

Who are Escher?

Trusted by 35 posts worldwide, Escher is transforming the economics, speed and customer experience of post retails and logistics. With its unique software platform, purpose built for profitably transforming customer engagement for posts, Escher supports billions of customer transactions across thousands of points of engagement, providing hundreds of tiered services within an optimized cost structure.

Escher's previous Painpoints

Escher already had NetSuite implemented by NetSuite Direct when they decided they needed a NetSuite partner that could provide them support, advice and assist them with future projects ensuring that they are getting the most they possibly can out of their system.

How did 3EN help?

Escher contacted 3EN in the beginning of 2020, to discuss how we could help them extract the most from their system. Their primary reason for needing a partner was to aid them in additional projects and since becoming a client of 3EN our PS team have worked on several projects such as Journal Entry optimisation, Revenue Recognition & Accounts Payable optimisation and Subsidiary Restructuring.

Escher also required a partner that could provide them with support for everyday NetSuite questions and issues and therefore decided to utilise 3EN's Support Offering. Escher's Support contract gives them access to 3EN's support desk which allows them to raise cases, ask for assistance with any issue in the system and ask day to day questions.

With 3EN's Support Offering, Escher were also provided with a dedicated Account Manager that assists with any NetSuite communication and is available for regular catch-up calls to discuss future projects or new module consideration.

Where are they now?

Escher continue to utilise 3EN's support offering and have recently extended their contract. They also continue to work with 3EN's Professional Services team with ongoing projects such as end user training.

What Escher has to say about 3EN

"I would like to thank 3EN for the time and support to date. The support team engages quickly and sufficiently, they are very knowledgeable and professional. It is my pleasure to work with them." Renata Cleland – Escher Group

Modules & Bundles Used

Advanced Billing, Advanced Financial, Advanced Order Management, Multi Book Accounting, Sandbox, Revenue Recognition, Dunning Letters, EITF-08-01 Platform Feature and Fixed Assets Management.