PEREGRINE
CONNECT

NEUDESIC
an IBM Company

Neudesic an IBM Company reduces IT support costs by 75% using Peregrine Connect as its NetSuite integration platform.

The Challenge

- The organization changed its accounting system from Microsoft Dynamics GP to NetSuite.
- NetSuite required integration to two homegrown systems: Time & Billing, and Expenses.
- Both systems must integrate with NetSuite to ensure on-time payment to employees.
- NetSuite integration is historically problematic, and the IT team did not have the skills or bandwidth to take on a massive integration project that had to deliver in 3 months.

The Solution

- Neudesic adopts Peregrine Connect and completes the project in 3 months, making the integration more straightforward than expected.
- Peregrine Connect's integration platform ties both systems together, automating individual expense and time & billing processes.
- The homegrown Time & Billing and Expense systems batch process 350 and 3,000 entries with NetSuite, respectively, every week.
- Each batch processes in 10 minutes, a 200% reduction in time from the previous solution.

The Benefits

- Reduced IT support cost by 75% from the previous integration solution, returning two hours every week to the IT team, enabling the support of other applications.
- The finance team now has a dashboard displaying records that have failed, along with error messages, enabling them to make corrections without additional support.
- Built-in connectors, with no custom code, made it easy to integrate with NetSuite without hiring outside consultants.
- Neudesic can expand the solution to include other applications that are coming on board in the near future.

The Company

Neudesic an IBM Company is a trusted technology partner in business innovation, delivering impactful business results to clients through digital modernization and evolution. They have over 1,000 employees and a large consulting team that relies on billed hours and accurately tracked expenses.

The Challenge

Neudesic an IBM Company was using the TIBCO Scribe® integration platform to integrate with Microsoft Dynamics GP. When the company decided to migrate its accounting system to NetSuite, an integration challenge was presented. There was no pre-built integration for Neudesic's homegrown time & billing and expense systems and NetSuite's accounting system.

For people to be paid on time, both systems must integrate with NetSuite and effectively report integration success. The previous solution left errors unnoticed, resulting in late payments and unhappy employees and vendors.

Integration with the former solution, Dynamics GP, required significant IT support time, due to its technical complexity. NetSuite integration is historically problematic, and Neudesic's IT team did not have the skills or bandwidth to take on a massive integration project that had to be delivered in three months.

The Solution

There were multiple solutions that Neudesic was considering, including TIBCO Scribe®. Scribe fell short in meeting Neudesic's needs due to the platform's requirement for significant custom coding, a longer go-to-market timeline, and reduced flexibility. Peregrine Connect's business process, automation, and monitoring features also went unmatched, making the platform an obvious choice.

When Neudesic adopted Peregrine Connect as its integration platform, the project was completed in 3 months, making the integration simpler than expected. Ernest Chan, Neudesic's Director of IT, emphasized the Peregrine Connect team's ability to create a solution that met the organization's needs quickly, "Peregrine Connect's greatest differentiator was the level of expertise that the support team had. They helped us move quickly and accomplish more than other solutions could."

Peregrine Connect's integration platform tied two systems, time & billing and expense, to NetSuite synchronizing consultant billing time, client invoices, and employee expenses. The platform processes over 15,000 records in a month. Each weekly batch of records is processed in 10 minutes, a 200% reduction from the previous batch time with TIBCO Scribe® and Dynamics GP.

The Benefits

Integrating the flow of data between custom-developed software platforms and NetSuite is not a simple project. Time to deployment, cost, feasibility, and technical resources are all concerns for an organization like Neudesic. Many alternative integration products require custom development, an onerous task that makes Peregrine Connect's pre-validated connectors more appealing. Rapid time to deployment and success with other clients gives Neudesic the confidence to trust Peregrine Connect with sensitive financial data.

Peregrine Connect has transformed the way Neudesic's support and finance teams collaborate. The improved data flow between their systems allows for fewer errors and greater autonomy for the finance team to address errors without relying on IT. "It just works," said Jodi Schlessel, Controller, "that cannot be emphasized enough. My team can solve errors on their own, allowing us to pay employees and vendors faster and easier than ever before, without involving IT on a daily or weekly basis."

For an IT support team, time is money. With the help of Peregrine Connect's live reporting, Neudesic's IT support team has been able to save hours of manual work every week, a 75% reduction since implementation. "The amount of time Peregrine Connect saves our support team is immensely valuable," Ernest explained, "manual work is cut dramatically, not only are we saving money, but we can apply our effort to more time-sensitive initiatives."

Future scalability is critical for the Neudesic team, "We will need to integrate more applications that are coming on board," said Ernest. "Peregrine Connect allows us to easily add applications without disrupting our entire network. We are currently looking at ways to implement Peregrine Connect into other areas of our company."