

P&R Communications

Powering Growth Through Connection

"NetSuite has been a game-changer for us. The system's scalability and Luxent's partnership helped us streamline operations, improve visibility, and position P&R for long-term success."

- Katy Ward, CEO
P&R Communications



THE CHALLENGE

- Disconnected systems created data silos and inefficiencies.
- Manual reporting and billing slowed decision making.
- Limited real-time visibility across projects and operations.
- Inefficient collaboration between departments and field teams.

COMPANY SNAPSHOT

P&R Communications provides reliable, tailored communication solutions for diverse industries.

www.pandrcommunications.com

Industry: Wireless Communication

Employees: 50-100

Headquarters: Dayton, Ohio

THE SOLUTION

- Unified operations with a single NetSuite ERP platform implemented by Luxent.
- Automated billing and contract management to streamline revenue processes.
- Enabled mobile visibility with real-time dashboards for field and leadership teams.

KEY RESULTS

- ✓ Connected data created a single source of truth across finance, field service, and inventory.
- ✓ Improved visibility empowered faster, data-driven decision-making.
- ✓ Streamlined processes reduced manual work and reporting time.
- ✓ Scalable foundation positioned P&R for continued growth and operational efficiency.



THE FULL STORY

Many organizations struggle with disconnected systems and unreliable data that hinder critical decision making. “We couldn’t keep doing things the way we were doing them,” said Katy Ward, CEO of P&R Communications. “It was getting harder and harder to get the information we needed to run the business and make critical decisions.”

Legacy systems created bottlenecks, manual processes, and longer delivery times. “We had too many systems that didn’t talk to each other,” Ward explained.

NetSuite Solution Provider specializing in wireless communications. The goal: eliminate disconnected systems, improve visibility and build a scalable foundation.

Luxent implemented NetSuite ERP as a unified platform connecting finance, field service, inventory and customer operations—creating a single source of truth and streamlining workflows. Integrated billing automation simplified recurring contracts, renewals and revenue recognition, reducing manual work and improving accuracy.

“WE WANTED A SOLUTION THAT GAVE US ONE SOURCE OF THE TRUTH AND INTEGRATED EASILY WITH OTHER SYSTEMS.”

**-KATY WARD, CEO
P&R COMMUNICATIONS**

With NetSuite and Luxent, P&R found that solution—one that delivered deep functionality and seamless integration to unify every part of the business.

CHALLENGES IN THE WIRELESS COMMUNICATIONS INDUSTRY

P&R Communications faced operational challenges common across the wireless industry.

Manual processes made tracking, forecasting, and pipeline management inefficient. Limited visibility into rentals and installations hindered profitability tracking, while managing service contracts and recurring revenue through spreadsheets added complexity and risk.

Disconnected systems not only slowed daily operations but also made it harder for leadership to identify issues early, respond to customer needs quickly, and scale efficiently across locations.

OVERCOMING INDUSTRY CHALLENGES

To streamline operations and enable growth, P&R Communications partnered with Luxent, a

Mobile field solutions gave technicians real-time access to project data, materials, and costs, improving tracking, service speed, and customer satisfaction. By replacing legacy systems with a connected platform, P&R gained the insight, efficiency, and agility to scale and serve customers more effectively.

THE RESULTS: CONNECTED OPERATIONS AND SUSTAINABLE GROWTH

The transformation delivered immediate and lasting impact. P&R Communications gained a unified, real-time view of its business—from financial performance to field operations. Teams now rely on accurate data to make faster, more confident decisions and leadership benefits from clear visibility into project profitability and resource utilization.

Integrated dashboards and consistent processes replaced manual reporting and disconnected workflows. With NetSuite’s flexibility and Luxent’s industry expertise, P&R built a foundation that supports continuous improvement and operational excellence.