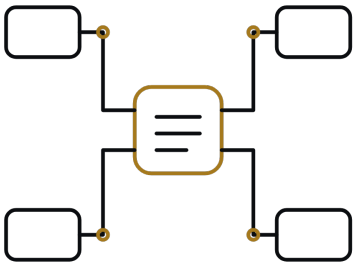
apicem stack / Drinkware brand, USA

A NetSuite the whole business can rely on

Environment administration, a safe release process and a steady flow of enhancements for a fast-growing consumer brand.



IN SHORT

PROBLEM	**A NetSuite grown through quick fixes, with no owner and changes going straight to production.**
WHAT WE DID	**We took ownership: administration, a sandbox-first release process and a managed enhancements backlog.**
RESULT	**Predictable releases, fewer workarounds and a finance team that no longer waits on IT.**

THE CLIENT

A fast-growing US drinkware brand selling direct to consumers and through retail partners, running its operations and finance on NetSuite.

THE CHALLENGE

Nobody owned the system everyone depended on.

NetSuite had grown through years of quick fixes. Scripts, workflows and saved searches were added for one-off needs and never cleaned up, and no one person owned the environment.

Changes went straight to production without testing, so a small fix could break invoicing or fulfilment. Month-end relied on manual workarounds, and finance queued for changes with no clear priority.

What was at stake

- Production outages from untested changes.
- Finance and operations time lost to workarounds.
- An ERP that could not keep up with the brand's growth.

AT A GLANCE

CLIENT
Drinkware brand, USA

SERVICES
NetSuite administration and development

ENGAGEMENT
Ongoing support

TEAM
NetSuite consultant, NetSuite developer

TECH STACK
NetSuite, SuiteScript 2.1, SuiteFlow, SuiteCloud Development Framework, SuiteQL

OUR APPROACH

01 Audit
Reviewed every script, workflow, role and saved search, and ranked the risks.

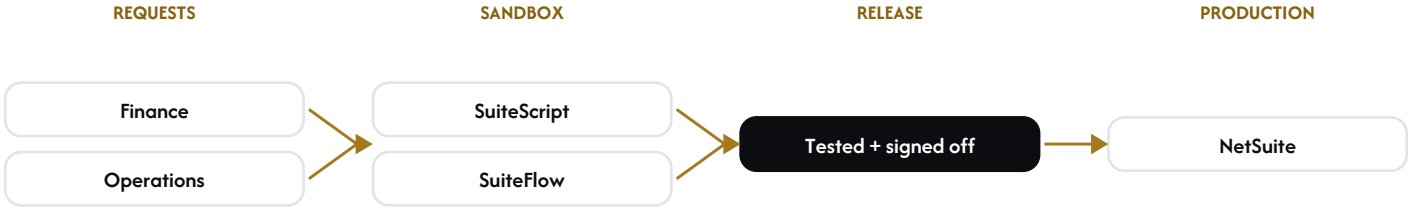
02 Stabilize
Introduced sandbox-first releases with testing, and cleaned up what had drifted.

03 Improve
Ran a monthly enhancements backlog with finance and operations.

THE SOLUTION

Owned, tested and steadily improved.

We became the owners of the NetSuite environment. Every change now starts in a sandbox, is tested and signed off, and only then reaches production, while a shared backlog keeps enhancements flowing in the order the business needs them.



- Environment, user and role administration.
- A sandbox-first release process using SDF.
- Clean-up of scripts, workflows and saved searches.
- A monthly enhancements backlog with clear priorities.

TECH STACK

NetSuite	The ERP for orders, inventory and finance.
SuiteScript 2.1	Custom logic and automation.
SuiteFlow	Approval and process workflows.
SDF	Version-controlled, repeatable deployments.
SuiteQL	Faster, cleaner queries for reports.

BEFORE AND AFTER

BEFORE

Untested changes in production. Saved searches nobody understood. Finance waiting on fixes.

AFTER

Every change tested first. A lean, documented environment. Enhancements delivered on a monthly rhythm.

RESULTS

120+
enhancements delivered

60%
fewer saved searches after clean-up

100%
of changes tested in a sandbox first

Predictable releases
Changes reach production tested, so the business keeps running.

Fewer workarounds
Month-end runs inside NetSuite, not around it.

A clear owner
One accountable team for the system everyone depends on.

Is your ERP running you, instead of the other way round?

Book your free ERP health check
30 minutes with a principal, no obligation

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