CFI Suite™
The Premier DBOS for the Haworth Dealer Network

ERP SUCCESS PARTNERS | CFI Suite — NetSuite® for the Contract Furniture Industry | HAWORTH®

There are very few business systems that natively understand "furniture". ERP Success Partners has made the investment of time and resources to understand the unique aspects of our industry. Their CFI Suite™ merges that unique knowledge with the vast capabilities of NetSuite, resulting in a system that will give you insights you never thought possible. ERP Success Partners interacts regularly with our Haworth / NetSuite dealer community to continually learn and innovate CFI Suite™. It's the talented team and innovative leadership at ERP Success Partners that makes them such an important part of our team.

Linda Vigilante, Director of Process Administration & Staff Development, Price Modern

Built on the Global-Leading Cloud ERP 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. It is a suite of industry specific configurations, personalizations and applications that run seamlessly inside of NetSuite and enable the dealers to operate their entire business on one software platform.

Why CFI Suite™?

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 modern system.

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.
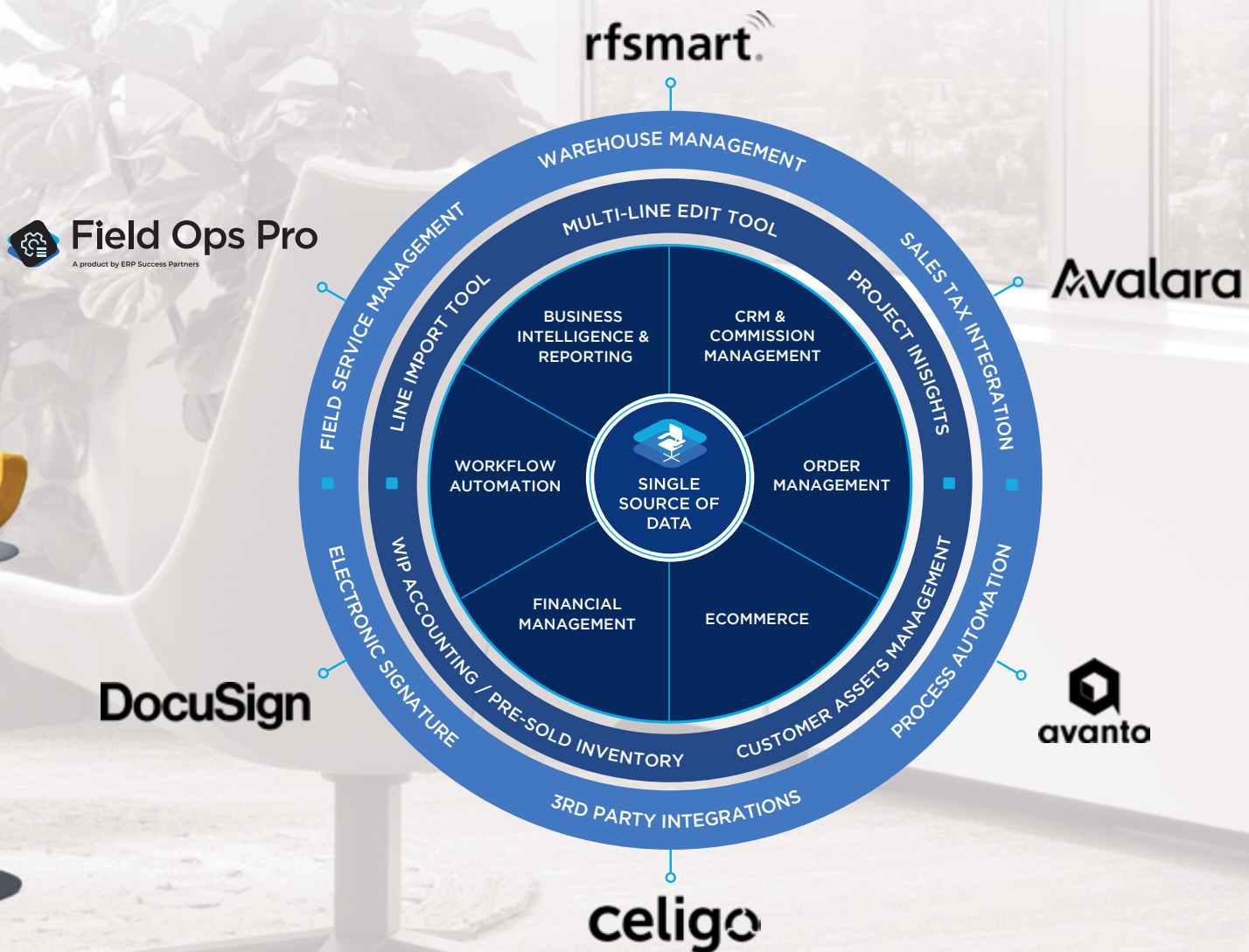
> CFI Suite™ will give the Haworth Dealer a powerful platform to operate their furniture business and seamlessly incorporate additional business divisions such as construction, flooring, AV, office supplies, etc.
>
> **Mark Rhyman, Partner,**
> **ERP Success Partners**

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

A unified platform to optimize your business operations

rfsmart

Field Ops Pro
A product by ERP Success Partners

Avalara

DocuSign

avanta

celigo

WAREHOUSE MANAGEMENT

MULTI-LINE EDIT TOOL

FIELD SERVICE MANAGEMENT

SALES TAX INTEGRATION

LINE IMPORT TOOL

PROJECT INISIGHTS

BUSINESS INTELLIGENCE & REPORTING

CRM & COMMISSION MANAGEMENT

WORKFLOW AUTOMATION

SINGLE SOURCE OF DATA

ORDER MANAGEMENT

ELECTRONIC SIGNATURE

WIP ACCOUNTING / PRE-SOLD INVENTORY

FINANCIAL MANAGEMENT

ECOMMERCE

CUSTOMER ASSETS MANAGEMENT

PROCESS AUTOMATION

3RD PARTY INTEGRATIONS

5

Best-in-class Cloud Solution

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 Full-Fledge Marketing Automation, NetSuite automates your CRM processes while keeping a single source of truth in-line with your Cloud-Based ERP. This contributes to the ability of overseeing 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 point and click customizations of 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 plugins available on its Market Place, and Open APIs which can be integrated for more complex connections.

> ERP Success Partners knows how our industry works and what we're trying to accomplish. Their team gets us, and truly understands our industry and our goals.

Trisha Fox, CIO, PeopleSpace

Project Management

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

True Cloud Computing

Run your contract furniture operations with nothing more than a browser and an Internet connection. Integrate with any third-party 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.

Business 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 tools that includes Excel-like formulas and pivoting of data. CFI Suite™ comes with real-time dashboards for each of your departments and roles, ensuring they all have a snapshot on their duties, KPIs, goals and reminders.

CFI Suite™ Extensions (SuiteApps)

CFI Suite™ enables the Haworth dealer to manage nearly the entire company on one business system, improving efficiency and scalability, decreasing operational costs and increasing profitability. We have developed extensions which will help seamless connection of the Haworth dealer's entire business into a unified system. Built on a robust security model and aligned with the latest technology trends, the Haworth dealer will be able to securely manage business processes and transactions through multiple devices, from Desktops, Tablets and Mobile devices. This will consequently contribute to your business process optimization in improved time management and efficiency.

Our extensions:

Haworth NetSuite Connector

CFI Suite™ allows the Haworth dealer to process orders in real-time with the Haworth Lynx Connector. This tool helps to boost the efficiency, productivity and effectiveness of the Haworth dealer with a complete automated order processing. With the complexity of the Contract Furniture Industry, from pricing confirmation to real-time visibility on parts, Haworth NetSuite connector helps ease your processes. The Detail Mappings allow seamless sync of key areas such as Entities, Transactions, Pricing Information and more.

Line Import Tool

Using the Line Import Tool, project coordinators, CSRs, or sales team members, simply drag-and-drop files such as SIF and CSV into the system to create a transaction with line items. This eliminates the Haworth dealer's need for Excel edits, double efforts, and potential data errors.

Project Insights

Project Insights Tool allows the Haworth dealer to accurately forecast Gross Profit, manage WIP and Cash balances for their orders and provide an overview of the dealer's Gross Profit throughout the order chain. Project Insights also allows the Haworth dealer to analyze project Gross Profit when dealing with several orders tied to a similar job, facilitating their decision-making process for a particular order at any given time. Being much of an incentive-driven industry, Project Insights Tool can additionally calculate the commissionable Gross Profit for sales representatives.

PDF Selector

PDF Selector allows the user to benefit from a set of industry-printouts with a click of a button on the transaction record. The SuiteApp allows the users to customize their own Layouts and have them available handy. The users also get the ability to have custom logos and a diverse set of corporate branding to be shared on the same platform.

Multi-Line Edit Tool

Multi Line Edit Tool ensures the Haworth dealer's ability to filter and update column values on Transactions in Mass, including modification of Pricing fields. The Tool saves users the need to export their SIF File that may require modifications and re-upload, helping to optimize tremendous amount of operation efforts. The Haworth dealer will also be able to update lengthy transactions when having enormous Item Lines through Multi-Line Edit Tool. Detailed criteria features allow quick sorting and filtering of the relevant lines on transactions and updating of the required ones.

The Haworth dealer will be relieved from the need to export transactions externally for additional amendments; all data is handled under one business system, thus ensuring data integrity, security and improved compliance.

Customer Assets Management

Our Customer Assets Management (CAM) ensures users are able to handle the inventory management of assets owned by clients. With the accounting complexity in managing inventory owned by customers, our SuiteApp has been designed to provide a complete 360 visibility on customer inventory.

The CAM dashboard enable users to never miss any billings approval or any inventory control reminders. Hence, providing the adequate assurance for your company to ensure customer satisfaction.

The ESP team was wonderful to work with! Implementations are never an easy process and they made it comfortable, broke down the complexity, and truly enjoyable. Working with ESP really feels like an extension of your team - they are dedicated to truly understanding your business process, ideating an efficient solution, and solving problems with you. You are not just another customer when you work with them!

Chelsea King, VP of Design & Marketing,
King Business Interiors