



NETSUITE CRM

EXTENDED PROFILE

ORACLE NETSUITE

OVERVIEW

NetSuite CRM is a cloud-based solution suitable for organizations of all sizes, although medium to large-sized sales teams will likely benefit particularly from the management, compensation, and KPI features.

NetSuite software incorporates traditional CRM features such as SFA and marketing automation with sales performance, order management, and e-commerce capabilities. It aims to give users a '360-degree view' of their customers so that sales teams can close more deals and provide better service, hence a strong focus on analytics. A flexible compensation calculation engine comes as standard, as do automated reporting tools.

A key feature of the NetSuite CRM package is its advanced sales forecasting and quota management tool. Probability-based forecasting coupled with an order management tool allows users to evaluate opportunities and pending orders automatically or in real-time. The marketing suite includes email automation, lead capture, and interactive reports that allow users to drill down on individual aspects of a campaign.

NetSuite CRM integrates the NetSuite e-commerce package as well as third-party software such as Microsoft Outlook and Google Apps. The platform is accessible via any internet browser or iOS and Android mobile apps. There is also a developer platform that allows clients to customize and expand the Netsuite package. Pricing is based on a base license fee with a per-user, per month model thereafter.

ORACLE NETSUITE

SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	NetSuite CRM
SOFTWARE FEATURES	
API ACCESS	✗
CADENCE	✓
CONTACT MANAGEMENT	✓
CONTRACT MANAGEMENT	✗
DATABASE MANAGEMENT	✓
FUNNEL REPORTING	✓
INTEGRATIONS	✓
PARTNER TRACKING	✓
PERFORMANCE REPORTING	✓
PIPELINE MANAGEMENT	✗
PRODUCT & PRICE CONTROL	✓
SALES GAMIFICATION	✓
QUOTATION HANDLING	✓

TASK ASSIGNMENT	✗
TERRITORY/QUOTA MANAGEMENT	✓
SUPPLEMENTARY FEATURES	
CPQ	✗
CUSTOMER SERVICE AUTOMATION	✓
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✓
CUSTOMER SIZE	
SMALL (1-50 USERS)	✓
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
OTHER FEATURES	
MULTIPLE LOCATIONS	✓
MULTIPLE CURRENCY	✓
CUSTOMIZABLE	✓
MOBILE FEATURES	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✓
HOSTING METHOD	

CLOUD	✓
ON-PREMISE	✗
FURTHER INFORMATION	
PRICING	No Pricing Available



