



# NETSUITE CUSTOMIZATIONS

Medical Device Maker  
Leverages BTM Global for  
NetSuite Customizations

NetSuite is an ERP solution that can significantly impact a company's operations in its out-of-the-box form. However, some organizations customize the NetSuite solution in order to maximize the benefits for their specific business operations.

A medical device company in Minneapolis is one such example: It was in progress of implementing NetSuite and required customizations to optimize operations, including a third-party integration with their billing management system. The NetSuite team recommended BTM Global, which the company ultimately selected to execute the needed customizations.

Following the NetSuite go-live, the partnership grew to include several optimization projects and ongoing NetSuite support for another year and a half.



## QUICK FACTS

- NetSuite customizations and optimization pre and post go-live
- Streamlined cycle counting of serialized items
- Automated PO, standalone vendor bill payment, and new vendor submissions and approval workflows with ability to approve via email



## Results

Throughout the relationship, BTM performed approximately 20 optimization projects, including:

- Speeding up purchase order submissions and approvals, streamlining inventory replenishment and general purchase requests while leaving an audit trail to help comply with SOX controls.
- Saving tens of thousands of dollars per year with streamlined bill payment approvals via email that activate an approval in NetSuite without requiring the typical NetSuite license for each user.
- Easier and faster cycle counting that doesn't require unpacking pallets and entering individual counts for serialized items. Instead, BTM built a customization to allow the client to simply scan each pallet and then enter the total number.

“As the client became more comfortable with NetSuite, they iterated on designs and customizations to make it fit their business more specifically,” said Matt Peyton, delivery manager at BTM Global. “Sometimes, clients just want to get the base version in and then customize it later. Our team rolls with those changes easily and our Vietnam development team works quickly. We really enjoy helping clients perfect NetSuite and transform their business.”

**Find out more at [btmglobal.com](http://btmglobal.com)  
Contact us at 612-238-8800**

