

NETSUITE IMPLEMENTATION FOR A FAST-GROWING CHAIN OF DERMATOLOGY CLINICS IN BRAZIL

ITC PROVIDED CONSISTENT SUPPORT AND PROBLEM-SOLVING FOR A CHALLENGING NETSUITE IMPLEMENTATION PROJECT

CUSTOMER PROFILE

HQ

Sao Paulo, Brazil

INDUSTRY

Healthcare

EMPLOYEES

67

ITC SERVICES

- SaaS

APPLICATIONS & TECHNOLOGIES

- NetSuite

INTRODUCTION

The client is a dermatology clinic that, after experiencing exponential growth, has become a leader in the fields of dermatology, clinic management, medical marketing, and customer experience for healthcare providers across Brazil. Renowned for their commitment to innovation, the client consistently pioneers new trends, influencing the market with cutting-edge practices and solutions.

CHALLENGES

The client experienced rapid growth during the pandemic, which led to the need for better structure. So, they invested in marketing, training, and medical services in other specialties. They realized that their existing system couldn't handle this growth, especially with reporting to shareholders.

SOLUTIONS

They selected NetSuite for its multi-affiliate capabilities and competitive pricing structure. Although they liked SAP the most after the demonstrations and were ready to go with them, they decided to go with NetSuite due to the price. However, during implementation, they discovered that some of the promised features didn't exist in NetSuite. IT Convergence worked closely with the client to find solutions and supported them throughout the process. The client is currently using basic NetSuite features like invoicing and accounts payable, but ITC has been responsive and has consistently provided support and solutions.

RESULTS

- ITC provided consistent support and problem-solving for NetSuite, even when there were costs involved. The client noted that without ITC's involvement, staying on the platform would have been impossible.
- Reporting to shareholders and tax authorities will become a routine process, instead of the current 30-day process involving 4 people
- The ultimate goal is for a simple update to replace the current lengthy reporting process

ITC ADVANTAGE

- Our team of NetSuite-certified experts provides a full spectrum of services, from initial consultation to post-implementation support.
- Our deep understanding of local regulatory and tax requirements ensures compliance while seamlessly scaling NetSuite across multiple countries.