

Find out how Fastening Solutions, Inc. (FSI) Said Goodbye to CSV Imports to Manage Their NetSuite Data and Increased Efficiency by 50%

Customer
Fastening Solutions, Inc.

Product
ExtendInsights for NetSuite

About

Family-owned and serving customers since 1956, the FSI team has earned the reputation of being the best in the industry. By offering a range of quality products and demonstrating a unique understanding of how their customers use them, they have become an integral partner in their dealer and industrial customer's successes.

Background

For dealer customers, FSI's own EZ-Fit brand of fasteners, compressors, and accessories is a great complement to the national brands. By stocking both, dealers benefit from the best of both worlds and can compete with the big boxes in terms of offering fastening products at multiple price points. Understanding the needs of their customers' distinctly different industries, they offer products from recognized, well-respected brands which meet and exceed their demanding production requirements with industry-specific, innovative packaging solutions. Having a wide range of inventory and using NetSuite, they began evaluating apps that could make managing their data more manageable.

The Challenges

Due diligence on solutions for managing data can be a challenge. FSI had multiple requirements, including a solution that would save employees significant amounts time. Fastening Solutions, Inc. is a strong believer in innovation, and they began

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ExtendInsights is a total game-changer for NetSuite users. Their intuitive easy-to-use product installs in minutes and immediately, you can start updating your data and this has changed how we update our NetSuite Data forever.

”

Ray Burns
Director, Business Solutions
Fastening Solutions, Inc.



looking for solutions to manage their NetSuite data more efficiently, reduce manual tasks and automate internal processes. They were concerned about picking a product that would require extensive setup and training—interrupting their day-to-day operations.

Also, they had many different automation projects that they were in discussions about, and they wondered how responsive CloudExtend's Support Team would be in coaching them through different use cases.

The Solution

From accounting to inventory management, FSI, Inc. is a fan of ExtendInsights. They are comfortable using Excel to edit and update inventory, bank records and automate tasks that shave hours off of each day. FSI employees conserved approximately 11,440 Hours yearly per user with ExtendInsights. They've also managed to use ExtendInsights to automate additional processes including matching parts in NetSuite. Any time they have a question or need coaching, they've found the CloudExtend Support Team to be extraordinarily responsive and helpful.

Bottom Line

FSI puts customers' needs first, so they are always looking for ways to innovate with technology and improve the accuracy of their data. They've used ExtendInsights for accounting, inventory, saved searches, reporting, and more. They don't have to see another CSV error, which was music to their ears. They've been able to automate in ways they couldn't have imagined before and in the process, increased the accuracy of their data and shaved off some hours that employees were spending on manual clerical tasks.



I can't even imagine editing and managing our NetSuite data without using a ExtendInsights. In addition to the ExtendInsights product, the CloudExtend team has exceeded my expectations about customer service. If I have questions, I get a response from a friendly knowledgeable customer service rep in less than 30 minutes, and it matters a great deal to me.



Ray Burns
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Fastening Solutions, Inc.

About CloudExtend

CloudExtend email and spreadsheet applications integrate top business applications to help organizations increase productivity and extend the value of applications they use every day.

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