

# NetSuite OpenAir Helps Consulting Firm Cut Costs While Growing at 40% Yearly



“We were growing at a revenue rate of 40% per annum, and at times we actually turned down business due to an inability to properly resource jobs. NetSuite OpenAir did wonders not only for our project delivery but also our client satisfaction. We are now able to run reports immediately and share progress, changes in scope, and issues with our clients.”

## Waugh Infrastructure Management

### Company at a Glance

#### Location:

Timaru, New Zealand

#### Industry:

Consulting

#### Applications Replaced:

MYOB

### Solutions

NetSuite OneWorld

NetSuite OpenAir

### Customer Success:

- Waugh is now able to handle its growing business, and is saving thousands of dollars annually on increased billable hours.
- The company estimates that NetSuite OpenAir paid for itself within the first 6 months of operation.
- NetSuite OpenAir's CRM functionality helps Waugh save \$2,000 yearly by replacing the CRM function of Salesforce.com.
- NetSuite OpenAir also saves the cost of a full-time employee because it doesn't require administrative overhead.
- Integration with Waugh's MYOB accounting application has helped the company eliminate redundant data entry.
- With NetSuite OpenAir, Waugh now has much greater information visibility to assist completing projects on time and on budget.

### Challenges:

- Waugh was unable to support 40% yearly growth because of the time and money wasted by poor time- and expense-tracking and spreadsheet-based reporting.
- The company was losing days of billable time because of inaccurate reporting.

### Solution:

- Waugh chose NetSuite OpenAir over products from QuickArrow and Tenrox, among others, and instead of Microsoft Project Server.
- The company also wanted a vendor with APAC experience, and a product that would be integrated with MYOB.
- NetSuite OpenAir dashboards provide real-time visibility into accurate data for company managers and consultants.



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