



# CFI Suite™ for the MillerKnoll Dealer Network

Built on NetSuite® for the Contract Furniture Industry

Powered by





**CFI Suite**  
NetSuite® for the Contract Furniture Industry

Built on the **global-leading** Cloud-Based ERP, CFI Suite™ is our edition of Oracle-NetSuite® for the Contract Furniture Industry. Adapted for the **MillerKnoll Dealer Network**, it is a suite of industry specific configurations, personalizations and applications that run **seamlessly** inside of NetSuite® and enable the dealer to operate their entire business on **one software platform**.



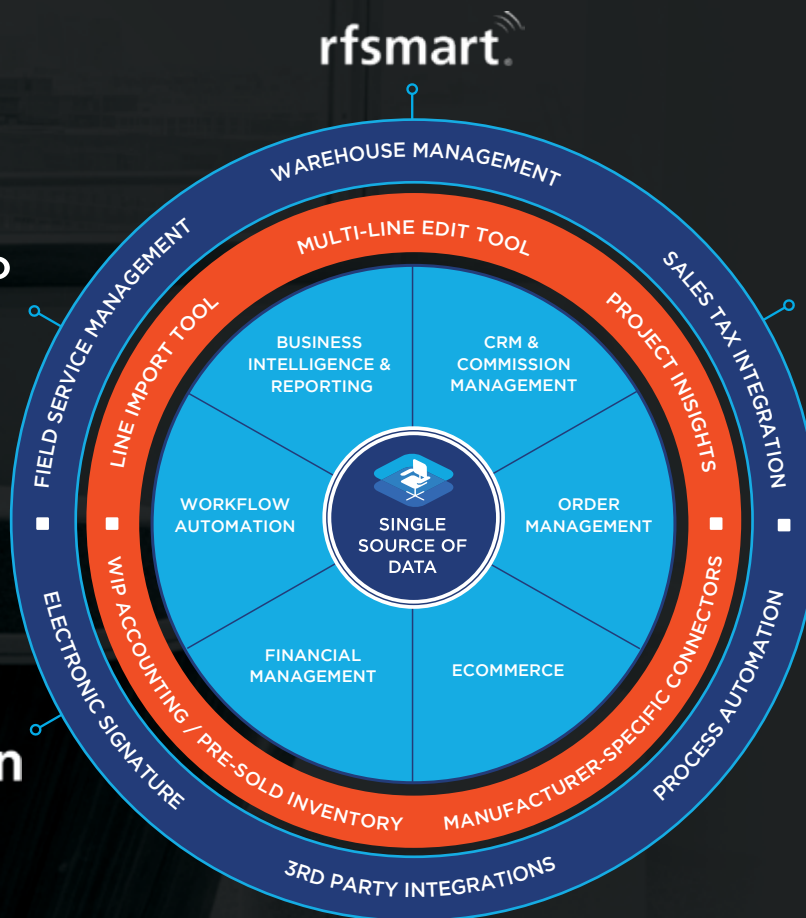


# Why CFI Suite™?

MillerKnoll

- CFI Suite™ is currently being used by numerous dealers and is rapidly becoming the **platform of choice** for forward-thinking dealerships that want to diversify their business channels while consolidating their data and operations into **one unified system**.
- Point and Click personalizations enable the dealer to **self-maintain** and **optimize** the platform over time, reducing the total cost of ownership.
- With an extensive partner ecosystem that includes **500+ SuiteApps** that further extend the platform, additional functionality and integrations are just a click and download away.

 **Field Ops Pro**  
A product by ERP Success Partners



# Solving the Industry's Biggest Challenges

## CRM



A complete and integrated Customer Relationship Management Solution that gives you a 360° view of your customer. From Sales Force Automation, Partnership Management to a Full-Fledge Marketing Automation, NetSuite automates your CRM processes while keeping a single source of truth in-line with your Cloud-Based ERP. Oversee the entire life-cycle of your customer's journey within immediate reach, from lead-to-sales opportunities, to sales orders, renewals, fulfillment, cross-sell, upsell and support.

## Accounting & Financials



The **#1 Cloud Financial Management Solution** used by **37,000+** companies globally, helps expedite your Financial Transactions, accelerate your Financial Close and ensure compliance. The Multi-Company Cloud Platform ensures real-time visibility into the Financial KPIs of your company from Consolidated to Individual Transactions. Fully integrated with your CRM, Order Management, Inventory Management and E-Commerce, NetSuite helps to streamline the overall company's processes.

## Automation & Integration



The native functionality of NetSuite allows dealers to benefit from the leading industry best-practices with tools that provide a visual construction of the business processes. From Approval Routing, Validations to Automated Emails, NetSuite Automation ensures that redundant tasks are processed effortlessly. CFI Suite™ can easily connect to other Third Party plug-ins available in its Market Place, and Open APIs which can be integrated for more complex connections.



## Project Management

CFI Suite™ allows dealers to get an accurate Insight into their Orders and an understanding of the true costs and profit of their projects. CFI Suite™ ensures to provide calculations of Gross Profit, Commissionable Gross Profit along with identification of discrepancies across the order chain.

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## True Cloud Computing

Run your contract furniture operations with nothing more than a browser and Internet connectivity. Integrate with any 3<sup>rd</sup> party system using Open APIs. With CFI Suite™, Software Upgrades, Security, Compliance and Downtime are no longer constraints. As the world largest Cloud ERP Vendor run by more than 37,000 customers, NetSuite provides Cloud Infrastructure to ensure businesses can run with complete confidence anytime, anywhere.

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## Business Intelligence Analytics

CFI Suite™ includes an accurate view of your business, from the executive level to the front lines, thus making room for reduced time in effective decision-making. Dealers now have access to powerful reporting and query capabilities into their data with easy-to-use analysis tool that includes Excel-like formulas and pivoting of data. CFI Suite™ comes with real-time dashboards for each of your departments and different roles, ensuring they all have a snapshot on their duties and KPIs including reminders to ensure all items are dealt with.

# Our Products



## Knoll Connector

Allows Knoll dealers the ability to receive XML uploads of Purchase Orders while taking full advantage of the acknowledgment synchronization in real-time.



## Herman Miller Connector

Allows Herman Miller dealers the ability to process orders in real-time.



## Line Import Tool

Improve time to quote with simple Drag and Drop importing of SIF, csv, xml files and more on the Quote transaction.



## Multi Line Edit Tool

Allows update of Pricing in Group and gives the ability to mass update various item lines through one click, while ultimately saving administrative efforts for SIF file exports.



## Project Insights

Real-time analytics on orders being processed with ability to monitor forecasts, including WIP costs. Ensures realistic cost forecasts while respecting accounting standards of the Contract Furniture Industry.



## Customer Assets Management

Enables comprehensive inventory management of assets owned by clients in real time.

# The Right Platform The Right Partner

**With over 15 years** of experience implementing, supporting and customizing NetSuite® for our clients, we want to make our past experience your future success.

CFI Suite™ will give the MillerKnoll dealer a powerful platform to operate their furniture business and seamlessly incorporate additional business divisions such as construction, flooring, AV, office supplies, etc.

**Mark Rhyman**  
Partner | ERP Success Partners







★ ★  
★ **5** STAR PARTNER — 2022 — ★ ★

★ ★  
★ **5** STAR PARTNER — 2021 — ★ ★

**ORACLE  
NETSUITE**  
4 STAR AWARD  
2020 ★ ★ ★ ★

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BREAKTHROUGH ALLIANCE  
OF THE YEAR - ECMEA

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ERP

Solution Provider

**ORACLE  
NETSUITE**  
SuiteCloud Developer Network

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