Mining Services Leader SMEC Strikes Gold with NetSuite OpenAir PSA

"NetSuite PSA enables us to have up-to-date information and visibility globally, which is making a very big difference to our business. We can now report with a level of accuracy and confidence that we didn't have before, and significantly less time-it really is a significant improvement."

SMEC

Company at a Glance

Location:

Melbourne, Australia

Industry:

Professional Services

Applications Replaced:

Sage Accpac, Clicktime, spreadsheets

Solutions

NetSuite OpenAir
Professional Services

Customer Success:

- Global mining consultancy has gained breakthrough visibility and control across projects, resources and finances with NetSuite's industiy-leading cloud PSA solution.

- SMEC has sti·eamlined project management and optimised its resources of 180 full-time and conti·act personnel, most of them consultants.

- Cloud PSA solution enables SMEC to better seive mining clients across four business lines of supply chain, maintenance, reliability and learning/education.

- NetSuite's global cloud solution equips five SMEC offices in Australia, Asia, North America, South America, and Africa with project and resource management, time and expense, automated billing and reporting.

- Per-project cost, revenue and profitability tracking enables SMEC to adjust on the fly while helping to shape future bids and drive the business.

- SMEC has improved the speed and accuracy of capturing time and expense data from 150+ consultants in the field.

- NetSuite automates conversion of time and expense data into invoices, speeding cash flow and significantly improving administrative efficiency.

- Phase 2 implementation of NetSuite Services Resource Planning (SRP) further strengthened global financial management, linking OpenAir to NetSuite ERP.

- Back-office productivity greatly improved through the elimination of manual tasks and entering the same data into multiple systems.

- NetSuite supplies a scalable platform for growth as SMEC expands internationally, particularly in South and North America.

Challenges:

- Unintegrated Sage Accpac, Clicktime and other applications resulted in inconsistent global processes, data inaccuracies and delays in information availability.

- Lack of real-time visibility hindered ability to adjust to change and centrally manage the business on a global scale.

Solution:

- After evaluating competing solutions, SMEC determined that NetSuite offered the control and visibility it needed with anywhere, anytime cloud access.

- NetSuite OpenAir went live in November 2011 after a rapid eight-week implementation, helping SMEC accelerate its time to value.

- Strong ease of use enabled SMEC personnel to quickly skill up and utilise NetSuite without extensive training.