has some knowledge of Java. She's worked on multi-task and international teams on several national and international projects.Prior to joining Protelo, Filipa worked for IBS in Portugal as a technical consultant working with ASW/IBS Enterprise. She spent her years there in the development of customized software solutions and ERP solutions.

PEDRO LOPES - Senior Technical Consultant

Pedro has over 12 years of experience as an analyst and developer. His expertise is in distribution having worked with customers in a wide variety of industries. His hands-on working experience in such a broad spectrum of industries (including pharmaceutical, automotive, bookstore, appliance, and food) give him unique insight and understanding into diverse customer needs. Prior to joining Protelo, Pedro spent more than six years at International Business Systems (IBS) as a technical consultant of IBS Enterprise / ASW. He then continued to build his skills working another five years as an analyst for a Portuguese IT company.

ANA SANTOS - Senior Technical Consultant

From design and development to software implementation, Ana has been well prepared for her position with Protelo through her 15 years of hands-on experience in the IT industry. She started her career in Portugal with International Business Systems (IBS). Working there for several years with ASW and Enterprise, she took part in many projects in various distribution industries (books, automotive, supermarket, appliances, and others). Ana has experience with EDI, document processing (JetForm), and software development control (Aldon).

RICHARD HARDWICK - Senior Business Consultant

Richard has over 30 years of experience in accounting and accounting systems. Most recently, Richard has focused on complex ERP software implementations of IBS Enterprise, NetSuite and the development of interfaces into ASW and IBS Enterprise. Prior to Protelo, Richard worked for IBS as a financial systems consultant and later as a senior business consultant, working extensively with ASW and IBS Enterprise. Before this, he worked for five years at Union Bank implementing multi-currency software systems in multiple countries, and at Montgomery Securities supporting the fast-paced processing of trades and settlements.

JON LAUBER - Senior Business Consultant

Jon suits up with over 25 years of distribution management and supply chain technology experience. He began his career working for a wholesale distributor and was part of the team that led the very first implementation of IBS Enterprise (ASW) in the US. He later went on to work for IBS and, as a result, brings a wealth of knowledge of each release of the software with him to Protelo. For the past 10 years, Jon has been working as a software and business process consultant designing and configuring ERP solutions. Additionally, he's led many successful ERP implementation projects with both hands-on and leadership roles for wholesale distributors and manufacturers. Specific industries include pharmaceutical, retail goods, automotive aftermarket, and paper products.

JOHN COSTELLO - Sales Development Representative

John Costello was born and raised in the Sacramento region. He has over 30 years of sales experience as an outside representative. In every job across Northern California, he has learned to build, and maintain, vital clientele for important stakeholders. He uses his natural people skills, great communication, and genuine customer service, to build lasting relationships with people all over the country.

TRAVIS PERKINS - Sr. Business Consultant

Travis comes with 20 years of experience in implementing enterprise software and integrating business applications. His expertise encompasses extensive technical know-how, leadership ability, business integration design, project and people management. Travis also has significant hands-on experience in leading and participating in enterprise software implementations across multiple industries such as steel, technology infrastructure, electronics manufacturing, software development and professional services. Travis has helped numerous businesses become more efficient and competitive by leveraging the unique capabilities of ERP and CRM. He provides in-depth understanding of NetSuite, cloud computing and SaaS, ultimately bridging business processes with the technical complexities of enterprise software.

BRIANNE YEOMANS - Sr. Business Consultant

Brianne grew up working for her family business so her curiosity in business and how to run a business successfully developed very early on at a young age. Brianne was intrigued and eager to learn more so she pursued an undergraduate degree in Business Administration with a concentration in Finance. Upon graduation, Brianne received an offer to work for a chemical manufacturing company and it was there where a passion for business and information systems was born. Knowing and understanding the gaps that information systems closed and the efficiencies gained through the development of automation, Brianne aspired to grow in the information technology field. Two years later, Brianne held a Masters in Information Systems and was ready to put her education to work.

TOM ARMBRUSTER - Senior Application Consultant

Having spent the majority of his career building and managing development and technical support teams for a variety of small and mid-sized businesses in the hospitality and retail/eCommerce space, Tom has accumulated over 20 years of experience in information technology and management. With full participation in three separate company acquisitions, he has acquired a wealth of systems integration knowledge, both practical and theoretical. His experience has taught him through perseverance and persistence that every challenge does indeed have a solution. Tom began his career in information technology as a database designer and developer, and quickly took on additional roles in network and desktop support at a large call center in Las Vegas, NV.

TIM TEASLEY - Senior Technology Consultant

Tim brings over 18 years of software engineering experience to Protelo in industries ranging from dairy manufacturing, to escrow and title, and education. His roles over the years have included all aspects of the software development lifecycle including design, coding, quality assurance and support of new software, maintenance of existing software, and integration between system platforms. Prior to joining Protelo, Tim was a Software Engineer and then Technical Lead for an education organization. Tim also worked for a dairy goods manufacturer where he was responsible for developing and maintaining in-house iSeries and Windows applications, developing and maintaining EDI modifications, and developing the data migration from their legacy system to IBS ASW.

SEAN ANDERSON - NetSuite Consultant

Having spent his early years in the United States Army and managing a family restaurant, Sean exudes passion and structure in his work ethic. Sean spent the last two decades working in IT, most recently for the State of California. He was responsible for software deployment, asset management and procurement, and providing top quality service. Sean brings to the Protelo team a valuable combination of his business acumen and customer service expertise in NetSuite consulting and IT support.

JIM WILKES - Senior Account Executive

Jim Wilkes joins Protelo as Senior Account Executive, and brings over 16 years of experience working with Iptor clients. Jim's extensive background includes working in the manufacturing and distribution industries for 30+ years performing cost recover and cost-to-serve modeling and working with IBM on the AS/400 iSeries. Jim has helped numerous clients enhance their cost profitability through technology and provides a strong return-on-investment with the solutions he offers. As a Senior Account Executive, Jim strives to always provide the best possible information to his clients to ensure their success and to put the customer first. Jim's client-first attitude and breadth of industry and technical knowledge will help him provide expert solutioning to Protelo's Iptor clientele.

JAY KIEFER - Senior Business Consultant

Jay Kiefer comes to Protelo with years of Oracle ERP implementation and service experience from a variety of business sectors and industries. NetSuite ERP has been his sole focus for the last several years and Jay is a certified NetSuite Administrator. His NetSuite core competencies and expertise include: discrete manufacturing, inventory management, supply/demand planning and distribution resource planning. Jay possesses a Master of Science degree in Information Systems as well as a Project Management Professional (PMP) certification.

GREGG DICARLO - Senior Business Consultant

Gregg comes to Protelo with over 30 years of experience in supply chain execution having served as an executive in the areas of procurement, distribution, IT and transportation management. His professional career began in the wine and spirits industry as a Director of Purchasing, and then transitioned to project management for ERP implementations, both internal and external. Prior to joining Protelo, Gregg was the Distribution and IT Manager of a global consumer products manufacturer and distributor where he was responsible for managing the IT, Customer Service, Warehousing and Transportation departments.

CHRIS SMITH - Senior Technology Consultant

Chris comes with more than 20 years of experience in Information Technology and had the opportunity to work in support, computer hardware, network hardware and administration, database administration, report writing and software development. He has worked in several different industries including energy, cosmetology, construction and warehouse/distribution. His passion for writing code brought him to the critical power industry working with NetSuite. Chris was a key player in the implementation of NetSuite and became an expert in areas such as data migration, workflows and scripting. Chris brings a positive attitude, dedication and a strong work ethic to Protelo and is eager to help our customers get the best experience NetSuite can offer.

MATT TELINDERT - Senior Business Consultant

Matt comes with 13+ years of accounting, finance, and NetSuite consulting experience and has held Controller and Director of Finance positions in the media, technology, professional services and private equity industries. Matt also ran his own NetSuite consulting business prior to joining Protelo. Matt has facilitated numerous implementations of NetSuite in small and mid-size businesses, helping to improve efficiencies and decrease expenses. Having Bachelor's degrees in both Accounting and Finance, Matt understand the importance of an ERP system in financial reporting. His specialty is being able to structure and customize NetSuite and business processes to ensure data integrity and trustworthy financial reporting. His areas of expertise include accounting, financial reporting, budgeting, payroll, and data migration.

We're a hard-working group of software and business consulting professionals dedicated to using our experience, ingenuity, and integrity to push our clients towards their business goals.

IS YOUR BUSINESS READY TO MOVE TO THE CLOUD?

CLOUD IS THE FUTURE

Whether you choose to phase into the cloud or take the leap now, it is almost certain the cloud will be in your future. Protelo can play a vital role in helping you evaluate your options, shape a vision, choose a direction and execute to perfection.
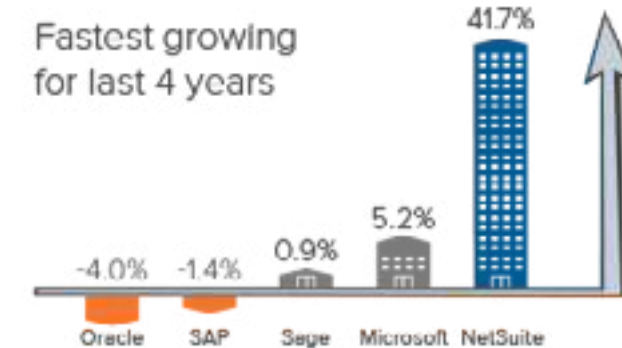
ON-PREMISE VS. NETSUITE CLOUD

On-Premise Legacy & Legacy-Based"Cloud" Solutions

With on-premise software you will repeatedly be faced with a decision point every few years – Upgrade? Do nothing? Or make a change?

Integrating legacy on-premise systems with modern technologies used by your partners and implemented by other internal business units can often be costly, piecemeal and with questionable functional integrity. Incompatible underlying technologies can result in complex and inefficient interfaces that slow down your busines.

Moving from a legacy-based system to the cloud means that your business can be done anywhere, any time. Real-time access to data and automated back-up ensures that your business is protected and that information is up-to-date across the enterprise 24/7.

NETSUITE CLOUD

CLOUD FROM THE GROUND UP - Internet / Browser / True Object-Oriented Architecture

CONNECTED SYSTEM IN A CONNECTED WORLD

NetSuite leads the way in business software designed for the cloud. As a pioneer of the cloud before it was called the "cloud", NetSuite has established itself as the #1 Cloud ERP/Financial software suite. Built natively for the cloud with true object-oriented architecture, NetSuite fully leverages the connectivity of the internet and the power of the browser – from the ground up. By first creating a development platform and delivery mechanism then building an application, NetSuite delivers unprecedented flexibility and user interface consistency across a broader spectrum of business functions.
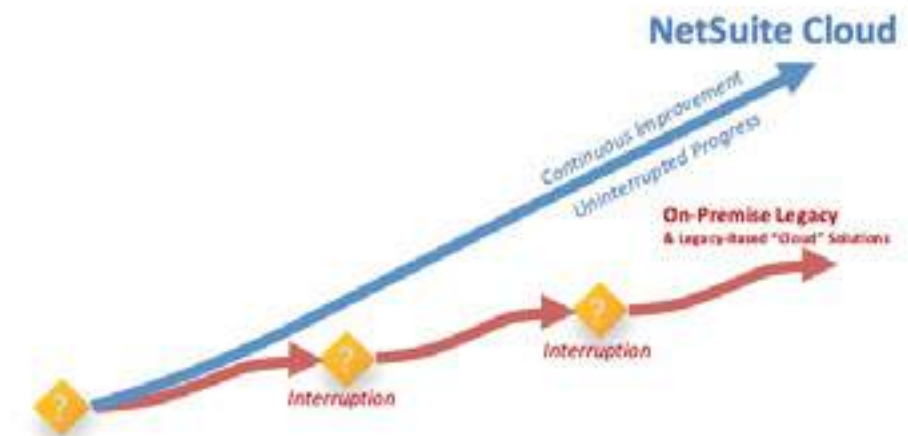
If you make the switch to NetSuite you will experience continuous improvement derived from ongoing development, customizations that move seamlessly from one version to the next and the latest and most secure infrastructure available anywhere.

MORE THAN JUST SOFTWARE

NetSuite is a complete service that includes depth of infrastructure and breadth of function. Effectively and efficiently manage all of your key business operations with one seamless business software solution!

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DISTRIBUTORS & MANUFACTURERS

Wholesale distributors provide a vital service to their customers, suppliers and the economy. Suppliers and customers benefit from a wholesale distributor's location, broad product mix, varied shipping units of measure (each, case, pallet, truck load) and a vast array of value-added services. Because of the pressure to provide value while keeping prices low, wholesalers must operate with a high degree of efficiency. NetSuite supply chain and wholesale distribution software makes the difference. NetSuite is the #1 Cloud-Based ERP/Financial Suite for Wholesale Distributors. Protelo and NetSuite together give wholesale distributors an unprecedented toolset to deliver more value.

ONE FULLY INTEGRATED SUITE IN THE CLOUD

With NetSuite you can reduce / eliminate complex integrations to a host of "bolt on" and disparate systems.

INTEGRATED REAL TIME ANALYTICS

NetSuite dashboards give you an up-to-the-minute pulse on your business. Easily personalized dashboards enable you to meet the needs of you and your users with maximum speed and efficiency. NetSuite analytics go far beyond an aesthetically pleasing presentation of summaries. With NetSuite, wholesale distributors can drill down and view, or even take action on, specific transactions.

CUSTOMER RELATIONSHIP MANAGEMENT

Unlike most "CRM" systems, which tend to only focus on prospecting, NetSuite offers a full 360-degree view of the customer from marketing through prospecting, quotes, order management, fulfillment and post-sales service.

ECOMMERCE

NetSuite is based on a single data source for your product data, including web-friendly text/image management. Give your customers more with real-time pricing and availability while simplifying the management of your data and website content. Create and manage multiple sites to support both B2B and B2C channels, each optimized for its unique characteristics.

SUPPLY CHAIN

NetSuite addresses the many required supply chain functions such as multi-location bin management, demand-based replenishment, lot/serial control, light manufacturing, and a fully integrated advanced warehouse management system (WMS). Additionally, NetSuite's integration of supply chain functions from ecommerce and CRM to financials (such as procure-to-pay, order-to-cash) gives unprecedented visibility and ease of use.

MULTI-ENTITY AND GLOBAL CAPABILITIES & WORLD-CLASS FINANCIAL ACCOUNTING – Pg. 38

• **Multi-entity and Global Capabilities** - From CRM to financial consolidation and everything in between, NetSuite supports complex organizational hierarchies, multi-currency, multi-language and multi-country taxation.

• **World-class Financial Accounting** gives wholesale distributors the complete picture of the business whether your accounting is straightforward or involves a complex hierarchy of legal entities. NetSuite OneWorld can handle multiple subsidiaries, including automated inter-company transaction processing of sales/purchase orders and consolidations in real time, plus elimination entries at the end of each period. Take advantage of many pre-loaded financial reports or customize to suit your unique requirements using powerful yet easy to use reporting tools.

PROVEN CLOUD TECHNOLOGY

CUSTOMIZATION TOOLS

The NetSuite SuiteCloud platform helps wholesale distributors adapt to change quickly and cost effectively. Whether change is self-imposed as a competitive advantage or in response to the pressures and demands of your suppliers and customers, NetSuite and Protelo give you unprecedented capabilities – from custom workflow, fields and records to APIs that incorporate external data into your NetSuite experience.

ACCESS ANYWHERE ANY TIME

Whether you have an outside sales force or multiple locations, NetSuite's web-browser access eliminates the need for "fat clients" and enables you to keep tabs on the pulse of your business or service your customers anytime, anywhere–whether from your desktop, laptop, notebook, tablet or smart phone.

OUT-OF-THE-BOX INTEGRATIONS

NetSuite includes many functions rarely included in legacy software. Examples include forms design, workflow and reporting. In cases where specialized data or functions make sense to interface, NetSuite's many out-of-the-box integrations include PCI compliant credit card processing, social media, tax rates, UPS and FedEx shipping rates/labels, market intelligence, news, online channels (such as eBay) and more.

UNIFIED PLATFORM WITH MODERN STANDARDS

NetSuite's development life cycle has existed only in today's modern era of technology (internet, browser, web services, Java). Benefits include simplification for end-users, simplified deployment for administrators, and compatibility with other modern apps.

GUARANTEED UPTIME

What would happen today if a disaster hit your facility? NetSuite includes real-time data replication and synchronization to prevent loss of information and disruption to your business. NetSuite's data centers meet or exceed all of the leading standards and certifications, including SAS70 Type II and PCI compliance.

AUTOMATICALLY INSTALLED UPGRADES

Are you currently running the most recent version of your vendor's software? NetSuite eliminates version-lock, ensuring you are always on the most current release. Every one of NetSuite's 12,000 customers is running on the most current version, WITH their customizations intact. This seems hard to believe, but it is a unique ability of NetSuite.

DEVELOPMENT RESOURCES

NetSuite's commitment to maintaining its position as the leader in cloud ERP is backed up by nearly 400 developers continually adding features and function, but more importantly expanding the SuiteCloud platform to give customers and partners tools to quickly customize workflows, data, fields and visibility.

ONE FULLY INTEGRATED SUITE.
ACCESS ANYWHERE ANYTIME FLEXIBILITY.

ECOMMERCE

- Integrated publishing engine and content management
- Multiple websites, channels and international regions
- Integrated catalog, secure shopping cart, customer self-service
- Fully integrated with all aspects of B2B and B2C

CRM

- Sales force automation
- Integrated quote and order management
- Marketing automation with campaigns
- Customer service and support
- Flexible customization
- Sales performance management
- Partner management

INVENTORY & DISTRIBUTION

- Purchasing
- Inventory
- Order entry
- Advanced shipping w/UPS and FedEx
- Light manufacturing

MANUFACTURING

- Work order management
- Work–in–process
- Work calenders and routings
- Kitting and assemblies
- Product history and tracking

PRODUCTIVITY TOOLS

- Contacts / calendar / events
- Customer center
- Partner center
- Employee self-service users
- SuiteSocial

FINANCIAL

- Order-to-cash – accounts receivable
- Procure-to-pay – accounts payable
- General ledger, budgeting, reporting
- Dashboards for real-time visibility
- Built-in task and activity management
- Expense reporting
- Fixed asset management
- Payroll

ONEWORLD

- End-to-end global business management
- Complete cloud-based ERP system
- Clear visibility from corporate to subsidiary
- Run your business from anywhere on the globe
- Multi-currency, multi-tax, multinational intelligence
- Real-time financial and operational consolidation

NETSUITE FOR IPHONE

- Anywhere visibility into business performance
- Pervasive access to sales and customer data
- Access your complete NetSuite calendar and task lists in real time
- Easy customization for specific needs
- Access NetSuite directly from your iPhone or iPad browser

INTEGRATED DASHBOARDS & ANALYTICS

- Real-time business intelligence with key business metrics, report snapshots
- Fully integrated with real-time access to transaction-level detail

DASHBOARDS & SUITE ANALYTICS

BUILT IN. REAL TIME. EASILY PERSONALIZED.

NetSuite delivers built-in real-time dashboards, reporting, and analytics. This enables your sales, marketing and service team to monitor personalized Key Performance Indicators and get access to the latest reports as part of their everyday activities to drive business performance. Data is often fragmented across multiple systems, and spreadsheets are often out of date, error-prone, and hard to maintain. NetSuite provides SuiteAnalytics as a standard feature, giving businesses the power of built-in real-time dashboards, reporting, and analysis– integrated right into the ERP, CRM, or ecommerce application that employees use every day–to drive true operational insights.

PERSONALIZED REAL-TIME DASHBOARDS

• Get real-time business intelligence across all areas of your company.

• Set up key performance indicators (KPIs).

• Drill down from a summary level to greater detail, all the way to the underlying transaction.

• Personalize your content by selecting it from a repository; then simply drag and drop to optimize your layout.

• Easily add calendars, tasks, reminders, and even real-time RSS feeds.

COMPLETE SELF-SERVICE REPORTING

• Get clear and detailed visibility into the state of the business by using NetSuite's standard, ad-hoc and saved search reports, and then provide tactical decision support on a periodic or as-needed basis.

• Easily create reports by adding new fields, grouping levels and custom formulas with NetSuite's powerful report builder.

• Search within report results, drag and drop adjustable column widths, mouse over "jump-to" links for quick report navigation, expand and collapse all hierarchical levels, expand and collapse to a specific hierarchical level, and scroll through results pagination-free.

• Use NetSuite's saved search functionality to access information such as top-selling products, the number of support cases in your queue, or overdue customer invoices.

• E-mail search-based analytics to users on an automatic, scheduled basis for desktop and mobile access.

• Export results to a variety of formats, including PDF, Excel or CSV.

ANALYTICS ON THE GO

• Ensure that your business users have real-time access to the business information they need, including the latest business metrics, calendar information, and customer detail.

• Use NetSuite for iPhone to gain access to business-performance information via real-time dashboards and report snapshots.

• Gain secure access to any performance measure from anywhere using just a web browser.

• E-mail search-based analytics on-demand to users on an automatic, scheduled, or event-driven basis for desktop and mobile access.

360° VIEW

OF YOUR BUSINESS

MARKETING · SALES · FULFILLMENT · SERVICE · FINANCE

• Real-time. Up to the minute information. One version of the truth. No redundancy.

• Powerful. Drill down from summaries and charts to actionable transaction detail.

• Personalized. Tailor to each user's needs and security levels, including customers.

• Access anywhere. Through web browser and mobile-optimized applications.

NETSUITE. REDEFINING CRM.

COMPLETE CUSTOMER LIFECYCLE MANAGEMENT

Without a fully integrated suite, all you have is PROSPECT Relationship Management. NetSuite offers true CUSTOMER Relationship Management (CRM), built upon a feature rich business transaction engine, giving you a complete 360° view of your customer with the tools to deliver stellar service – from early stage prospect to repeated sales.

ENHANCE CUSTOMER ACQUISITION & RETENTION

Marketing Automation – Targeted campaigns (e-mail, keyword, event) with ROI analysis

Sales Force Automation – Territories, opportunities, forecasts, quotes/orders and commissions

Customer Service – Case management, knowledge base and customer self-service

Analytics / Dashboards – 360° visibility of pipeline, sales activities and transaction details

Partner Collaboration – Joint campaigns, opportunities, quotes, orders and commissions

Access Anywhere – Mobility via web browser and apps for smart phones and tablets

COMPLETE CUSTOMER LIFECYCLE MANAGEMENT – 360° VIEW
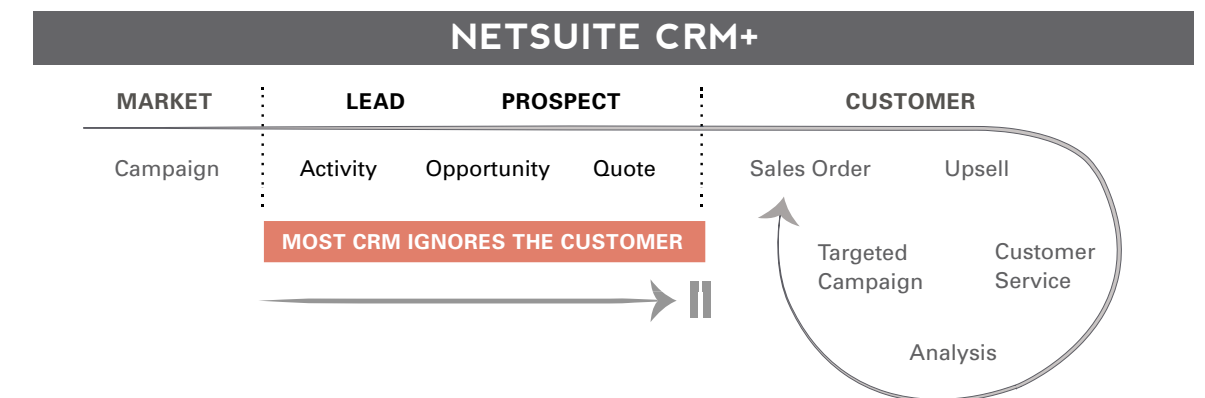
"FOR THE FIRST TIME IN OUR HISTORY, WE HAVE A REAL-TIME GLOBAL OPPORTUNITY FUNNEL TO TRACK LARGE OPPORTUNITIES AND PROJECTS. THIS IS A HUGE IMPROVEMENT IN OUR ABILITY TO PROACTIVELY ATTACK NEW BUSINESS."

RUSS DORWART,
PRESIDENT & COO, PEI-GENESIS

YOUR LOCAL NETSUITE EXPERTS

WE CAN HELP YOUR BUSINESS

Protelo & NetSuite. Changing the way you work.

Our first-class consultants here at Protelo have both business-process expertise and extensive knowledge of legacy and new technologies. They're perfectly suited to help you take advantage of all the latest innovation without jeopardizing the stability of your current applications. From the early stages of research to implementation and everything in between, we're here to help. Contact Protelo today www.proteloinc.com or call us at 916-943-4428.

WANT MORE DETAILS?
Contact Protelo & Request:

NETSUITE CRM+

POWERFUL CRM THAT DRIVES THE COMPLETE CUSTOMER LIFECYCLE

CRM+ FEATURES

- Powerful Salesforce automation

- Advanced sales forecasting and quota management

- Automated incentive compensation management

- Comprehensive upsell, quote and order management

- Anytime, anywhere mobile access

- Integration with leading social and productivity tools

- Out-of-the-box marketing automation

- Partner relationship management

- Customer service and support

THE SUITECOMMERCE ADVANTAGE

NetSuite SuiteCommerce is an ecommerce platform that easily adapts and scales to the unique selling and buying scenarios your specific industry needs. Deliver consistent, engaging and personalized shopping and service experiences on any device, anywhere your customers shop. Enable omnichannel commerce for B2C and B2B businesses by seamlessly connecting ecommerce and in-store POS with order management, customer service, inventory, merchandising, marketing, and financials.

KEY BENEFITS

- Quickly and seamlessly process sales orders directly from your web store using NetSuite's integrated and comprehensive order and inventory management facilities.
- Bring in more customers by building a webstore that provides a full-featured, intuitive, familiar online shopping experience.
- Run your business with a single, integrated business application that ties together ecommerce, marketing, order management, inventory and accounting.
- Manage your entire business in real time by merging your online and traditional channels on a single platform.
- Administer websites efficiently with powerful site hosting and content management capabilities.
- Expand your markets locally, nationally and even internationally with multiple languages and currencies.
- Monitor the effectiveness of your marketing programs and generate automated cross-sell and up-sell recommendations.
- Enhance your customers' experience with rich self-service capabilities available 24/7.

Site Hosting & Content Management

NetSuite offers a full range of options. Choose from a fully hosted site or improve your current site with NetSuite's content management features. NetSuite supports multiple websites and displays sites in different languages.

Webstore and Shopping Cart

Build a full-featured webstore with an intuitive online experience with a wide range of payment methods, including credits cards, PayPal, Google Checkout and more. Expand your reach across multiple currencies, webstores and channels, including eBay. Enable easy order tracking through the customer and partner self-service portals.

Order Management

NetSuite streamlines the complete order-to-ship-invoice-payment process. NetSuite ensures quick, efficient and accurate delivery for maximum customer satisfaction.

Customer Self Service

Expand customer service and hours while simultaneously reducing cost. Customers can view quotes, orders and shipping status, request returns, repeat orders, view and make payments and submit and view the status of any issues or cases.

SUITECOMMERCE FEATURES:

Site Navigation / Search
Let customers easily find the product they want.

Visual Merchandising
Present the product in the best possible way.

Promotions & Pricing
Set the right price and incentives to buy.

Checkout
Make buying from you a painless experience.

Tablet / Mobile
Let your customers reach you from any place.

B2B Commerce
Grow your business by selling to other businesses.

International Commerce
Expand your business by selling in other countries.

Marketplaces
Large customer base of online marketplaces.

Search Engine Optimization
Make sure your site ranks high on search engines.

Customer Service
Provide your customers with the best service options.

Order Management
Ensure quick and efficient processing of all orders.

Inventory Management & Demand Planning
Maintain tight control over inventory.

Payments & Fraud Prevention
Offer your customers multiple ways to pay.

Rich Customer Profiles
Get 360° view of your customer.

Business Intelligence, Analytics & Reporting
Real-time pulse of your business.

SUPPLY CHAIN

ORDER PROCESSING – *Simplify and Speed Your Order Fulfillment Cycles*

Order Management and Fulfillment

- Integrated with shipping, billing and invoicing, A/R, inventory and more
- Capture orders through multiple channels—website, call center, sales force or direct mail responses
- Enhance visibility by linking tracking numbers to sales orders, invoices and customer records
- Easily customize any shipment, and automate bulk fulfillment processes to save time and money
- Customize order forms by class of user to optimize speed and efficiency of customer interaction

Real-Time Order Tracking and Visibility

- Enable customers, suppliers, partners and employees to track packages anytime and anywhere
- Identify and resolve problems promptly with dashboard alerts and exception reporting
- Track and improve order processing performance with highly visual analytics and reporting
- Build customer satisfaction with fast, easy self-service tracking tools available 24/7

Out-of-the-Box Shipper Integration

- Boost efficiency with one-click electronic routing integration with FedEx® and UPS®
- Slash time by automatically generating shipping labels via the NetSuite interface
- Eliminate manual data exchange between order management, shipping and customer service

DEMAND PLANNING – *Optimize Inventory Levels and Processes*

Calculate Demand Plans with Historical Data or Sales Forecasts

- Allow users to select items to calculate demand projections on a per-location basis
- Flexible parameters for projection methods (historical data, sales forecasts, average trends, seasonal fluctuations) and time intervals (weeks or months)
- View, customize and manipulate demand plan results on the fly to meet changing business needs

Calculate Supply Plans and Automatically Generate Purchase or Work Orders

- Work with purchase & work order recommendations based on parameters set in an item record, such as reorder point & lead time
- Empower users to establish or modify calculation methods and criteria governing purchase and work order creation & execution

INVENTORY MANAGEMENT– *Tighten Control for Greater Cost Efficiency*

Demand-based Inventory Replenishment

- Reduce lag time with real-time alerts when stock falls to predefined thresholds
- Dynamically manage reorder points and preferred stock levels
- Eliminate "stock-outs" to maintain continuity and customer satisfactions
- Boost efficiency of demand planning, logistics, and warehousing
- Geographically optimize distribution by matching item and customer location

Bin Management

- Organize warehouse bins to track the exact location of inventory items
- Accelerate order execution and fulfillment and stock replenishment
- Store items in multiple bins, or different items in the same bin
- Streamline restocking and generate put-away lists for goods received
- Organize single or multiple warehouses with multi-location inventory features

Landed Cost and Margin Management

- Improve cost management and profitability by automatically calculating landed cost
- Allocate expenses to inventory receipts according to weight, value and quantity
- Refine profitability forecasts by comparing revenue to landed cost, not just material cost
- Assign different pricing based on customers, channels and locations
- Automatically generate correct currency, rate and pricing for foreign customers

Multiple Units of Measure

- Seamlessly leverage multiple units of measure for buying, selling and costing
- Manage unit measurement across your website, retail stores, and partner channels
- Improve invoicing accuracy by using and validating correct unit measurement
- Validate purchase order costing by matching deliveries to vendor requirements

Serial and Lot Number Tracking

- Track end-to-end product history, from origin, present location and destination
- Fine-tune cost and profitability management with serial- or lot-specific costing
- Enhance customer service by equipping agents with serial number and lot data
- Assign and track expiration dates to improve handling of time-sensitive items

Support for Matrix Items

- Manage various combinations (e.g., size or color) of the same item in a single matrix
- Simplify pricing, inventory status, and description management of matrix items
- Enable customers and sales representatives to quickly identify item combinations
- Integrate matrix items into your NetSuite ecommerce website to simplify selection and purchasing

SUPPLY CHAIN

MANUFACTURING – *Sharpen Production to Meet Customer Demands*

Work Order Management
- Create and manage standard and customized work orders for assembly builds
- Increase efficiency with automated demand—and sales-based work order generation
- Automate stock and component replenishment based on demand and production status
- Generate and manage bills of materials for work orders

Work Centers, Operations and Routings
- Work centers to define resources and associated operating costs
- Routings to support more complex, multi-step assembly processes
- Operations to define specific tasks to be performed

Multi-Level BOMS, Kitting and Assemblies
- Multiple level bills-of-materials
- Leverage support for just-in-time (JIT) manufacturing
- Monitor and manage non-inventory, charge and service items as components
- Create serialized assemblies with support for serial and lot numbers

Intelligent Inventory
- Tune production to demand with demand-based component replenishment
- Track inventory and component levels at all points of the business cycle
- Improve daily on-hand inventory reporting and achieve JIT inventory management

Product History Tracking
- Maintain a complete history for each product assembly or kit
- Enable warehouses to more efficiently manage component levels and raw materials
- Tear down builds and cost-effectively reuse components

Real-Time Manufacturing Dashboards
- View key manufacturing performance indicators in a highly visual dashboard
- Track metrics on work orders, assemblies, bills of materials and finished goods

CUSTOMER CENTER – *Improve Customer Satisfaction with 24/7 Self Service*

Provide Customers with Self-Service Features
Improve customer satisfaction and reduce customer support costs by providing customers with online access to order and payment history, as well as shipment status

SHIPPING AND FULFILLMENT – *Integrate with Your Fulfillment Process*

Automate Shipping Processes with Out-Of-The-Box Integration with Top Shipping Carriers
- Automate and streamline common and time-consuming order processing and shipping tasks such as getting rates, printing labels and documentation, tracking delivery status and much more
  – FedEx shipping integration
  – UPS shipping integration

Reduce Order Processing and Fulfillment Errors
- Eliminate manual re-entry and order processing errors through NetSuite's complete integration of order and fulfillment management, logistics tracking, shipping and customer service
- Easily reconcile tracking and delivery information while saving time and resources thanks to centralized customer, quote, order, invoice and shipping information

Power Your Business with Advanced Order Fulfillment Management
- Use powerful dashboards and reporting to gain complete real-time visibility into your fulfillment management performance
- Evaluate operational efficiency with advanced reporting tools such as inventory turnover reports and inventory back-order reports
- Reduce fulfillment errors by electronically routing orders to suppliers for drop shipping
- Improve your returns process with integration between order management and return merchandise authorization (RMA)

ADVANCED WAREHOUSE MANAGEMENT – *powered by eBizNET*

eBizNET® WMS is a robust and scalable solution offered in multiple editions to cater to the needs of both small & large enterprises. The breadth of the functionality is designed to support various industry verticals including retail, hi-tech & electronics, automotive, health care, and 3PLs. The solution features and supports warehousing and industry-best practices like:

- Mobile RF handheld devices with barcodes
- Directed putaway and picking
- Rules-driven dynamic bin location & inventory allocation
- Wave planning and multi-order batch picking
- Fully integrated with FedEx and UPS
- Lot, FIFO, expiration and shelf life monitoring
- License plate and serial # tracking
- Value Added Services - kitting & de-kitting
- Cycle counting & inventory audit
- Containerization to pick directly into shipping containers
- Space management through optimum SKU allocation
- Task assignment and monitoring
- Dashboard with KPI and labor productivity reporting

WHY NETSUITE?

#1 CLOUD BUSINESS SOFTWARE

With more than **40,000 organizations**, NetSuite is **10 times larger than the nearest competitor**, meaning 10 times the resources. Comprehensive functionality with industry-specific support for a broad range of industries means NetSuite works the way your business works. Built from the ground up for the cloud, NetSuite lowers costs and reduces hassle for IT. One data model spanning back office financials to customer records to professional services provides complete visibility and simplified integration.

BUILT-IN FLEXIBILITY

As your business changes, you can change your business system. Scale up, spin off, adopt new business models, NetSuite's flexibility lets you do it all, quickly and easily. Meanwhile, version-lock is a thing of the past. With every NetSuite upgrade, your configurations and customization migrate seamlessly. Imagine that.

BUSINESS INTELLIGENCE

Real-time analytics is the NetSuite user interface. Users know what they should be doing and how they're helping the business, with easily accessible reports and key performance indicators. Vital business data is analyzed and displayed from right within the system.

COMMERCE-READY ERP

Your core business system now becomes your customer-facing commerce system with a customizable, customer-specific, pixel perfect experience.

DESIGNED FOR A MODERN COMPANY

Cloud-based, mobile-enabled and social, NetSuite frees the modern business from antiquated PC-based, anti-social systems locked behind the firewall.

NETSUITE ONEWORLD

Manage Sales, Operations and Finance Globally from a Single Cloud-based ERP System.

NetSuite OneWorld delivers a cost-effective, yet powerful solution to run multiple subsidiaries, business units and legal entities all from a single cloud-based ERP system. NetSuite OneWorld goes beyond robust financial consolidation capabilities to include customer relations, sales and supply chain operations.

HIGHLIGHTS

- **Instant visibility** from corporate to subsidiary with complete and easy-to-manage security.
- **Real-time FINANCIAL and OPERATIONAL consolidation** adjusting for exchange rates, taxation and reporting requirements.
- **Flexible customization** to meet the needs of every subsidiary.
- **Rapid, cost-effective deployment** to every business unit and geographic location.

Global ERP
Manage your entire business operation in real time with multi-currency financial consolidation that ensures consistent, flexible management across your organization globally and locally.

Global CRM
Get unparalleled visibility into each facet of your multinational sales organization. Keep up to date on quotas, forecasts and campaigns with the help of translation for multiple languages and currencies.

Global Ecommerce
Expand your markets globally with multi-language, multi-currency, multi-country and multi-branded webstores from a single database and system.

Global Business Intelligence
Make smarter, faster decisions worldwide with NetSuite OneWorld's enterprise-wide key performance indicators and real-time reporting across all business operations.

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i **WANT MORE DETAILS?**
Contact Protelo & Request:

NETSUITE ONEWORLD
THE WORLD'S #1 CLOUD ERP FOR GLOBAL BUSINESS MANAGEMENT

WHY NETSUITE ONEWORLD?

- End-to-end global business management
- Complete cloud-based ERP system
- Clear visibility from corporate to subsidiary
- Real-time financial and operational consolidation
- Multi-currency, multi-tax, multinational Intelligence
- Flexible customization to meet the needs of every subsidiary
- Rapid deployment for every class of business
- Enterprise-class security, availability and data management

NETSUITE ONEWORLD FEATURES:

- NetSuite OneWorld financials
- NetSuite OneWorld CRM+
- NetSuite OneWorld Ecommerce
- NetSuite OneWorld reporting and analytics
- SuiteCloud customization

MOBILE FOR IPHONE

Access NetSuite dashboards, sales and customer information – anyplace and anytime. Then with just a touch of a finger, initiate a call to a customer, or get directions to their site with google maps.

Outside the office and need to check in on report snapshots, customer and financial data, sales updates, or anything else on a personalized dashboard? NetSuite for iPhone conveniently provides executives, service representatives and sales people with full, anytime access to NetSuite's integrated business management software suite.

KEY FEATURES

24-Hour Visibility into Business Performance
- Easily access customizable NetSuite dashboard information including report snapshots, trend graphs, key performance indicators (KPIs), reminders and more.
- Explore trends and fine details with the tap of a finger.

Extensive Access to Sales and Customer Data
Provide sales, field service and transparent leadership with tailored access to contacts, prospects, marketing campaigns, quotes, orders, purchase history, financial history, and more.

Real-Time Calendar and Task Management
- Access your full NetSuite calendar and accept or decline events.
- View task lists in real time and mark tasks as complete.

Purpose-Built Application that Takes Advantage of All Your iPhone's Capabilities
Benefit from broad iPhone support including the following: touch-to-call from any NetSuite record containing a phone number; click-to-email from any NetSuite record containing an e-mail address; and touch-to-map (via Google Maps) from any NetSuite record containing a street address.

User-Friendly Customization for Specific Needs
- Customize principal navigation tabs (such as Dashboard, Search or Contacts) to meet your unique needs.
- See custom fields automatically added to records; see criteria applied to custom list views.

SUITE SOCIAL

TIGHTLY CONNECT YOUR NETSUITE DATA & TEAMWORK TO COLLABORATION & SOCIAL STYLE CORPORATE INTERACTIONS

Quickly and conveniently connecting ERP records with people in your organization enables companies to pro-actively solve problems. Social ERP tools improve collaboration and communication among teams and can be very effective when natively tied to an ERP solution.

SuiteSocial is a free, native social ERP solution that provides features such as newsfeeds, hashtags, likes, imagery and followers. SuiteSocial promotes open communication while providing role-level controls on sensitive details at the associated record level.

KEY BENEFITS
- Facilitate convenient, transparent collaboration
- Easily track conversations on native ERP records and processes
- Conveniently discover experts to handle complex, urgent opportunities
- Help document processes supporting lean initiatives
- Improve customer engagement
- Build and maintain your internal knowledge base

THE CUSTOMIZABLE NETSUITE CLOUD

THE CUSTOMIZABLE CLOUD
HOW THE CLOUD PROVIDES THE MORE FLEXIBLE ALTERNATIVE TO LEGACY ERP PLATFORMS

Business Advantage

Every successful business does something unique. With legacy business software, it has either been impossible or costly to automate these processes that give you a competitive edge. While NetSuite offers a comprehensive suite with broad and deep functionality, much of which didn't exist when legacy systems were developed, NetSuite also delivers a toolset with unprecedented flexibility to help you cost-effectively leverage your unique business advantage.

Graphical Customization and Workflow Engine

Create customizations by simply selecting the various logic elements. Rapidly edit the actions and rules that impact a particular process and specify conditions for workflow transitions to help with front- and back-office automation.

Web Services

Simplify connections to other modern apps such as tax reporting, credit card, social media, e-mail systems, data feeds and more.

Application Development and Scripting

For in-depth customization of the cloud application, it is necessary to use standards-based scripting tools. The scripting toolset needs to be able to build everything from complex workflows to entirely new applications. The application architecture also needs to be robust enough to allow standard business processes to interact seamlessly with custom-built applications and processes.

Application Packaging and Distribution

To deploy customized functionality quickly, bundling tools for life cycle management must be available. The tool must be able to assemble a diverse set of custom objects such as database objects, user interface components, scripted application development elements, reports, and page layouts.

NetSuite Toolsets and Comprehensive Suite Can Offer Businesses

- Unprecedented flexibility
- Broad and deep functionality
- Cost-effective operation

- Why ERP customization is important
- Problems with customizing legacy ERP applications
- Why cloud ERP customization makes sense
- Breadth of functionality

- Graphical customization components
- Workflow engine
- Web services
- Application development and scripting
- Application packaging and distribution
- Real-time analytics

GARTNER RESEARCH

NetSuite's platform plans reflect what is becoming a natural progression for SaaS vendors, because the ability to offer strong application extensibility and a wide variety of complementary products gives them the potential to capture a larger percentage of customers' IT spending.

—SWOT, NetSuite Wholesale Distribution Industry, Gartner, June 2011

FORRESTER RESEARCH

Companies need to rapidly respond to an ever-increasing amount of geography- and industry-specific change in the global economy. It's vital that organizations have flexible ERP systems so they can plan for these market shifts—like facing a new set of competitors as a result of industry consolidation or complying with increased government regulation—and move quickly to address them.

—The State of ERP in 2011: Customers Have More Options in Spite of Market Consolidation, Forrester Research, May 2011

NETSUITE: ACCESS ANYWHERE ANYTIME

TYPICAL ON-PREMISE LEGACY SOFTWARE:

Most legacy software require a platform-specific client program to be downloaded and installed on a client device, limiting mobility options. Often times remote access requires special communication software to emulate screens. While some boast of browser-based user interfaces, most have yet to be released and proven.

NETSUITE ADVANTAGE:

Mobility – Whether you have an outside sales force or multiple locations, NetSuite's web-browser access eliminates the need for "fat clients" and enables you to keep tabs on the pulse of your business or service your customers anytime, anywhere – whether from your desktop, laptop, notebook, tablet or smart phone.

UNIFIED PLATFORM WITH MODERN STANDARDS

TYPICAL-ON PREMISE LEGACY SOFTWARE:

Unless a software product has been developed from the ground-up with the real cloud in mind, it is likely to be a solution based upon a blend of new and old code limiting the simplicity of operation and integration with other apps and information sources.

NETSUITE ADVANTAGE:

NetSuite's development life cycle has existed only in today's modern era of technology (internet, browser, web services, Java). Benefits include simplification for end-users, simplified deployment for administrators, and compatibility with other modern apps.

OUT-OF-THE-BOX INTEGRATIONS

TYPICAL ON-PREMISE LEGACY SOFTWARE:

With many legacy products, especially those originating outside of the US, few if any integrations are "out of the box". Without compatible architecture and standardized APIs, the cost and complexity often times can be prohibitive.

NETSUITE ADVANTAGE:

NetSuite includes many functions rarely available in legacy software. Examples include forms design, workflow, scripting and reporting. In cases where specialized data or functions make sense to interface, NetSuite's many out-of-the-box integrations include PCI compliant credit card processing, social media, tax rates, UPS and FedEx shipping rates/labels, market intelligence, news, online channels (such as eBay) and more.

GUARANTEED UPTIME & COMPLIANCE

TYPICAL ON-PREMISE LEGACY SOFTWARE:
With on-premise software keeping your systems running is left entirely up to you. Unless you have a secondary data center at an offsite location mirroring your primary server, your disaster recovery plan is limited and will leave you vulnerable. Most legacy products are not inherently PCI compliant, leaving you exposed to fines and damage to your reputation.

NETSUITE ADVANTAGE:
What would happen today if a disaster hit your facility? NetSuite includes real-time data replication and synchronization to prevent loss of information and disruption to your business. NetSuite's data centers meet or exceed all of the leading standards and certifications, including SAS70 Type II and PCI compliance.

AUTOMATICALLY INSTALLED UPGRADES

TYPICAL ON-PREMISE LEGACY SOFTWARE:
Whether on-premise or hosted, legacy software does not equal NetSuite's cloud when it comes to managing upgrades. Legacy-based "cloud" software is typically hosted and likely to be single tenant which means every upgrade is applied to each instance of the software. Applying upgrades and retrofitting customizations is expensive and disruptive, therefore legacy software tends to be version locked.

NETSUITE ADVANTAGE:
NetSuite eliminates version-lock which ensures over 16,000 companies are always running the current version while retaining each customer's personalization and customization. Two upgrades per year equates to over 32,000 successful upgrades WITH customizations

DEVELOPMENT RESOURCES

NETSUITE ADVANTAGE:
NetSuite's commitment to maintaining its position as the leader in cloud ERP is backed up by nearly 400 developers continually adding features and function, but more importantly expanding the SuiteCloud platform to give customers and partners tools to quickly customize workflows, data, fields and visibility.

NETSUITE CLOUD BENEFITS

Most ERP / financial software was created *before* the browser, *before* ecommerce, *before* CRM, *before* the tablet, and *before* the cloud. NetSuite leverages modern technologies in one fully integrated cloud-based suite.

CLOUD BENEFITS

Reduction of infrastructure costs

All you need is a connection to the internet from your desktop, laptop, or mobile device.

Ease of scaling up or down

NetSuite's infrastructure supports immediate expansion of functionality and users. Conversely, NetSuite can be scaled back if you choose.

Guaranteed uptime and compliance

NetSuite's data centers meet or exceed all of the leading standards and certifications, including SAS70 Type II and PCI compliance.

Built-in disaster recovery

What would happen today if a disaster hit your data center? NetSuite includes real-time data replication and synchronization to prevent loss of information and disruption to your business.

Inter-connectivity through web services

Simplify connections to other modern apps such as tax reporting, credit card, social media, e-mail systems, data feeds, and more.

Automated upgrades

No risk of "version lock". With NetSuite, you are always running the most current version, fully benefitting from new features.

SUITE BENEFITS

There are a handful of specialized cloud applications (such as CRM), but none come close to NetSuite with a full-product suite that includes CRM, ecommerce, distribution, financial accounting, and more. With a fully integrated suite, you have uniform navigation and real-time access to information through dashboards offering complete visibility of your business from summary to detail.

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i **WANT MORE DETAILS?**
Contact Protelo & Request:

BENEFITS OF RUNNING YOUR BUSINESS IN THE CLOUD

Cloud computing is a compelling option for many small and mid-sized businesses (SMBs), as well as larger enterprises, as it offers low cost of entry and ownership and faster time to market compared to traditional on-premise business software and servers. According to IDC, software-as-a-service (SaaS) solutions are set to grow six times faster than all software, and they're expected to show compound annual growth (CAGR) of around 26 percent through 2014.

NETSUITE

The Benefits of Running Your Business Software in the Cloud: Strategies for Success

ACHIEVE
INCREASED
RETURNS
AND
BETTER
EFFICIENCY
FROM
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ERP

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Protelo Services for Iptor

For over ten years, Protelo has built a reputation as an experienced team of Iptor ERP consultants that helps global clients achieve end-to-end efficiency across their distribution businesses. We are experts at bringing clarity to complexity and solving complicated problems.

Lacking Competitive Edge?

• Iptor software resale, modules, upgrades and migrations

• Inventory optimization – grow sales with less inventory

• Advanced warehouse management and RF

• Integrated Customer Relationship Management (CRM)

• Supply chain best practice consulting

• Develop iPad apps for Iptor ERP

Resource Constraints?

• Business process expertise

• Develop new features, functions and systems

• Website development and integration

• Technical skills – RPG, Java, PHP, Integrator, iSeries and JetForm

• Integrate other systems and applications to Iptor

• End-user training and on-going support

Growing Business?

• Integrations for sales tax, PCI Compliance, shipping and CRM

• Best practices to help your business scale

• Cloud or on-premise EDI strategy and management

• Popular workarounds and solutions to overcome system limitations

• Integration to eCommerce channel and NetStore connectivity

• Health check with Protelo Data Integrity Audit

Connect Iptor Across the Business

Shipping:
• Varsity Logistics
• Clippership
• OzLINK
• Descartes
• UPS Worldship
• Logpro

Tax:
• Vertex
• Avalara
• CCH

CRM:
• NetSuite

eCommerce:
• WooCommerce
• Amazon
• Shopify
• Magento

PCI & Payments:
• CyberSource
• Chase Paymentech
• BluePay
• JP Morgan Chase
• Curbstone

Cloud EDI
• Effective Data
• SPS Commerce
• DiCentral

Seeking to be first-to-market with a new service, responding to a customer demand or gaining internal efficiency can require new capabilities, features or integrations. Protelo has pre-built integrations in the following functional areas. Our team of technical experts can also develop new integrations, processes and features to meet your needs.

Supplementary Services for Iptor

DSCSA Compliance:
Protelo can provide expert guidance on how to achieveDSCSA compliance. Protelo has led the effort in designing the Iptor DSCSA compliance solution and can implement an end-to-end strategy and solution.

Data Integrity Audit:
Bad data is a company problem, not just an IT problem. Corrupted or bad data can cause your company lost revenue, productivity and efficiency. Minimize risk with a data audit from Protelo.

Inventory Optimization:
Reduce tied-up capital, increase sales and increase customer service with Protelo's proven methodology to optimize inventory and purchasing for Iptor clients.

eCommerce:
Protelo provides a full range of NetStore services including modernization, upgrades and development. We can also connect your Iptor ERP to top eCommerce providers such as Magento, WooCommerce and more.

OUR
VISION
YOUR
FUTURE

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LEADING WITH INTEGRITY