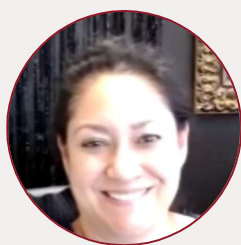


ScaleNorth Case Study: Voluspa

ScaleNorth Helps Voluspa Unlock NetSuite's Full Potential



"It's absolutely worth it. Any questions, concerns, challenges or projects that we might have, ScaleNorth has been the perfect partner. Given the number of consultants I've worked with on NetSuite, they are by far the best in terms of consistency, availability and understanding. I would absolutely recommend them."

Crystal Castillo
Controller at Voluspa

Founded in 1999 and headquartered in Irvine, Calif., Voluspa has grown from a small kitchen operation into a globally-recognized fragrance brand. Known for pairing distinctive, layered scents with elegantly designed glass vessels that look as good as they smell, Voluspa helps its customers create spaces that reflect their personal style.

What began as a handcrafted candle collection has expanded into a full range of home fragrances sold around the world. Each scent is developed to capture a time, place or memory, using carefully sourced ingredients and consistent production standards. That combination of creativity and discipline has allowed Voluspa to scale without losing sight of its craftsmanship roots.

Behind the scenes, Voluspa's growing team manages everything from product design and fragrance development to global distribution. It's an operation that requires as much precision as creativity. Through this balance, Voluspa has built both a loyal customer base and a strong position in the competitive home fragrance market.



VOLUSPA

Company: Voluspa

Location: Irvine, CA



Company: ScaleNorth

Location: Santa Ana, Calif.

Addressing Core Implementation Challenges

Voluspa's controller since 2007, Crystal Castillo has seen the company grow into a major player in a highly-competitive niche market. Operating as an S Corp under parent company Flame and Wax, Voluspa oversees two subsidiaries and manufactures candles, room sprays, home fragrances, and most recently, perfume fragrances.

For years, the business ran on Sage MAS 90 and MAS 100 before making the move to NetSuite. Led by a different implementation partner, the transition was anything but smooth. The initial implementation far exceeded the budget (by about three times) and dragged on well past the original timeline. *"It was challenging to say the least,"* says Castillo.

Once the system was live, Voluspa had only about 18 months of use before the conclusion of its 3-year program. The experience left the team frustrated and questioning whether to renew at all. A one-year extension bought time to evaluate options, but dissatisfaction with the original consulting partner and a steep post-implementation price increase had Voluspa seriously considering a return to Sage.

"It was that bad of an experience," says Castillo. *"The consulting company that we were working with before was helpful, but the second the implementation was done, they jacked up their prices almost double and basically said, 'Sorry, this is what it's going to be.'"*



Finding the Right Partner

Castillo began looking for a consulting partner who could help Voluspa turn its troubled NetSuite implementation into a system that worked for the business. A recommendation from one of the company president's acquaintances led her to ScaleNorth, a firm with local representatives and deep NetSuite expertise. *"We were stuck with the program and wanted to figure out how to make the best of it, actually get our full money's worth and understand it better,"* she says.

Right out the gate, ScaleNorth focused on bridging Voluspa's training and knowledge gaps. Many employees felt they had never received adequate instruction on how to navigate the system, locate information or complete tasks efficiently. ScaleNorth closed those gaps by working directly with staff to explain processes, answer questions and tailor solutions to fit the company's needs.

“One of the biggest things I’ve loved about ScaleNorth is how patient and knowledgeable the team is. They never make anyone feel ignorant for not knowing something. They’ll point you in the right direction, create the solution, and then walk you through it so you know exactly what to do next time.”

–Crystal Castillo
Controller at Voluspa

It's a Match!

Castillo says ScaleNorth’s open, honest communication stood out from the start. The team clearly outlined project commitments, provided realistic time and cost ranges, and gave advance notice of any budgetary changes. *“I really like the communication and how flexible they are,”* she says. *“They let us know what to expect so we can plan accordingly.”*

That transparency carried over into how the two teams work together. Initially, weekly calls included representatives from every department, but ScaleNorth suggested streamlining the format to save time and focus on active issues. The calls now last 30 minutes and involve only the people directly connected to current projects, which Castillo says has improved efficiency without sacrificing results.

This streamlined approach has made a noticeable difference in day-to-day operations. With the right people on the right calls and having direct access to ScaleNorth’s expertise, Voluspa’s associates

now have the skills and confidence to solve issues individually. *“There’s a lot fewer questions coming to me,”* says Castillo.

ScaleNorth has played a key role in improving operations, from integrating Ship Junction and Postscript into Voluspa’s shipping operation to providing one-on-one training for the company’s owner. ScaleNorth used weekly, 30-minute sessions to help him learn the custom reports and system navigation, equipping him with the tools to explore data and manage tasks on his own.

That added capability at the leadership level has strengthened decision-making across Voluspa’s business. *“If it wasn’t for ScaleNorth, we probably wouldn’t be where we are today,”* says Castillo. *“Things are definitely running smoother.”*





Maximizing NetSuite's Value

Since partnering with ScaleNorth, Voluspa has seen a significant improvement in system support and problem resolution. Response time is immediate and issues are now addressed in real time instead of days later. "It's very nice having ScaleNorth as our safety net," Castillo says. "They respond right away, fix the problem and let us get back to work."

Whether the issue is minor or requires a statement of work, ScaleNorth provides clear communication and a path forward, eliminating the uncertainty that once slowed the team down. That responsiveness has been critical for keeping Voluspa's operations—from production to finance—on track. And, Voluspa has dedicated ScaleNorth contacts who know the company's systems inside and out.

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