

IMPLEMENTATION & SUPPORT CASE STUDY

CONSTRUCTION

DELAWARE VALLEY PAVING

Starting as a family-run business in 1990, two brothers, who are now the owners of Delaware Valley Paving, became passionate about paving work. Their unrelenting attention to detail and steadfast commitment to customer satisfaction have grown the company into a national business, renowned for their range of industry-leading services, in paving, concrete, and surface maintenance across a myriad of projects involving large-scale commercial jobs for property management, development, industrial, and large-scale national retail chains throughout the USA.

CHALLENGE

After nearly 20 years on QuickBooks, it was no longer fit for purpose. As Delaware Valley Paving grew into a national business, they needed a system that was more robust, capable of scaling with their growth, and able to handle the complexities that came with running nationwide operations. They had no effective way to track project performance or progress, and lacked real-time data, impacting both the ability to make informed decisions and customer experience. They were also reliant on manual, time-consuming processes, manually calculating the profitability of projects in spreadsheets, which was no longer sustainable with a large customer base.

WHY VURSOR AND NETSUITE?

Delaware Valley Paving saw NetSuite as a long-term solution due to its scalable, cloud-based architecture, which could evolve and grow with them. NetSuite offered a robust system that could be fully customized and integrated with other systems, to fit their unique business needs and processes, providing them with a complete end-to-end solution, which could handle everything from human resources and reporting through to sales. Vursor was recommended to Delaware Valley Paving, and following an RFP process, was chosen as their implementation partner.

THE RESULTS

- **Customized, scalable solution** – Vursor helped Delaware Valley Paving build a custom solution, unique to their business and processes. Since go-live, NetSuite continues to be refined with custom workflows, reports, and saved searches to support their evolving needs. They have also added other subsidiaries and entities onto NetSuite for a single, consolidated platform across all their companies.
- **Improved Project Management** – now have full visibility of projects using NetSuite's Project Management, enabling them to plan, track, and monitor projects in real time and efficiently manage all new customers and contracts.
- **Streamlined operations** – Delaware Valley Paving now automates financial tasks and leverages AI-powered bill capture, eliminating hours of manual work. They can now seamlessly connect credit card feeds and integrate business-critical systems such as ZoneCapture to automate the creation and processing of bills and credits, providing them with a complete end-to-end solution.
- **Real-time financial and operational insights** – Using NetSuite's Analytics Warehouse, they have real-time profitability insights for every project and all financial and operational information available, anywhere, anytime.



"NetSuite is a long-term partner that can evolve and change as our business grows. We're able to customize NetSuite to fit our business and our processes – it really has been set up in a way that is unique to us, and Vursor has played a big part in helping us do that. The visibility we now have will help us track and manage projects, and the integration capabilities of NetSuite will help us operate much more efficiently, provide better customer service, and facilitate growth."

- CHIEF FINANCIAL OFFICER



IGNITE CONFIDENCE IN YOUR CUSTOMERS' GROWTH

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