

## Dear NetSuite Users:

# Do you need a better way forward for your business?

### You're frustrated, and we get it.

- We get the frustration of **unexpected increases** in subscription fees of [40%](#), [50%](#), [60%](#), or even [>100%](#) at renewal time.
- We get the impact of a [failed implementation](#) which cripples your business, at great cost.
- We get the struggle of [missing functionality](#) after going live on NetSuite without critical features and capabilities.

We've heard from a mounting number of companies like yours seeking a better way to manage and optimize their business. But rather than getting the help you need from an engaged and supportive community, you are often confronted with technology vendors intent on squeezing additional money out of you.

At Acumatica, we're different because we put our customers first by focusing on building a thriving community of experienced partners, expert developers and engaged users all working together to address immediate, real-world challenges. This customer-focus is core to who we are as a company and the primary driver of our industry-leading Net Promoter Score (NPS) of [+46](#) shows (which far exceeds NetSuite's score of +5).

We constantly speak with growing midsize businesses and have seen an increasing number of prospective customers like you wanting a positive relationship with your vendor—and more and more of you are NetSuite customers who are dissatisfied with your current software installation and are looking to make a change.

# Standing Up For Our Customers



The disgruntled NetSuite customers we hear from want a relationship with their ERP software vendor that is based on trust and mutual respect. At Acumatica, our customer-centric culture is core to our mission. We have cultivated an engaged ecosystem of partners who are committed to putting the customer's interest first—giving you greater flexibility in how you want to work with us—so that the ERP system fits your business, and you don't have to change the business to fit your ERP system. This means you have the power and the choice is yours:

- **The Choice of license subscription and deployment that's best for your business—**you [select either](#) a full SaaS deployment in the public cloud or a private cloud subscription behind your firewall. You can also choose to change your deployment model at any time. Plus, we never force your hand into signing multi-year contracts in order to receive pricing discounts.
- **The Choice of upgrade timing to fit your schedule—**either automatically via our [Always Current](#) program or timed to coincide when it works best for your business activities—without added costs.
- **The Choice of how many of your employees have access to our software—**with Acumatica's [unlimited user licensing model](#), you can have any and all employees engage in business operations and contribute to the success of the company. You can also select which vendors, partners, auditors, trading partners, and seasonal staff are involved in the firm's direct business processes.
- **The Choice of when to access your data—**your company data is [YOURS to own](#) and available to export in a relational data model—anytime and for any reason!

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“Before we had Acumatica, when we had Oracle NetSuite, we had to limit the number of users to keep costs down. In addition, it was difficult to get our questions answered by their customer support team. Not so with Acumatica.”

– BARBARA PAGE, CONTROLLER  
QUANTUM GROUP

[LEARN MORE >](#)

It goes beyond just offering you more choice. Acumatica's industry-best partner ecosystem is committed to putting the customer's interest first—giving you:

- a voice in Acumatica's product planning and roadmap. A significant portion of our semi-annual product enhancements come directly from our [customer community](#)!
- outstanding support from value-added resellers (VARs) and independent software vendors (ISVs) who provide first-level, local, and personalized service based on their certified expertise of Acumatica systems and deep understanding of specific vertical industries.
- confidence that your rights are protected through a public commitment like Acumatica's extensive and detailed [Customer Bill-of-Rights](#) (as shown on the right).
- access to community events like user forums, focus groups, and our award-winning annual event, [Acumatica Summit](#).

Acumatica believes organizations should expect that their ERP software will help them grow on their terms. This is why we enjoy industry-leading customer satisfaction ratings—expressed as a “Net Promoter Score” (NPS)—of **+46** (compared to NetSuite's reported score of +5, as shown on the same linked page).

### *Acumatica's Customer Bill-of-Rights*

<b>1</b> A software and services proposal with <b>clear fee structures</b> , and no surprises	<b>2</b> <b>Unlimited user access</b> without having to purchase user licenses
<b>3</b> <b>Fully adapt and customize</b> the solution to meet your evolving business requirements	<b>4</b> Transparent, fair pricing and agreements <b>without long term commitments</b>
<b>5</b> Deploy the solution on a <b>public or private cloud</b>	<b>6</b> An open platform with <b>robust APIs</b> to rapidly integrate your other systems
<b>7</b> A complete <b>security model</b> that covers your application access, data, reports, and devices	<b>8</b> Own and access your data, now and always—in full, <b>usable data formats</b>
<b>9</b> Take advantage of all knowledge and resources developed across a <b>broad community</b> of employees, partners, and customers	<b>10</b> <b>Professional online training</b> that is free and comprehensive

# The Acumatica Difference



The Acumatica Community is united by a clear mission that shapes our culture and defines the relationship we have with our customers:

## BUILDING THE FUTURE OF BUSINESS, TOGETHER

We cannot create the future of business by ourselves; it is imperative we do it . . . **together**. Together with partners and customers, we are dedicated to developing new and innovative ways for small and midsize companies to collaborate, anticipate what's next and thrive in today's digital economy.

This is more than just a nice sentiment, but a mission realized through our active [community portal](#) of 28,000+ members, regional user meetings, webinars, peer reviews, customer advisory boards (CABs), and an industry-best [annual user conference](#) that punches far above its weight. We do it through FREE online training available to all users through [Acumatica Open University](#). And we do it through a collaborative business model and the conviction that we succeed when our customers and partners grow . . . **together!**

Visit peer review sites such as [G2.com](#) and [Capterra](#) to read what actual users say about their experience with Acumatica.

## Explore the Possibilities with Acumatica



Join the Community and benefit from Acumatica's thriving ecosystem of partners who can help you open new business possibilities, new market opportunities, and new ways of working together. Customers just like you who migrated from NetSuite have seen significant improvements in their operations, such as:



**[93% less time](#)** to process sales invoices



**[45% increase](#)** in eCommerce traffic



**[75% reduction](#)** in overhead costs



**[30% reduction](#)** in time to process customer shipments

Hear how real customers like you realized the benefits of Acumatica over NetSuite. [Click here](#) to watch the video . . .



### **We've made switching from NetSuite to Acumatica easier.**

Many NetSuite users believe their options are limited because of onerous contracts and restrictive terms. We have experience working with similar businesses to free you from these difficult circumstances.

If you have an existing contract with NetSuite with **more than 6 months** remaining . . .

- Begin your research on suitable alternatives.
- Examine your contract agreements around contract termination (your NetSuite Estimate/Order Form, [Subscription Services Agreement](#) (SSA), and other agreements found on the [NetSuite contracts page](#). Know your rights!
- [Contact us](#) to speak with an authorized Acumatica reseller to assess your options.

Alternatively, if you have an existing contract with **less than 6 months** remaining . . .

- Begin your research on suitable alternatives.
- [Contact us](#) to speak with an Acumatica sales team member for creative options on migrating.

### **How should you get started?**

- Request a [demonstration](#) of Acumatica to learn about our award-winning ease of use, navigation, and intuitive interface.
- [Contact us](#) to get engaged with an Acumatica VAR to dig deeper into the software's ability to meet your functional requirements—and to discover options for migrating from NetSuite. Our partners can answer questions and map out a step-by-step project plan.

For those of you who find your business frustrated by unaffordable renewal fee increases, failed implementations, or functionality gaps that impede business efficiencies, come look at what Acumatica can offer you on the road to new prosperity.

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.

For more information on Acumatica, visit [www.acumatica.com](http://www.acumatica.com) or follow us on [LinkedIn](#).

 **Acumatica**  
The Cloud ERP