ERP Success Partners Helps PeopleSpace Maximize its NetSuite ERP Investment

With NetSuite ERP in place, this full-service contract furniture provider now has an enterprise platform that enforces processes, creates workflows, guides users, and minimizes errors.

peoplespace

It's been nearly two decades since Jesse Bagley and Brian Airth founded Interior Office Solutions (IOS), as an Irvine, Calif.-based Kimball dealer with the goal of working hard to provide their clients with top-notch customer service. A full-service Haworth Preferred Dealer, PeopleSpace was formed in 2019 when IOS and Haworth decided to collaborate and rebrand the organization.

Today, PeopleSpace has 136 employees working in six Customer Experience Centers (Irvine, Los Angeles, Portland, Seattle, Spokane, and San Jose). It also has a custom furniture manufacturing and design studio; an architectural interiors/demountable wall specialty subcontractor; a specialized custom architectural elements design and manufacturing studio; and two installation, warehousing, and service facilities.

Running with Scissors

Working directly with NetSuite's professional services team, PeopleSpace implemented the NetSuite cloud Enterprise Resource Planning (ERP) system a few years ago after realizing that it needed a more robust business management platform. After two years of using the platform, PeopleSpace wound up needing more IT support than its vendor could provide.

Reality set in when PeopleSpace decided to connect into Haworth's web services platform. Having made it through the early stages of getting its new ERP running and functional, it was now looking at an entirely new project. "We were basically running with scissors for two years," said Trisha Fox, CIO. "We didn't work with a value-added reseller; we just did it ourselves with the help of NetSuite's professional services team.

> "While it was a great learning exercise, a lot of time and effort was wasted through trial and error," she continued. "Had we gone with an experienced value-added reseller (VAR), we would have been set up the right way the first time."
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> **Trisha Fox**
> *CIO | PeopleSpace*

An Experienced Implementation Partner

PeopleSpace began shopping around for different VARs to see which of them would be able to support its Haworth integration and help it get more out of its ERP investment. Fox said her team reached out to a number of different providers during the VAR evaluation phase. "We connected with ERP Success Partners," she added, "and they completely altered the way we view NetSuite."

Fox said ERP Success Partners is not only well-versed in all things NetSuite, but the company also has years of experience working with the office furniture industry. Combined, these two elements made the NetSuite partner an excellent choice

for PeopleSpace. "ERP Success Partners knows how our industry works and what we're trying to accomplish," said Fox.

After two years of working to maximize its ERP investment, PeopleSpace enlisted ERP Success Partners to help it achieve that goal and to also establish a critical connection to its supplier's web services platform. By bringing extensive implementation experience in the contract furniture industry to the table, ERP Success Partners is working closely with PeopleSpace and helping it get the most out of its technology investments.

Saving 10 Minutes Per Quote

In addition to NetSuite ERP, PeopleSpace relies on ERP Success Partner's SIF Line Item Importer, which lets users specify and transfer line item data into NetSuite using simple drag and drop functionality. Used across the design, quoting, and ordering process in the contract furniture industry, SIF files play an important role in PeopleSpace's business operations.

Fox said SIF Line Item Importer immediately eliminated the 10 minutes of manual work that it took to create, validate, and share each and every project quote. "Ten minutes per quote is an invaluable amount of savings," she said. "Both in terms of employees' time and efficiency gains."

Creating Workflows, Minimizing Errors

With NetSuite ERP in place, PeopleSpace now has an enterprise platform that enforces processes, creates workflows, guides users, and minimizes errors. "We have 31 new employees who just went live on NetSuite 13 days ago, and one of the advantages of the system is how it guides you through the process of booking an order," says Fox, "versus just letting you click whatever you want to click."

Having recently implemented the Haworth NetSuite web service connector, PeopleSpace is now looking forward to new projects like AP automation and an ADP integration. As these initiatives move forward, PeopleSpace will have a trusted, knowledgeable partner in its corner.

> " **ERP Success Partners gets us, and truly understands our industry and our goals.** "
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> **Trisha Fox**
> *CIO | PeopleSpace*

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