Who are Extern?

Extern are a charity, that originated in Belfast, Northern Ireland. Extern work to improve the lives of those less fortunate. Whether their lives have been affected by alcohol and drug abuse, leaving the prison system, suicide or homelessness, Extern is there to offer aid and support to all.

Extern's previous Painpoints

As the charity continued to grow, Extern were aware that the legacy system they used, Pegasus, would not provide them with the real time data they needed to run the management and regulated reports required. Extern required a financial system that could easily track, ecord and segment their data in a specific way as well as alleviate the need for lengthy transaction recording and manual report building.

How did 3EN help?

Extern contacted 3EN at the end of 2018, to discuss how NetSuite's finance packages could benefit them and if the system was flexible enough to facilitate their reporting needs. 3EN provided several demos, including a proof-of-concept demo to ensure Extern felt confident with the functionality and benefits that NetSuite could bring to their organisation.

3EN then initiated the NetSuite implementation with Extern by carrying out discovery workshops, to further understand their specific requirements and developed a Fit/Gap analysis to ensure a smooth system implementation. The configuration of the system was carried out, with multiple CRP (conference room pilot) demos completed to ensure expectations were met.

Where are they now?

Further to go live of Externs NetSuite system in 2019, Extern availed of a Support Contract with 3EN's Client Services team and were provided with a dedicated Account Manager.

The 3EN Client Services team are available for Extern to assist with any queries and questions they may have about the system, helping day to day processes within the NetSuite system.

Extern's dedicated Account Manager within 3EN also ensures to provide advice on system growth and changes as requirements continually change over the years.

Modules and Bundles Used

OneWorld
Advanced Financials