SuiteTraining™
NETSUITE — OpenAir

End User Training

HIGHLIGHTS

OVERVIEW

- Jumpstart User Adoption in Your Company
- Your Configuration, Your Process, Your Terminology; Our Training Expert
- Role-based Curriculums that Target Key User Tasks

FEATURES

- Collaborative Planning Session
- Tailored Documentation and Delivery
- Step-by- Step Reference Cards
- Flexible On-line or On-site Delivery

BENEFITS

- Small Class Size to Maximize Learner Participation
- Reinforcement of Business Drivers for User Adoption
- Increased Time to Productivity

End User Training

We want your organization to succeed which is why when it comes to training your end users, we don't believe in "one-size-fits-all." We take a role-based approach in tailoring standard NetSuite and OpenAir curriculums to reflect your business processes, key terminology, and system configurations. Our end user training sessions are packed with demonstrations and hands-on practice opportunities to jump-start your team's familiarity with the new technology.

Our goal is to get your users up and running fast so you can quickly benefit from their productivity.

Tailored and Relevant

Our Education Consultants are experts on NetSuite and OpenAir functionality. We collaborate with you and your Implementation Consultant in the design and development of a training agenda and materials to best support the members of your user community. We learn about your company background, study your application use cases, and focus our design effort on your uniquely configured application.

Tailored materials include:

- A training presentation that incorporates key terminology, process flows, and business goals relative to your organization's use of NetSuite and/or OpenAir
- Role-based Quick Reference Card(s) (QRC) that capture task level detail on how to execute key end user processes

These indispensable job aids will assist users long after training has concluded and are yours to keep and enhance as processes change.

Flexible Delivery

Using a proven Tell-Show-Do method, our NetSuite Education Consultants set the stage with a discussion of key processes and business goals, shift into detailed demonstration of application tasks, and finally provide opportunity for your users to practice what they learn using the system. Usage tips are highlighted along the way to maximize productivity.

Training classes can be conducted on-line, over the web, using NetSuite's interactive online learning environment; or on-site at a training location(s) of your choosing. Are your users distributed in multiple locations? Let us tailor a hybrid on-line / on-site solution for you.

Class size is limited to ten students per session to maximize interactivity and heighten the learning experience.

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NETSUITE — OpenAir

INCLUDED IN ALL NETSUITE CURRICULUM

Basic Usability
- The NetSuite User Interface
- Key terminology
- Personal Preferences and Defaults
- Calendar Setup
- Working with Records
- Searching for Records and Transactions
- Productivity Tips and Tricks

Employee Center
- Purchase Request Submission
- Time Sheet Management
- Expense Report Management

Dashboards & Reports
- Dashboard and Portlet Setup
- Role-based Reports and KPI's

NETSUITE - ERP TOPICS

Accounts Payable
- Purchase Order Management
- Vendor Management
- Manage Bills and Taxes
- Incentive Management
- Commission Management

General Ledger
- Account Period Management
- Account Management
- Journal and Register Management
- Monthly Statement Reconciliation
- Revenue Recognition
- Billing and Expense Management
- Renewal Management

Order Management
- Sales Order Processing and Management
- Return Materials Authorization
- Processing Renewals

Accounts Receivable
- Order to Cash Management
- Reconcile Invoices
- Bill Sales Orders
- Generate Customer Statements
- Apply Payments and Deposits

Warehouse Management
- Order Fulfillment
- Item Setup and Management
- Inventory Management
- Advanced Inventory Management
- Work Order Management

Advanced Project Management
- Project and Resource Management
- Activity Management
- Job Management

NETSUITE - CRM TOPICS

Sales Force Automation
- Account Management
- Contact Management
- Activity Management
- Opportunity Management
- Quote Generation
- Order Generation
- Forecast Management
- Key Management Tasks

Marketing Automation
- Lead Management
- Campaign Management
- Measuring Campaign Results

Customer Service and Support
- Case Management
- Knowledge Base Management
- Issue Management
- Key Management Tasks

Advanced Partner Center
- Partner Center Access Control
- Account Management
- Activity Management
- Opportunity Management
- Quote Management
- Sales Order Management
- Case Management

OPENAIR TOPICS

Project and Resource Management
- Resource Management
- Booking Management
- Project Administration
- Timesheet Management
- Expense Report Management
- PTO Management
- Resource Profile Management

Financial Management
- Project Billing Rules
- Revenue Recognition
- Project Invoice Management
- NetSuite Integration

End User Training Curriculums

Your role-based training sessions are tailored from our standard training materials library. We incorporate YOUR processes, YOUR configurations, and YOUR terminology for maximum learning effectiveness. Every curriculum includes Basic Usability and review of key reports that support a function. Training to support industry editions and add-on modules is incorporated when that functionality is purchased.

What training will the users in your organization require?