

NetSuite Pricing Guide: How to Maximize the Value of Your Technology Investment





NetSuite Pricing Demystified

NetSuite offers a unique modular approach to subscription licensing for customers by providing product configuration options designed to fit your business needs. This approach helps organizations maximize the value of their software investment but can sometimes cause confusion to prospective customers. This guide is meant to demystify the NetSuite licensing and pricing model and give some examples of pricing.

Cloud is King—Advantages of Software as a Service

NetSuite has the distinction of being the first cloud based software as a service (SaaS) ERP. Traditionally, ERP systems had a huge upfront cost which included cost of the servers, infrastructure for the servers (such as redundant power, backups, cooling systems etc.), licensing for the servers, upfront perpetual licensing for the ERP, and labor cost to provision and install software on the servers and individual computers. These upfront costs were a very large capital investment that were out of reach of many companies.

With software as a service everything is included in an annual subscription fee. There is no large upfront investment. No server rooms to build. No servers to purchase and provision. And no large upfront licensing costs.

When comparing the cost of software as a service to traditional on-premise perpetual licensing it is important to look at the total cost of ownership. One of the important factors when determining total cost of ownership is ongoing maintenance. For an on-premise ERP, maintenance costs could include employing a database administrator, an annual maintenance fee to the software publisher which typically ranges from 10–20% of the original licensing cost, and costly upgrades every few years. With software as a service, you do not have to worry about ongoing maintenance because it is all included in the subscription fee. Additionally, NetSuite releases major updates twice a year with new features and functionality which is applied to all customers so that your software is always up to date.

On Premise ERP with Perpetual License		NetSuite Cloud Software as a Service	
UPFRONT COST	ONGOING COST	UPFRONT COST	ONGOING COST
• Server infrastructure • Servers • Software for servers (Windows, SQL, etc.) • Perpetual ERP License	• Database Administrator or contracted IT • Annual maintenance fees	—	Annual subscription fee with includes: ✓ Software subscription ✓ Business intelligence ✓ Platform tools ✓ World-class data center ✓ Continuous patches ✓ Performance and intrusion monitoring ✓ Database administration ✓ Automatic updates to the always current release ✓ Pre-built functionality (SuiteSuccess)

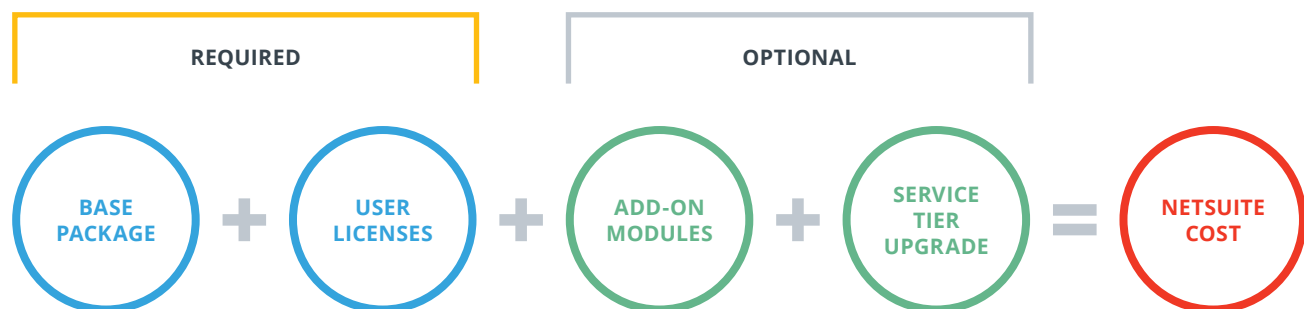
In addition to being cost effective, the software as a service model is much more flexible. As business needs change it is easy to scale the solution by adding or removing users, adding capacity, or adding additional modules.



NetSuite is Based on Modular Pricing

NetSuite is designed to scale as companies grow which means that you only pay for what you need today but have the ability to add on as your company grows.

NetSuite pricing consists of four components — two of which are required and two of which are optional. All NetSuite customers have a base package (for example, ERP or CRM) plus user licenses. There are additional modules that can be added on to the base package such as Fixed Assets or Project Management. All base packages come with a “standard” service tier but customers can choose to upgrade to a service tier with more horsepower.



NetSuite Base Packages

NetSuite has two main base packages – ERP and CRM+.

NetSuite ERP

Price: Starts at \$999 a month

Includes:

- Financial Management
- Financial Planning
- Order Management
- Production Management
- Supply Chain Management
- Warehouse and Fulfillment
- Procurement
- Built-in Business Intelligence
- Productivity tools including contacts, calendars, and events
- 1 Learning Cloud Support Pass
- 5 Employee Self-Service Users

NetSuite CRM+

Price: Starts at \$99 a month

Includes:

- Sales Force Automation
- Customer Service Management
- Partner Relationship Management
- Marketing Automation
- Quote/Order Management
- Commissions
- Sales Forecasting
- Built-in Business Intelligence
- Productivity tools including contacts, calendars, and events
- 1 Learning Cloud Support Pass
- 1 User Login

NetSuite ERP is also sold in industry specific editions, called SuiteSuccess editions. These editions take the place of the generic base product and include pre-defined roles, dedicated process flows and KPIs, turnkey setup, and hundreds of prebuilt reports and dashboards based on leading practices in your specific industry. SuiteSuccess helps your organization get up and running faster and helps minimize customized functionality and reporting. NetSuite is constantly improving the SuiteSuccess editions and those updates are included in the subscription price.

Most SuiteSuccess editions include a Standard and Premium edition. The Standard version of the edition typically has a maximum of 30 general access users and the Premium version typically has no restrictions. SuiteSuccess editions start at \$1,299 per month and go up to \$9,999 per month depending on how rich the features and functionality of the edition are and whether they are Standard or Premium. Below are some of the most popular SuiteSuccess editions:

Financials First	Manufacturing	Wholesale Distribution	Retail
• Financial Management • Budgeting and Forecasting • CRM • Revenue Management • Human Capital Management • Procurement • Business Intelligence • Global Business Management	• CRM • Product Data Management • Order Management • Planning & Scheduling • Procurement • Production Control • Supply Chain • Shop Floor Control • Quality Management	• Order Management • Supply Chain and Procurement • Inventory Management • Warehouse Management • Fulfillment Management • Marketing • Sales • Support	• In-Store POS • Ecommerce • CRM • Marketing • Order Management • Business Intelligence • Inventory Management • Supplier Management • Financials
Professional Services	Software	Food & Beverage	Apparel, Footwear & Accessories
• Financial Management • Sales • Service • Professional Services Automation • Services Resources Planning • Customer Relationship Management	• Financial Management • Order Management • Billing • Revenue Management • Salesforce Integration • Professional Services Automation • Global Business Management	• CRM, Marketing, & Promotions • Product Data Management • Order Management • Planning and Scheduling • Supply Chain • Production Control • WMS • Shop Floor Control • Quality Management	• Financials and Accounting • Inventory Management • Order Management • Supply Chain Management • CRM • Marketing • Point of Sale • Ecommerce • B2B and B2C

User Licenses

In addition to the base package, you must purchase a license for each user needing access to NetSuite. There are two different types of user licenses.

Self-Service License

Self-service licenses are for those who need only limited access to NetSuite, such as entering time and expenses or accessing an intranet for HR policies. These licenses are priced at \$99/month per 5 pack. Most base editions come with one 5 pack of self-service licenses included.

Full User License

Any user that needs more functionality than what the self-service license offers needs a full user license. This is the standard NetSuite license that most users have. These licenses are priced at \$99 per user per month.

You can add additional users at any time during your subscription. It is recommended to start with only the user licenses that you need immediately and add users as needed.

Add-on Modules

To meet specific business requirements, there are a number of add-on modules that can be added to your subscription. Working with Rand Group to understand your business requirements, you can add these modules at any time during your subscription term. If you need to remove a module you no longer need, this can be done at the time of your contract renewal. This ensures that you only pay for the functionality you need when you need it.

Add-ons start at \$99 per month, with the median price around \$499 per month, and the upper end at several thousand dollars a month. Many SuiteSuccess editions designed for specific industries already have applicable add-on modules included, in which case it would not be necessary to pay additional for those add-ons. Below is a description of some of the most popular add-ons:

Fixed Asset Management	Advanced Financials	SuitePeople HR	One World
• Acquire, Depreciate, Dispose and Revalue assets • Depreciation Management • Asset Process Accounting Automation • Real Time Asset Reporting	• Advanced Budgeting • Expense Allocations • Amortization Schedules • Advanced Billing Schedules • Milestone Billing • Statistical Accounting • Dynamic Allocations	• Employee center access • Employee Record Management • Time-off Management • Job Catalog and Job Management • Onboarding/Off boarding • Employee Recognition • HR Workflows, Metrics, and Reporting	• Multiple subsidiaries, business units, and legal entities • Language Management • Multicurrency management • Configurable Tax Engine and localized reporting in over 50 countries • Audit and compliance reporting

Advanced Inventory

- Matrix items: automatically manage multiple item options
- Serialized inventory
- Bar coding
- Lot Management
- Pick, Pack, Ship
- Automated Reorder Point / Lead Time Calculations
- Workflow to process warranty claims
- Printable forms for better supply chain management

Word Orders and Assemblies

- Assemblies with management of multi-level subcomponents
- Assembly build/unbuild
- Inventory tracking of finished build vs. subcomponents
- Support for both Production Order and Special Order assembly build
- Workflows to replenish stock levels or handle custom orders

Manufacturing WIP and Routing

- Define work centers
- Define routings with setup times and run rates
- Track manufacturing activities by sequence of operations
- Track labor, machine, and material cost accumulated in work in process
- Record labor and machine direct and overhead costs

Project Management

- Estimated Costing
- Project Time Tracking
- Project Task Management
- Utilization and Backlog reporting

SuiteCommerce InStore

- Point of sale digital selling tool, including:
- Cash Management
 - Void lines
 - Suspend/resume
 - Manager override
 - Daily Reporting
 - Omnichannel Selling
 - Full customer visibility
 - Cross sell/upsell

SuiteCommerce Cloud

- Web store including:
- CDN caching
 - Site search
 - Responsive Design
 - Support of B2B and B2C
 - Dynamic Merchandising
 - Faceted navigation

OpenAir Expense Module

- Capacity for entering expense and mileage receipts
- Fully configurable approval processes
- Unlimited expense items and custom fields
- Ability to record and track reimbursements
- Reporting engine, including prebuilt and custom reports

OpenAir Purchases

- Create Purchase Requests
- Designate specific purchasers
- Fully configurable approval processes
- Track order fulfillment

NetSuite Service Tiers

NetSuite offers different levels of service tiers based on user count, file storage, monthly transactions, and integration needs. The Standard Service Tier is included in all base editions of NetSuite at no additional charge. The vast majority of NetSuite customers are on the Standard Service tier and only the largest NetSuite deployments require a Premium or above service tier.

Standard Service Tier	Premius Service Tier	Enterprise Service Tier	Ultimate Service Tier
Assigned Upgrade Timing	Selectable Upgrade Timing	Selectable Upgrade Timing	Selectable Upgrade Timing
Up to 100 GB File Cabinet Storage	Up to 1 TB File Cabinet Storage	Up to 2 TB File Cabinet Storage	Up to 4 TB File Cabinet Storage
No Sandbox Included	1 Sandbox Included	1 Sandbox Included	1 Sandbox Included
Maximum 100 Users	Maximum 1000 Users	Maximum 2000 Users	Maximum 4000 Users
Up to 1 SuiteCloud+ License*	Up to 3 SuiteCloud+ License*	Up to 6 SuiteCloud+ License*	Up to 12 SuiteCloud+ License*
200K Maximum Monthly Transaction Lines	2M Maximum Monthly Transaction Lines	10M Maximum Monthly Transaction Lines	50M Maximum Monthly Transaction Lines

*NetSuite offers SuiteCloud Plus licences for high-traffic customers to be able to increase throughput, primarily for integrations, by allowing greater concurrency. SuiteCloud Plus licenses are available as an add-on for an additional charge.



NetSuite Contracts

The minimum amount of time you can license NetSuite for is one year. Many customers opt for a multi-year contract and the most popular contract length is three years. A longer subscription term often makes the most sense as you can ensure a predictable price-point for multiple years. Additionally, your license costs can sometimes come with a discount if you commit to a longer time-frame.

NetSuite Prices are listed as monthly amounts but they are prepaid for an entire year. For example, if you had a three year contract, you would pay for the first twelve months upfront and then pay for the next twelve months at the beginning of year two.

Why Purchase NetSuite with Rand Group?

The key to getting the best value out of NetSuite is to purchase the edition and modules that you need to maintain and advance your business while not paying for the ones that you do not need. Rand Group focuses on each organization's individual requirements and needs to make sure the solution you receive is tailored for your success. Purchasing your NetSuite licenses from Rand Group allows you to build a long-term relationship with a partner that takes the time to understand your business and works closely with you through every step of the process from initial contract through post implementation support.



Software Delivered as Promised. No Surprises.

About Rand Group

With over 600+ clients and thousands of projects under our belt, Rand Group improves our clients' businesses through our years of experience and the thoughtful application of technology. We don't want to increase the frustration of your staff; we want to reduce it. Our people offer a complex matrix of unique qualifications to deliver the best business application of today's technology. With a core of professional accountants and business management experts, we know more than just how the technology works. We know what works for you. And when and where it best applies to your business. Rand Group is your complete front to back strategist when it comes to simplifying the use of technology to elevate your business.

When you purchase NetSuite with Rand Group, you are receiving a dedicated partner that has your best interest at heart. With a 90% client retention rate, a proven methodology for project success, and industry-informed tailored solutions, Rand Group can help your NetSuite implementation deliver transformative business value.

For more information about NetSuite pricing options and to get a quote, contact our team of NetSuite specialists.

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