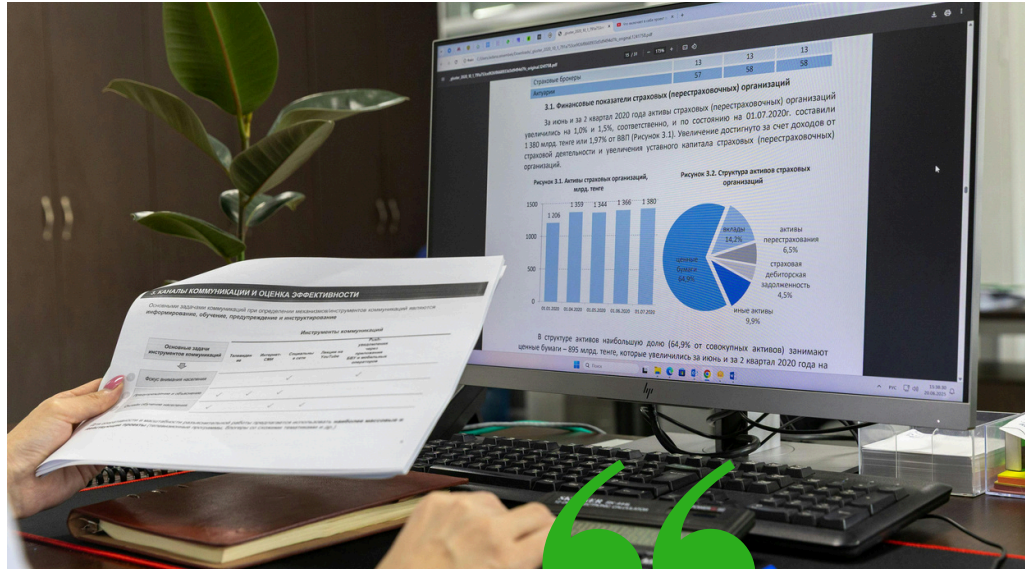
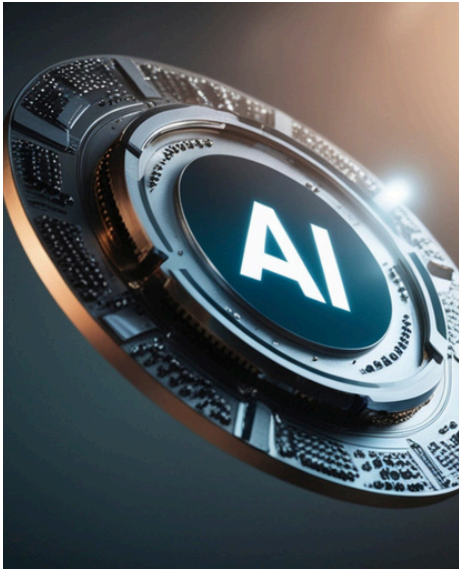


## NETSUITE KPIS THAT SHOW IF YOUR ERP IS ACTUALLY WORKING



### NetSuite KPIs: How to Know If Your ERP Is Working

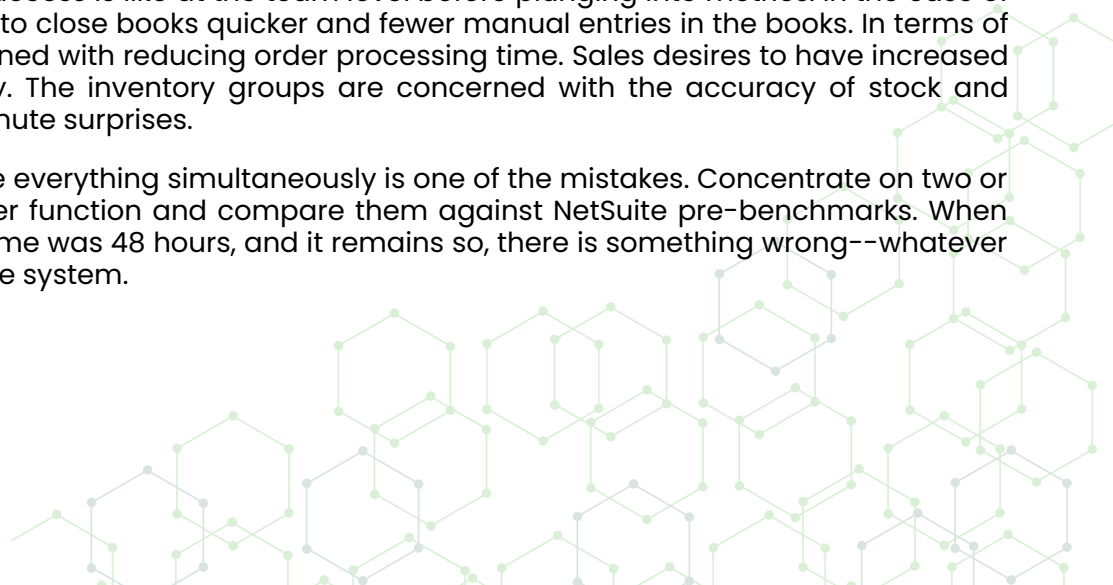
You went live on NetSuite with anticipation of quicker processes, visibility and cleaner reporting. Months later, it is difficult to say what was improved at all--or anything. The issue often is not that the system is poor, it is the absence of clear KPIs that will help you understand whether your arrangement is performing as it should or silently underperforming.

An operational NetSuite implementation will provide visible results in the first 100 days. Orders are processed quicker, financial close is reduced to a few days, reports are trusted and teams do not use spreadsheets, they use NetSuite. Unless those are occurring, it is almost never the platform that is the problem, but rather configuration, workflow, or adoption gaps. The below KPIs will assist in proving value, identifying areas of weakness and corrective action.

### Start by Defining What Working Means for You

Get straight on what success is like at the team level before plunging into metrics. In the case of finance, it is the ability to close books quicker and fewer manual entries in the books. In terms of operations, it is concerned with reducing order processing time. Sales desires to have increased quote to cash visibility. The inventory groups are concerned with the accuracy of stock and preventing the last-minute surprises.

Attempting to measure everything simultaneously is one of the mistakes. Concentrate on two or three key outcomes per function and compare them against NetSuite pre-benchmarks. When the order processing time was 48 hours, and it remains so, there is something wrong--whatever the sophistication of the system.



# DIGITAL BRIEF

## Key NetSuite KPIs You Should Track After Go-Live

### How to Improve Poor KPI Performance

IA toolbox or a "repair" icon

- 01 Don't Revamp Everything:**  
 Businesses invite customers to share honest experiences through simple feedback channels.
- 02 Simplify:**  
 Avoid "over-customization." Excessive scripts often decrease efficiency rather than helping it.
- 03 The Scaling Secret:**  
 Monitoring KPIs prevents inefficiencies from remaining hidden, making it easier to scale your business on a stable base.

### ORDER-TO-CASH CYCLE TIME

This is calculated by the duration of period between the order creation and receipt of payment. This must decrease to a large extent after streamlining the workflows. Unless the timeline has altered or extended, it often indicates a roadblock in approvals, integrations, or fulfillment processes.

### FINANCIAL CLOSE CYCLE TIME

Monitor the number of days it takes to close monthly books. Prior to NetSuite, it could have taken more than a week to close. The expectation post-implementation is to bring that down. Without the use of automation and reporting, you are not maximizing the use of spreadsheets or the same number of days by your finance team.

### USER ADOPTION RATE

It is here that most systems go unspoken. Since teams might continue to use side tools or not use NetSuite, the system is not providing value—no matter how well it has been deployed. Monitor the frequency of track logs and features to see which departments require support or training.

### DATA ACCURACY AND ERROR RATE

See the frequency of corrections or rework of transactions. The common mistakes often indicate the absence of data entry controls, validation or ambiguous processes. As soon as this is cleaned up, downstream reporting automatically improves.

### REPORT GENERATION TIME

Are teams generating real-time reports within NetSuite or exporting data and editing it in Excel? As reporting is actually working, the meetings change focus on report-building to insight discussing.

### INVENTORY TURNOVER

This KPI is important to businesses involved in stock. Only after adjusting inventory working processes, there are improvements. Unless you are now over with stockouts or overstocking, your configuration probably is not optimized to provide real-time visibility.

### AUTOMATION RATE

This quantifies the amount of work that the system is able to process without human intervention. Workflows should be used to approve, bill, and notify. When your team continues to pursue approvals via email, you aren't receiving the complete value.

## How to Track NetSuite KPIs Without Extra Tools

You do not even require external tools to begin with. Role dashboards assist every team to view what is important to them. Saved searches provide expedited access to delays, errors and trends. As time goes on, create KPI scorecards with SuiteAnalytics to monitor progress.

A single change that can be helpful: establish delays alerts. And as an example, when an approval is left too long, it will automatically raise a flag rather than wait to be noticed by someone.

# DIGITAL BRIEF

## COMMON MISTAKES: MEASURING NETSUITE PERFORMANCE

Measuring just the top level business metrics such as revenue does not give you an idea whether NetSuite is performing its duties. Another error is neglecting adoption- an ideal system is not the one that will work, it is the one that the people will use in the right way. Too much customization is problematic as well. The scripts are excessive and not effective in enhancing efficiency. Without baseline comparisons, it's hard to prove improvement. You must have a before and after picture.

## WHAT HAPPENS IF YOU DON'T TRACK NETSUITE KPIS

Live systems may lead to the assumption that all is well by the teams. However, without monitoring KPIs, inefficiencies remain unnoticed. Labor is reintroduced. Leadership begins to ask ROI. And it is more difficult to scale since the base is not stable.

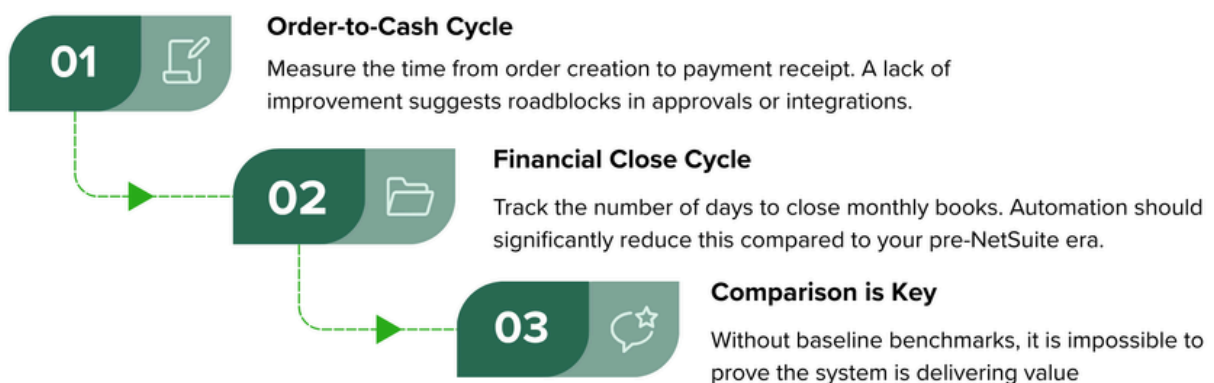
## HOW TO FIX POOR NETSUITE KPI PERFORMANCE

When it appears wrong do not revamp it all. Target specific fixes-optimization of workflows, better training, data cleanup and simplification of customization. In other instances, outsourcing can be used to bring external expertise to the firm in order to spot areas that you can not see within the firm.

## Final Check: Is Your NetSuite Actually Working?

### Speed Metrics Accelerate Your Business Cycles

If 2-3 of these sound familiar, manual processing is already costing you more than you think.



A functioning system exhibits the following indicators: processes are quicker than ever, teams use NetSuite every day, reports are real-time and trusted, and manual work is regularly declining. When, on the contrary, you suspect spreadsheet dependency, sluggish reporting, or no discernible improvement, then something must be done.

Don't guess. Measure the appropriate KPIs, compare them with actual expectations and correct what is not working. And that is how NetSuite begins to bring the value it was intended to do.