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NexGen Wafer Systems Boosts Revenue by 57% with ServiceRocket's Developer as a Managed Service

The leading global provider of semiconductor equipment saw a vast improvement in critical project completion and their bottom line with ServiceRocket's Developer as a Service solution for NetSuite.

NexGen WAFER SYSTEMS

Semiconductor Manufacturing

At-a-glance

Jan Rey Rodriquez, IT Administrator at NexGen Wafer Systems

Challenge

NexGen needed an experienced NetSuite expert to deliver strategic IT solutions quickly. Failing to get the results they wanted on their own, they needed to find a trusted partner.

Solution

NexGen engaged ServiceRocket's Managed Services team and their Developer as a Service solution for NetSuite to administer and deliver critical IT projects.

Outcome

Working with ServiceRocket, NexGen improved development delays by 90%, revenue by 57% and operational efficiency by 56%. It also reduced administrative costs by 25%.

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Challenge

When he initially joined the company, Jan Rey Rodriquez was a one-person team. He knew his hands would be full administering IT solutions for his department and wisely set a trial period of six months to see if he could manage on his own.

"During that time, I had some critical projects to deliver. I struggled to juggle things and became open to getting some help," notes Jan.

Because his experience in NetSuite was more user-focused, he wanted a resource with back-end experience to help with knowledge gaps, project management and deadlines.

Jan's quest for an internal hire in Singapore was thwarted by the limited availability and skillset of engineers who specialize in NetSuite. That led him to seek an external partner.

His goal: find a resource with more exposure to business practices that could help him navigate critical projects. Fortunately, he had a good lead.

"I knew ServiceRocket. I trusted them and didn't want to work with anyone else."

Solution

After consulting with the team, NexGen employed ServiceRocket's Developer as a Service solution for NetSuite to help manage projects, including script writing and development.

Initially, Jan had ServiceRocket developers tackle simple projects; once he saw how good their development skills were, they quickly expanded into more complex work.

"Initially, we thought using someone internally would be more efficient. But on this journey with ServiceRocket, we realized it didn't matter. Even remotely, ServiceRocket can deliver projects," says Jan.

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Outcome

With the help of ServiceRocket's Developer as a Service solution for NetSuite, NexGen saw drastic improvements to its NetSuite operations:

- A **90%** reduction in project development and configuration delays

- A **57%** increase in revenue over the previous year

- A **25%** reduction in administrative costs that removed a week's worth of manual work

- An average of **five to ten more** completed monthly projects

Another bonus: NexGen's improved reporting caught inventory issues before they caused delivery delays or lengthy lead times.

"In terms of project handling, there was a drastic improvement because we had more resources, more brains at work and more hands to help," notes Jan.

As a result, "we were able to deliver critical projects and surpass some system limitations through custom solutions. That wouldn't be possible without ServiceRocket."

Asked if he would recommend ServiceRocket to other organizations needing NetSuite management assistance, Jan "absolutely would." Having seen what ServiceRocket can do, he's thinking about adding another developer to the team to help grow and scale NexGen's IT operations.

About NexGen Wafer Systems

NexGen WAFER SYSTEMS

A semiconductor equipment manufacturer operating out of Singapore, NexGen Wafer Systems provides fully automated high-tech equipment to international customers to help them solve demanding manufacturing processes. Since 2011, NexGen has evolved from a startup to become a reputable semiconductor equipment provider with a global footprint by providing innovative and sustainable solutions that play a significant part in the supply chain of emerging technologies.

Managed Services that Optimize NetSuite

LET'S TALK