

# NETSUITE IMPLEMENTATION CASE STUDY

## RECRUITMENT & STAFFING

### PCS TECHNICAL SERVICES

PCS Technical Services operates in the Staffing sector and works with both clients and candidates to provide technical personnel in the areas of Engineering, Scientific Disciplines, Information Technology, Accounting, Finance, Administration and Light Industrial. Their unwavering commitment to exceptional service and quality sets them apart. At the core of their success lies their ability to build strong relationships, enabling them to precisely match individuals with the perfect roles in compatible organizations.

#### The Challenge:

PCS had been operating on Microsoft Dynamics Great Plains for over 15 years, but as business grew, it required a cloud-based solution to make system updates easier, more supportive and offer greater functionality. Some tasks used multiple systems to execute the workflow. For example, their complex commission structure meant data was pulled from Great Plains and put into another system to process manually. There was no functionality to email invoices directly to clients, so invoices were being printed and physically mailed out. PCS needed a system that could automate procedures, reduce time and grow alongside their operation.

#### Why Vursor and NetSuite?

PCS looked at both QuickBooks and Oracle NetSuite, but it became apparent that NetSuite offered superior functionality and had a clear product roadmap, all underpinned with the Oracle brand that adds credibility and reassurance. Vursor consultants were involved from the start, working alongside the NetSuite Account Reps

to establish the build requirements and answer technical questions about integrations, workflow and reporting. They were quick to establish trust and it was clear they had the best interest of PCS at heart. Vursor spoke about their experiences of implementing NetSuite within the Staffing sector and worked with PCS to fully assess their current systems and understand the importance and complexity of implementing NetSuite.

#### The Results:

Vursor implemented a successful instance of NetSuite in 14 weeks before going on to train 2 super users to operate the system. NetSuite has helped PCS revolutionize their month-end reporting, with an estimated time savings of 60%, plus, more than 100 invoices are now being automatically emailed to clients every week. Additionally, they now have purpose-built dashboards that ensure the Senior Leadership team has access to actionable insights.

**“We explained our complex commission structure and a week later the Vursor team delivered a test build that worked perfectly, that didn’t need any human intervention, saving us time and effort.”**

Joel Heckart, President, PCS Technical Services



IGNITE CONFIDENCE IN YOUR CUSTOMERS' GROWTH.