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staffing challenges that keep you from getting the most out of NetSuite

Layoffs. The Great Resignation. Return to office. Digital nomads. The job market is changing every day. With so many people switching jobs and locations, the team you have running NetSuite now might not be the team you'll have in a year.

To grow and improve profitability, you need to make sure you get everything you need out of NetSuite. How can you grow your business if you're concerned about losing your staff and maintaining continuity?

1. **HOW MUCH OF THEIR JOB WILL FOCUS ON NETSUITE?**

2. **HOW DO I DETERMINE THE QUALIFICATIONS CANDIDATES SHOULD HAVE?**

3. **HOW WILL I MANAGE UPGRADES?**

4. **HOW WILL I TRAIN SOMEONE?**

5. **HOW MUCH SHOULD I EXPECT TO PAY FOR SOMEONE WITH NETSUITE EXPERIENCE?**

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Keep the NetSuite lights on

Many businesses don't have a team or even a person dedicated to NetSuite. It's common for an employee to spend only a portion of their time on NetSuite management, as they juggle it with other aspects of their job.

When any of your NetSuite administrators leaves their role, your transition plan begins with defining the critical path — work that someone needs to do regularly and on time. Covering those basic must-have responsibilities keeps the NetSuite lights on when you're short-staffed.

For example, you know that user administration is a key function that won't stop because of staffing changes. People take that work for granted, assuming someone will do it — but only because someone always does.

Perhaps you're facing a timebound event, like a financial close, where business analysis depends on technical activities that your NetSuite team performs. From that standpoint, again, the most critical areas to cover bubble up to the top.

Identifying the most important activities will keep you treading water, but you want your business to do better than that. Active growth depends on having systems like NetSuite ready to grow, too. The pressure to fill your organization's gap in NetSuite expertise can make it hard to see the path forward.

STAFFING ISSUES CAN KEEP YOU FROM RUNNING NETSUITE OPTIMALLY

If you've lost staff or had difficulty hiring in the last year, you're not alone — maybe you're even struggling through this situation right now. As of September 2022, 38% of workers had switched jobs in the previous two years. Nearly 4.1 workers quit their jobs that month.

Think about having to hire someone to run NetSuite, whether on their own or as part of the team. Do these questions sound familiar?

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3.
How will I train someone?
Fortunately, candidates with experience in NetSuite understand the basics. At the same time, you won't have the luxury of time while they come up to speed — you need them fully productive as soon as possible. Documenting your training plan can give you and your new employee a jumpstart, especially if you haven't trained someone for this role before.

4.
How will I manage upgrades?
Twice a year, NetSuite pushes upgrades out to all its customers, and you need a testing strategy and test plans ready before an upgrade reaches your environment. Struggling with staffing continuity means you won't be able to think strategically or plan properly to ensure you get everything you need out of NetSuite's new features and added functionality.

5.
How much should I expect to pay for someone with NetSuite experience?
NetSuite is a fast-growing ERP software, so candidates with NetSuite experience are in demand. Organizations pay a relatively high salary to secure that skillset — and it's probably higher than you're used to paying.

1.
How much of their job will focus on NetSuite?
Many organizations have staff who divide their time between NetSuite administration and other responsibilities. Consider whether that model works well. Will the employee have enough time to manage NetSuite, even during year-end close or periods of heavy workload?

2.
How do I determine the qualifications candidates should have?
Your previous team member might have transitioned into NetSuite management over time. Even other employees who helped with implementation are unlikely to be able to step into the gap, because that experience is different from day-to-day administration. You need to fill the role with a specific NetSuite skillset.

Even if you plan well and hire the best candidate, the recruiting process can take months or much longer. That's time you probably don't have, considering that business needs don't slow down — especially when you're striving to grow.

You can't chase growth if you're struggling with NetSuite staffing. In today's hiring market, **you need a long-term solution**.

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Strategic changes to fuel growth

Eliminate the need to hire and train staff with SenecaGlobal Constant Care. Our experts have hard-to-find NetSuite skillsets needed to do the heavy lifting for your business — which frees you up to focus on strategy, recruiting, training and more.

NetSuite holds vital information that can help drive your business growth over time. SenecaGlobal digs into your rich NetSuite data, providing insights that help you understand how to run your business more efficiently, so you maximize profitability as you scale.

For example, your NetSuite reports might have met your needs so far. As your business expands, though, you need different types of reporting or graphical key performance indicators. Reaching that level of detail may require additional capabilities that you didn't set up during your initial implementation because you didn't need them — but now you do.

SenecaGlobal uses deep domain expertise to identify missed opportunities and guide you in tackling big issues. With our breadth of NetSuite experience, we quickly know what you need and we know how to do it. Rely on SenecaGlobal Constant Care experts to support and elevate the way you use NetSuite — with continuity and advanced skill — for the long term.

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