

NetSuite Outsourced Accounting

Real-world examples of ScaleNorth's expertise

April 2025

Representative Client Engagement

Healthcare

Company:
Healthcare Carve-out

Healthcare for Veterans and
Government Employees

Industry: Healthcare

Revenue: \$150+ Million

of
Employees: 500+

NetSuite
Implementation
& Carve-out

Type of
Engagement: Outsourced
NetSuite
Accounting -
BPO



Situation

- ▲ Private equity backed carve out
- ▲ Dozens of locations
- ▲ NewCo needed to stand up new financial systems.
- ▲ Longer term plans for expansion of services and market reach



Challenges

- ▲ Aggressive 60-day Go Live plan to meet Transition Services Agreement (TSA) requirements
- ▲ Create business continuity and processes for NetSuite platform
- ▲ Prioritize must have processes for business launch



ScaleNorth Approach

- ▲ Provided pre-transaction planning: budgeting, accounting, considerations, timeline confirmation and data migration input to the transaction team
- ▲ Developed implementation approach focused on Minimum Viable Product (MVP) for launch.
- ▲ Mobilized teams - Rapid deployment of project team to include CPA and NetSuite Certified experts.



Results

- ▲ Successful launch on transaction agreement signing date
- ▲ Scalable platform providing growth of clinic locations and service expansion
- ▲ Doubled revenues over four year time horizon.
- ▲ Reduced AP processing times by 70%.
- ▲ 24 hour service level agreement for bills and expense reports
- ▲ Zero error rate in AP processing during 24 month monitoring period



Phased and Future Initiatives

- ▲ Further automation and enhancements
- ▲ ScaleNorth Outsourced Accounting (BPO) platform and finance tool automations, controls, and communication dashboards

Representative Client Engagement

Global Telecommunications Public Firm

Industry: Telecommunications

Revenue: Corporate Venturing
Subsidiary of \$10B+
Global Public
Company

of
Employees: 10

Type of
Engagement: NetSuite
Implementation,
Outsourced
Accounting,
Managed Services



Situation

- ▲ Parent company experiencing regional growth in select telecommunications sectors.
- ▲ Corporate venturing subsidiary launching to support Federal contracts and strategic partners delivering advanced telecommunications infrastructure.
- ▲ Empowers the US government with cutting-edge telecommunications technology and managed services.
- ▲ Strategy to outsource finance operations to a long-term partner so Client could focus on core revenue and project execution.



Challenges

- ▲ Needed an outsourcing partner to manage the new subsidiary setup on NetSuite and provide on-going fractional accounting outsourcing.
- ▲ Tight timeline and coordination with public entity launch.
- ▲ Nascent operational processes and business startup challenges
- ▲ Requirement to comply with federal accounting standards on government contracts (DCAA).



ScaleNorth Approach

- ▲ Deploy MVP for NetSuite Go Live with rapid scale expected to match revenue growth.
- ▲ Outsourced NetSuite Accounting Program providing flexibility to match growth.
- ▲ Implemented solutions with leading NetSuite practices and client specific requirements.
- ▲ Sourced and managed key partners for NetSuite DCAA functionality
- ▲ Implemented projects module functionality for job and subcontractor profitability tracking. Wrote customer user documentation.
- ▲ Adapted payroll processes into NetSuite via CSV eliminating integration development



Results

- ▲ Launched business and operations on target date.
- ▲ Project came in below estimates facilitating seamless transition to optimization and phased initiatives.
- ▲ Recommended lower-cost alternatives to mitigate risk and trim project scope.
- ▲ Managed DCAA partner solution requirements and timeline.



Phased and Future Initiatives

- ▲ Transition to Managed Service Program for future phase roadmap.
- ▲ Deliver on accounting service level agreement (SLA) to support public company reporting requirements and period close SLA of 5 business days.
- ▲ Strategy and management of additional Corporate Venture subsidiary launches.

Representative Client Engagement

Non-profit Operational Platform

Company:
Federation of organizations and projects working together to provide sponsorship and operational support for projects working to have a large positive impact in the world.

Industry: Non-profit
Organization
Management

Revenue: \$75 Million

of Employees: 200

**Type of
Engagement:** Xero to NetSuite
Migration
Accounting
turnaround

“ We are very impressed by the work of ScaleNorth Team. The team has been very helpful, thorough and proactive. They help us navigate our first month in NetSuite and got caught up to speed fairly well. ”



Situation

- ▲ Migrated from Xero to NetSuite in January 2024
- ▲ Transferred scope of work from outsourced accounting service provider to ScaleNorth
- ▲ Strategy: Outsourced NetSuite accounting to Partner focused on NetSuite



Challenges

- ▲ Complexity of accounts reconciliation by organization and fund
- ▲ Volume of transactions from various organizations and funds
- ▲ Inadequate supporting files prepared by former outsourced accounting partner



ScaleNorth Approach

- ▲ Accounting assessment and rescue plan
- ▲ Review of transactions in Xero and working papers prepared by the former outsourced accounting provider for accuracy
- ▲ Performed Balance Sheet Accounts Reconciliations and supporting documents
- ▲ Created year-end schedules and audit support



Results

- ▲ Successful transition of US entity into NetSuite
- ▲ Transition of UK entity to ScaleNorth from former UK based accounting provider
- ▲ Improved accuracy and efficiency of the reconciliation process
- ▲ Assisted in several ad hoc requests
- ▲ Closing books within 10 working days



Phased and Future Initiatives

- ▲ Automation and process improvements
- ▲ Optimize use of NetSuite platform

Representative Client Engagement

Veterinary Clinics

Company:

- ▲ PE Backed
- ▲ Leading modern veterinary care platform purpose-built to revolutionize animal care

Industry: Pet HealthCare

Revenue: \$25M+

of Employees: 240+

Type of Engagement: NetSuite Outsourced Accounting

“ We are happy with our relationship with ScaleNorth, the team is responsive and demonstrates a high level of professionalism. ”



Situation

- ▲ Currently operate more than 45 clinics across multiple markets in the US and expanding to over 60 locations in the next quarter. Innovative animal hospitals co-owned by the local vets who run them.
- ▲ Financial Statements and Consolidated Reporting process currently owned by Management Team.
- ▲ NetSuite implemented by a different provider.



Challenges

- ▲ How to further improve the real-time P&L reporting
- ▲ Inventory and Revenue Monitoring not yet integrated with NetSuite
- ▲ Heavy on Fixed Asset Reporting but still done manually in Excel



ScaleNorth Approach

- ▲ NetSuite Outsourced Accounting Program
- ▲ Identifying areas for process improvements (i.e., AP aging and review, fixed assets recon)
- ▲ Detailed monthly Balance Sheet reconciliation and analysis mostly done manually.
- ▲ Identifying tools, automations and various NS Modules acquisition (i.e., Fixed Asset, Inventory, Payroll)
- ▲ Improving the Financial Statement reporting (i.e. P&L by location)



Results

- ▲ Closing books beyond 10 business days
- ▲ Catch up reconciliation after provisioning of information by Management Team
- ▲ Quick response on AP inquiries and good AP management in spite of manual processes.



Phased and Future Initiatives

- ▲ Focus on automation, controls and scheduled communication
- ▲ Expansion to several other states
- ▲ Process improvements

Representative Client Engagement

Wholesale Distribution

Company:
\$25 Million Family-Owned
Business

Industry: Wholesale
Distribution

Revenue: \$25 Million

**# of
Employees:** 75

**Type of
Engagement:** Accounting
turnaround
Supply Chain
optimization



Situation

- ▲ Went live in NetSuite a year before introduction to ScaleNorth
- ▲ Units of measure complexity
- ▲ Rapidly growing – 25% growth
- ▲ Prepare company for future sale (3–4 years)
- ▲ Underutilized Tech Stack: RF-Smart, Avalara
- ▲ Strategy: Outsource accounting and NetSuite expertise



Challenges

- ▲ Challenges with accounting team making the transition to NetSuite
- ▲ Books not accurate, missing transactions, periods not closed for months



ScaleNorth Approach

- ▲ NetSuite Outsourced Accounting
 - Catch up accounting history and periods
 - Support annual audits
- ▲ Consulting & Optimization Team
 - Provide strategic direction
 - Build roadmap and prioritize optimization plan
 - Leverage Subject Matter Experts for Supply Chain, Warehouse and Ecommerce functions



Results

- ▲ Closing books in 12 business days
- ▲ Successful transition to Fractional Accounting Outsourcing.



Phased and Future Initiatives

- ▲ AR automation
- ▲ Long term roadmap planning & Managed Services Program

Representative Client Engagement

Global Enterprise Software

Company:

Identity Security & Management
Solutions.

PE-backed.

Industry: Software

Revenue: \$125M

of
Employees: 1,000

Type of
Engagement: QuickBooks to
NetSuite Migration
BPO

“ I've never had a better experience
with the implementation process of any
type of software.

We were at a point where we needed to
get on a system where we'd have
repeatable processes that give us the
same numbers every time we push the
button.

When we started talking to ScaleNorth
both about NetSuite and BPO, we knew
we'd found an all-encompassing solution
that could handle both.

”

- VP - Accounting



Situation

- ▲ Private equity backed
- ▲ Double-digit growth
- ▲ Expected Series “C” fund raising within 12 months
- ▲ Ambitions for future IPO
- ▲ Multinational subsidiaries
- ▲ Strategy: Evolve to outsourced accounting



Challenges

- ▲ QuickBooks for accounting
- ▲ Evaluated Intacct & NetSuite for long-term solution
- ▲ Gaps in accounting team structure & scale



ScaleNorth Approach

- ▲ NetSuite fit: SaaS accounting, international multi-book reporting and integrations
- ▲ Fractional Outsourced Accounting team
- ▲ Bridge transition plan from QuickBooks to NetSuite
- ▲ Leverage ScaleNorth Accounting Team for contract data migration
- ▲ Minimal Viable Product (MVP) implementation approach
- ▲ Concur integration



Results

- ▲ Full transition from QuickBooks to NetSuite in 100 days
- ▲ Strategic transition to Fractional Outsourced Accounting Model
- ▲ Closing books to meet investor SLAs



Phased and Future Initiatives

- ▲ Salesforce integration
- ▲ Robust reporting for fund raising and IPO prep
- ▲ International expansion
- ▲ Tax compliance solutions
- ▲ Planning, budgeting and analysis solution

Representative Client Engagement

Supply Chain Solutions

Company:
Global logistics company
specializing in supply chain
solutions for spare parts and
supplies to maritime vessels

Industry: Freight Forwarding

Revenue: \$160 Million

**# of
Employees:** 450+

**Type of
Engagement:** BPO
Migration from
local ERP system
to NetSuite
(recently acquired
companies)



Situation

- ▲ Using NetSuite since 2020
- ▲ Private equity backed
- ▲ Exponential growth through acquisitions
- ▲ Acquired two companies in previous two years
- ▲ Goal: Build NetSuite-based global accounting consolidation model



Challenges

- ▲ Subsidiary – gap in solid month end close procedure and account reconciliation
- ▲ Complexity at European based entity
 - Multiple subsidiaries, multiple currencies, all using different ERP systems
 - Alignment of foreign GAAP vs US GAAP
 - Understanding statutory reporting requirements
 - Large volume of transactions



ScaleNorth Approach

- ▲ NetSuite Outsourced Accounting
- ▲ Leverage leading practices utilizing NetSuite available features (Multi-book accounting, international tax reports and localization)
 - Leverage ScaleNorth Consulting team on subsidiary set up in NetSuite and other optimizations
 - Create roadmap and establish processes ensuring that records are migrated to NetSuite in time for year end audit
 - Coordinate with internal accounting team to identify and bridge the gap on foreign accounting requirements
 - Coordinate with outside consultants on the recording of purchase accounting related transactions
 - Monthly GL details upload from foreign subsidiaries to NetSuite



Results

- ▲ Supported successful 2022 and 2023 Year End Audits
- ▲ Developed month end close procedures
- ▲ Timely completion of trial balance and balance sheet reconciliations
- ▲ Implemented process improvement on intercompany reconciliation



Phased and Future Initiatives

- ▲ Strategic transition to Fractional Outsourced Accounting Model
- ▲ Process standardization across holding companies
- ▲ Implementation of Navigator – NetSuite integration
- ▲ Planned future acquisitions

Representative Client Engagement

Life Science Commercialization

Industry: Life Sciences

Revenue: \$300M+

of
Employees: 1,250+

Type of
Engagement: BPO
Outsourced
NetSuite
Accounting

“ScaleNorth is at the top of my list to be thankful for... I wanted to take this moment to say that I could not be happier with the amazing team you have designed for us.

”



Background

- ▲ Private equity backed funding of over \$95M
- ▲ Rapidly growing life science commercialization platform
- ▲ Multiple subsidiaries and class
- ▲ Finance strategy: Reduce costs by outsourcing transactional accounting functions
- ▲ Complicated billing procedures



Problem

- ▲ Employee turnover on the Finance Team
- ▲ Sourced finance contractors - but challenged with repeated errors and missteps
- ▲ Gaps in accounting processes, unreconciled balance sheet accounts, closing the books late



Solution

- ▲ Fractional Controller support and dedicated manager to oversee review and approvals
- ▲ Simplified billing procedure by maximizing NetSuite functions
- ▲ Aligned balance sheet reconciliations with ScaleNorth's format and proposed resolution for open items
- ▲ Automated FP&A reports thru PowerBI and implemented process improvements



Value

- ▲ Uncovered \$10M of unbilled prefund to customers
- ▲ Discovered \$1.2M of revenue on the balance sheet accounts and \$6M of funds available for transfer to a 3rd party processor
- ▲ Full back up support for employee turnover and procedures have been documented
- ▲ Improved reconciliation for 200+ bank accounts and on-going clean-up for liability accounts



Future Phases

- ▲ Bank feeds to NetSuite automation
- ▲ SureTax to Forvis transition
- ▲ Finance Operations' KPIs
- ▲ Commission Module Improvement

Representative Client Engagement

Sun Source Energy, LLC

Renewable energy Distribution and Installation

Industry: Renewable
Energy

Revenue: \$20M+

of
Employees: 90

Type of
Engagement: Migration
BPO Accounting
Services



Sean Crotty
CEO / Co-Founder

“ We've had a great experience with ScaleNorth and have been blown away by how organized and professional your team has been. Your assistance in reorganizing our SOPs and creating new working processes has significantly streamlined our financial operations.

We would absolutely recommend ScaleNorth to our friends and colleagues. Thank you for your ongoing support and commitment to our success.

”



Situation

- ▲ NetSuite was implemented before introduction to ScaleNorth.
- ▲ SuiteApp SolarSuccess and CRM tools not fully optimized or utilized
- ▲ Staffed with internal accounting resources but lacked skills for NetSuite leading accounting practices



Challenges

- ▲ Recent transition from QuickBooks to NetSuite
- ▲ Knowledge gap with NetSuite and advanced modules for inventory and solar distribution companies
- ▲ SolarSuccess Bundle (3rd party) not fully tested or implemented
- ▲ Liquidation of one of the subsidiaries
- ▲ Unfiled 2022 Tax and reconciliations



ScaleNorth Approach

- ▲ Engaged an experienced BPO and Consulting team with “technical accounting” mindset.
- ▲ Created and executed a bridge transition plan from QuickBooks to NetSuite.
- ▲ Mentored on processes for SolarSuccess bundle and internally developed CRM.
- ▲ Created comprehensive process documentation for Project Management and Revenue Recognition.
- ▲ Proposed roadmap of future operating improvements. Deployed Rippling integration to NS.



Results

- ▲ Successful transition from QuickBooks to NetSuite and shift to accrual-method of Accounting.
- ▲ Established NetSuite knowledgebase for Sun Source for Accounting and Operations Teams.
- ▲ Optimized SolarSuccess bundle streamlined related processes
- ▲ Established month end closing procedures.
- ▲ Successfully recorded the liquidation of one of the subsidiaries and filing of 2022 Tax return.



Phased and Future Initiatives

- ▲ Two-way update of CRM and NetSuite.
- ▲ Expense Reporting tool evaluation.
- ▲ Full automation of commission for Sales Reps.