



Stoddart Group Increases Solution Delivery Speed by 40% with Custom Development from ServiceRocket's NetSuite Certified Experts



Stoddart Group partnered with ServiceRocket to help meet development deadlines, streamline business processes, increase solution delivery speed and build a better NetSuite solution from the ground up.



A leading supplier and installer of residential building industry products.

Challenge

Stoddart Group wanted to shift to NetSuite, but with limited in-house ability, they needed a flexible, fast and cost-effective partner with NetSuite expertise to manage the implementation.

Solution

ServiceRocket's team of dedicated developers streamlined business processes, improved workflow efficiency and custom-developed Stoddart's NetSuite system.

Outcome

Stoddart Group increased solution delivery speed by more than 40%, successfully met development deadlines and expects to further improve efficiency by 33% with the help of ServiceRocket's NetSuite developers.

Challenge

Greg Keegan, a Solutions Architect at Stoddart Group, wanted to migrate the company's previous legacy accounting software to NetSuite but knew he needed assistance. Although Greg joined Stoddart Group after the implementation began, he understood that the team at Stoddart Group lacked the skill set to complete a NetSuite implementation independently.

"Our core focus was around development. So getting skilled developers who understand the environment they're working in but are also skilled in the NetSuite development framework was important," says Greg.

Stoddart Group initially looked to other Australian companies to assist, but they proved more expensive and lacked the capacity or resources to address critical issues. After careful deliberation, ServiceRocket became their partner of choice.

"Some other vendors were a little restrictive and time-critical in measuring and documenting everything. There was a bit too much overhead in some cases, so it's great that ServiceRocket was flexible enough to work how we needed," says Greg.

Solution

Acting as a trusted partner, ServiceRocket assigned dedicated developers to Stoddart Group's implementation. They assisted with quickly delivering customization and integration projects, writing documentation and providing much-needed support and training.

ServiceRocket also improved Stoddart Group's workflow efficiency and streamlined business processes, which involved integrating API endpoints with third-party systems, fetching and consolidating job data and automating job management and journal creation processes.

These examples are just a few of ServiceRocket's contributions that helped ease Stoddart's day-to-day activities and create more straightforward interface navigation.

"Everyone from ServiceRocket was engaged and focused on our outcomes. If there were any issues or we found bugs, ServiceRocket was on top of it and worked to resolve them," says Greg.

Outcome

With the help of ServiceRocket, Stoddart Group was able to build a better NetSuite solution, complete with custom automation, documentation and training to support Stoddart Group's existing and future employees in managing NetSuite.



More than 40% increase in solution delivery speed

"By partnering with ServiceRocket, we had prompt access to skilled NetSuite developers, who assisted in developing the NetSuite integrations in a timely manner. This has increased efficiency across the business by reducing manual efforts both for our business operations and Finance team," notes Krushal Shah, CIO, Stoddart Group.

He adds that, with the help of ServiceRocket, they were able to get things released within their preferred timeframe and were even able to increase solution delivery speed by more than 40%.



A goal to enhance business efficiency by 33%

As for what's next, ServiceRocket and Stoddart are currently building critical business capabilities and integrations with a goal of enhancing business efficiency by 33%.



About Stoddart Group

Stoddart Group is one of Australia's leading suppliers and installers of products for the residential building industry. It specializes in supplying and installing steel roofing, fascia, gutter, downpipes, garage doors, energy solutions, cladding and steel house frames. In operation for more than 60 years, Stoddart Group's history has equipped it with the tools, knowledge and industry expertise to go above and beyond, delivering superior service and exceptional customer results.