



NETSUITE CUSTOMIZATION CASE STUDY

Jayden Star's NetSuite Customization

Jayden Star is a wholesale manufacturer of fashion and fine jewelry. The company sells to a variety of outlets including large department stores and independent stores. In 2018, Jayden Star subsidiaries will begin selling directly to customers through various channels.

CHALLENGE

Jayden Star chose NetSuite Cloud ERP in 2013 to move its operations off QuickBooks and into a seamless, cloud-based application. "QuickBooks wasn't scaling with our company's growth and we needed a better way to share data and bring in more sophisticated functionality," said Stephen Tam, Director of IT. With NetSuite in place, Jayden Star looked for ways to tackle its inter-company transaction needs. "We were looking for a way to keep the accounting reconciled and balanced on the back-end, especially as we deployed NetSuite OneWorld to handle our global business management needs."

FAST FACTS

Jayden Star

Industry: Promotional
Marketing Products

Headquarters: New York, NY

Employees: 11-50

Type: Privately Held

www.jaydenstarllc.com

"WE'VE WORKED WITH OTHER VENDORS WHERE YOU GIVE THEM YOUR REQUIREMENTS AND THAT'S EXACTLY WHAT THEY BUILD – EVEN IF THERE'S A BETTER OR MORE EFFICIENT WAY. WITH LUXENT, WE GOT A TRUE CONSULTATIVE PARTNERSHIP, INCLUDING PROS AND CONS OF DIFFERENT WAYS WE COULD ADDRESS OUR CHALLENGE."

– STEPHEN TAM, DIRECTOR OF IT

LUXENT

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JAYDEN STAR'S KEY SOLUTION REQUIREMENTS:

- Maximize the efficiency of the company's NetSuite investments
- Comply with all accounting requirements and best practices
- Streamline manual and labor-intensive processes
- Free up time to focus on key priorities

SOLUTION

Jayden Star turned to the NetSuite consulting team at Luxent with its challenge. "The Luxent group, and our primary consultant in particular, had an incredible knowledge and practical experience with NetSuite," said Tam.

"We've worked with other vendors where you give them your requirements and that's exactly what they build – even if there's a better or more efficient way. With Luxent, we got a true consultative partnership, including pros and cons of different ways we could address our challenge. Not only do I feel great about the experience, I feel confident in the solution we implemented. I know that Luxent went above and beyond our requirements to give us the absolute best product."

In particular, the communication from the Luxent team helped the project run smoothly. "Our consultant was willing to share everything he knew about NetSuite with us. That made us into smarter NetSuite users and it gave us confidence we were going in the right direction. We had a lot of information provided to us and that made it faster to make decisions and move forward. I've never had an experience like this with any other consultant."

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RESULTS

Jayden Star's inter-company transactions solution automated sales between the company subsidiaries to support its end-customer sales orders.

KEY RESULTS INCLUDE:

- Automating all accounting and inventory
- Automatically adhering to all accounting rules
- Eliminating manual labor and complex processes
- Streamlining order processing

KEY TAKE-AWAYS

Choosing a consulting team that will be a partner to your company is critical. "You want to work with a team that's invested in you and your needs," said Tam. "A partner that will collaborate, make recommendations, and weigh-in on what you're looking to do, while providing you with options and assessments, makes you feel more confident in the outcome."

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