



## i-solutions Global Ltd.

[www.i-solutionsglobal.com](http://www.i-solutionsglobal.com)



### At A Glance:

- **Company:** i-solutions Global Ltd.
- **Location:** Allesley, Coventry, UK
- **Industry:** Computer Software
- **Challenges:**
  - Integrate accounting, sales force automation, and customer support on one platform that can be accessed from any location
- **Software switch from:** Sage; in-house designed software
- **Other software considered:** Salesforce.com, SAP
- **Results with NetSuite:**
  - Value of active sales pipeline has increased by 100 percent
  - Automated reporting capabilities eliminated the need to hire two additional employees

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*— Rex Harrison, CFO  
i-solutions Global Ltd.*

### The Results

In just one year on NetSuite, i-solutions Global Ltd has seen the value of its active sales pipeline increase by 100 percent. “NetSuite lets us identify new sales leads and focus on those where we have a real opportunity,” says Rex Harrison, chief financial officer of i-solutions. “That was really difficult before we started using NetSuite.”

Software sales have jumped 300 percent—a boost that Harrison says is due in large part to NetSuite. “There’s no doubt NetSuite is contributing to the increased performance of our company,” he says. “The data it gives us, the reporting it can do, it all brings a higher level of transparency to our business, letting us see how we’re doing and what we need to do better.”


NetSuite has been able to boost productivity within i-solutions, as well. “Without NetSuite, it would be extremely time consuming to generate the kind of reports we need,” says Harrison. “We would have had to hire two additional people to manage the process,”—a significant cost for a company with less than 50 employees. Even then, the results would not be ideal, says Harrison. “NetSuite gives us a visibility into our business and an accountability that would be impossible for a company our size to get any other way.”

### The Challenges

Since its founding in 2001, i-solutions has focused on giving its customers the big picture of their own businesses. It provides Internet-based enterprise software to help companies manage projects and track key performance indicators, such as sales and customer and employee satisfaction. But even as it grew, attracting big corporate clients such as Airbus and Pfizer, i-solutions lacked the ability to see its own big picture. And as business data became harder to track and analyze, Harrison knew that a fix was needed fast.

The problem was that i-solutions, like many businesses, was using a patchwork of systems that didn’t talk to each other. It was using Sage for financials, and tools that had been developed in-house for customer support. “We wound up with many different enterprise systems all gathering the same information and none connected to the others,” says Harrison. “We just weren’t getting a good overview of our business.”



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