

## SUPPORTED BY NET AT WORK AND NETSUITE PROTOCHIPS FOCUSES ON GROWTH



### PROTOCHIPS INCORPORATED

#### CHALLENGE

As a young company, Protochips started out with an entry-level accounting software and spreadsheets. As it grew and operations became more complex, the systems proved inadequate.

#### SOLUTION

Protochips selected NetSuite and Net at Work to help the organization scale successfully.

#### RESULTS

- Increased visibility into manufacturing and financial operations
- Time savings throughout the organization
- Improved production planning optimizes inventory levels
- Salesforce CRM Integration
- Rapid, highly successful implementation

Electron microscopes are used by scientists and researchers worldwide to discover new materials and new applications that are transforming the fields of medicine, energy, electronics, and more. Electron microscopes can magnify a specimen all the way down to atomic resolution and are the most powerful microscope commercially available today. Protochips Inc is specialized in manufacturing specimen holders which also use current, heat, reaction gases or liquids to observe a variety of dynamics, atom by atom. When the company sought a proven business management solution to support its vital work, it selected NetSuite, backed by the professional team at Net at Work.

#### CALIBRATED DECISION

Like many startups, Protochips began by running its accounting through QuickBooks, relying on Excel spreadsheets to provide reporting tools for its rapidly growing operation. "We relied heavily on whiteboards on the shop floor to track the progress of production," recalls Nelson Marthe, Manufacturing Engineering Manager for Protochips. "We had difficulty drawing meaningful financial reports and had no visibility into our production cycle. In order to continue on our growth trajectory, we needed a true ERP solution."

Protochips sought a powerful ERP solution that would support its structured approach to manufacturing, would deliver actionable insights into financial operations, and would serve as a platform for growth and expansion.

"We looked at Microsoft ERP applications, Rootstock and Financial Force," says Marthe. "Integration to Salesforce was key in our decision. We almost went in another direction when one of our board members suggested we review NetSuite. It turned out to be a smart decision; NetSuite has more of what we wanted and needed. It has strong manufacturing and shop floor planning functionality and the cloud deployment model is ideal for a company with a minimal IT staff like ours."

#### HIGH-POWERED PARTNER

Marthe says once the company dialed in on NetSuite, it began searching for an implementation and integration partner. "We actually found Net at Work

## CLIENT SUCCESS: PROTOCHIPS INCORPORATED

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through a Google search,” he says. “They have offices near us, and having a local partner is important to us. Once we met with them, we knew they were a team we wanted to work with.”

### IMPLEMENTATION TEAM WITH DEPTH OF FIELD

The implementation team consisted of consultants from Net at Work and NetSuite. “It was a great team,” Marthe says. “They took a very structured approach, asking the right questions, preparing the data, testing, and helping us configure the software to work for us. The fact that we successfully launched live, without a sandbox environment first, speaks to how well they planned, organized, and executed the implementation.”

Protochips appreciated the breadth of knowledge and skills their partner brought to the project. “Net at Work brought a strong financial background, expert project management skills, and a deep understanding of the product,” says Marthe. “We relied on that expertise to supplement our team.”

### SUCCESS MAGNIFIED

The time savings Protochips is realizing as a result of its new efficiencies are significant. “We now have the time to analyze and act on our corporate data rather than simply collecting it,” notes Marthe.

For example, Protochips is now using probability predictions to improve its manufacturing processes and optimize inventory levels. “We’re analyzing leads from Salesforce and comparing that information to open orders and available stock to optimize our production process,” explains Marthe. “Before, it felt like we were always scrambling to be sure we had adequate product on the shelf, now we’re out in front, making strategic decisions rather than simply reacting.”

Gone is the whiteboard on the shop floor, replaced by tablet computers at each workstation running NetSuite Advanced Manufacturing. Technicians clock in and out of jobs throughout the day, providing management with a real-time status of production. Process instructions for each step are available on the tablets, bringing additional structure and efficiency to the manufacturing cycle.

### SALESFORCE INTEGRATION

Protochips was already using Salesforce, and integration between its new ERP and the CRM solution was an important element of the implementation.

“Net at Work recommended a connector application that synchronizes data between NetSuite and Salesforce,” explains Marthe. “The connector application enabled us to automate many of our business processes. It is tremendous improvement over where we were before — we have better and more timely information available to both our front and back office teams.”

### QUANTIFIABLY BETTER

“Our operations are quantifiably better now than they were before NetSuite,” says Marthe. “Across the organization we are saving a substantial amount of time and getting better information about the health of the company.”

He concludes, “Implementing a new ERP solution often results in a bit of chaos. Instead of chaos, we now have structure. And results.”

### Net at Work — Your Business, Unleashed. Unlocking the Promise of Technology.

Net at Work is a full-service technology and business consultancy firm specializing in the consulting, selection, and implementation of business-first technology. Through a customized blend of expert services and powerful software tools, we can literally change the trajectory of your business and help you unlock the promise of technology. We understand systems and software and see the big picture of how it all needs to work together, today and into the future. From ERP, CRM, Employer Solutions, eCommerce and related business management solutions, to Cloud and IT Managed services, our experts work together to provide a 360° degree view of your business needs today, while providing an IT roadmap for your future, with the goal of maximizing your total return on investment.