

Customer Experience

Case Study



Your Vision, Our Software

Configuration and Guided Selling 100% Native to the NetSuite Ecosystem



Introduction

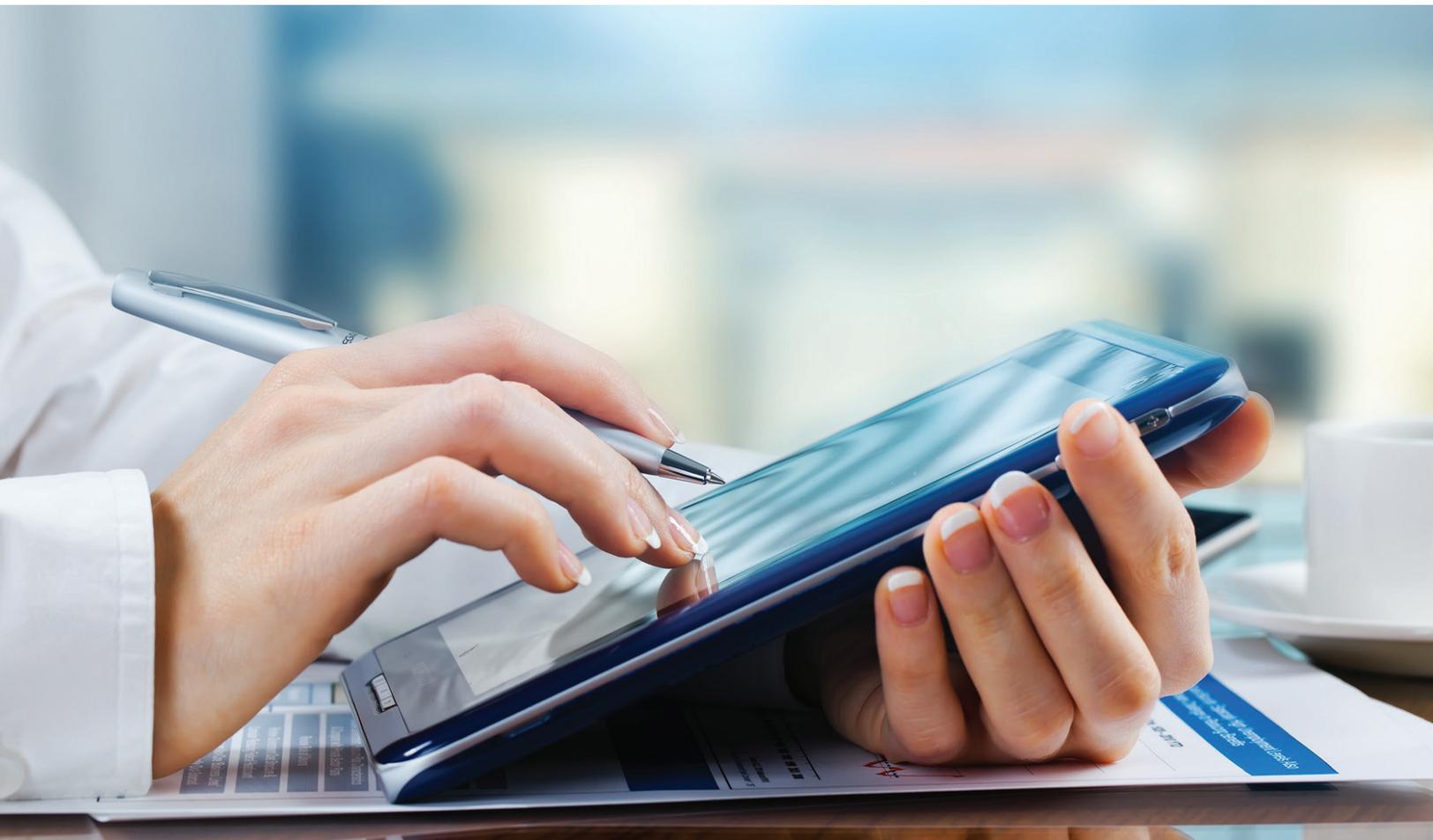


Sole CPQ customers efficiently create quotes & orders accurately through product configuration and guided selling modules.

Sole CPQ automates the sales process, saving organization's time and money.



Continue reading to see how Native to NetSuite Sole CPQ has helped **Platinum Stairlift**.



Sole CPQ helps Platinum Stairlifts Streamline Sales Process

Challenge: Simplifying Quoting & Ordering

As an international leader in the manufacturing of quality domestic stairlifts, **Platinum Stairlifts** has been designing and manufacturing quality stairlifts since 1996 out of their Yorkshire facility in the UK.

Platinum sales people often have a highly configurable product that many standard systems are not able to process effectively and accurately, which leads to inaccurate stock and orders.



Quoting and ordering can quickly become very complicated for configurable items. In addition, Platinum Stairlifts was using email, Excel and Microsoft based ordering in their sales process, which made order accuracy impossible.

Solution: Implement a Proven CPQ

Sole CPQ is the only CPQ built into NetSuite, making Sole the most versatile CPQ solution for anyone integrating into NetSuite. The Sole CPQ application is designed to make organizations easier to buy from, no matter how complex their product and pricing listings are.

Sole CPQ simplifies configuration and ensures pricing and quoting accuracy, while managing discounting practices and margins.

“Sole simplifies our order process and allows our staff to quickly create a bespoke order for our customers with ease.”

Martyn Smith | Information Technology Manager

Platinum Stairlifts Ltd

Benefits

Sole CPQ provided many benefits to Platinum Stairlifts, such as:

Easy Adoption for Salespeople

Sole CPQ is very intuitive, just like NetSuite. Being Native to the NetSuite Platform, Sole CPQ provided a truly seamless user experience. Platinum Stairlift reps and dealers simply go into the Sole Configurator application, select the item they'd like to configure and build, which is already preloaded into the NetSuite ecosystem and are presented with a fully integrated UI to order their Stairlift products.

Capacity For Growth

Sole CPQ is built to grow alongside your organization. As Platinum Stairlifts expands its sales team, Sole CPQ will be a big catalyst for ROI as well as quote and order accuracy.

Automated Pricing Controls

Sole CPQ has given Platinum Stairlifts access on all pricing practices, whether they be discounted, volume, or promotion. Sole CPQ will automatically initiate all new pricing lists and give easy approval sign off process.

Streamlined Workflow

Sole CPQ makes it easier for Platinum Stairlift salespeople and dealers to Configure Price and Quote complicated items, without the need of lengthy spreadsheets or multiple manual checks, resulting in correct quotes and orders 100% of the time.

Experience Working With Verenia

“Support has been very good with having time differences between our two business. Verenia helped change some of their support teams working hours to better suit our team during the build process.”

Martyn Smith

Information Technology Manager

“The team at Verenia have shown massive flexibility and willingness to fit into our schedules to ensure we received the support we need even with the added complication of time differences.”

Jennifer Hewitt

Finance Manager

About Platinum Stairlifts

Platinum specializes in the tailored design and is the leading, international manufacturer of domestic stairlifts, offering a superior customer product to the off-the-shelf competition. Platinum Stairlifts is based in the UK, and has been supplying high quality stairlifts out of their Yorkshire office for over twenty years.

For more information about Sole CPQ visit us at www.peoplesenseerp.com.