Success Customer Case: eCommerce, Sourcing

> "NetSuite Cloud ERP system is like a turnkey type of tool. It helps unlock so much efficiency. One Pac gave us the perspective which we didn't have before and did a fantastic job."

Jim Toernqvist - Senior Manager

WobbleWorks | 3Doodler

WobbleWorks Inc.'s omnichannel commerce strategized by ONE Pacific with NetSuite & Workato

[Watch the Interview]

Optimizing end-to-end eCommerce operation for profitability, efficiency and excellent customer experience.

Business Challenges

From an global award-winning Kickstarter projects in Massachusetts, to the best-selling 3D printing pens 3Doodler, WobbleWorks' strive to delivering the best customer experience through its fast growing ecommerce and retailing network. The soaring demand of its established product portfolio could hardly be handled by Google sheets for order fulfillment, production planning, financial reporting and cost control. ONE Pacific worked with WobbleWorks' team to strategically plan for their exponential growth, data-driven decision-making and demand planning transformation. Having their end-to-end process automated with Oracle NetSuite Cloud ERP system and together with Workato, they have integrated scattered data from online marketplaces and financial team into a single source of truth - the management team is capable of accessing to real-time business profitability, eCommerce and channel sales performance, cashflow with absolute accuracy.

Benefits

Data-driven decision-making	Seamless Ecommerce operation
Operational efficiency	**Multi-location & currency management**

Best Practices for eCommerce and operational process integration by NetSuite Cloud ERP & Workato.

"We slowly move away from Google Sheets because of repetitive work and inefficiency."

- Automatic data integration from various marketplaces by Workato to NetSuite ERP cloud system has eliminated time and effort to reconcile huge volume of transactions. Instant foreign exchange rates applying to orders from all over the world provides the most accurate turnover for sales and management.

- NetSuite's reporting resources such as saved searches and other reporting setups are highly customizable that we can do it by ourselves for multi-dimensional financial data analysis.

Senior Manager – Finance

"Single source of truth enable data-driven planning and decision-making."

- NetSuite provides real-time data visibility on the cloud platform, including financial reports, account receivables and sales orders, accessible by the management in the U.S. headquarter and colleagues from offices in all geographic locations.

- With the reporting scheduler, reports are being distributed regularly for management review and speeds up data-driven decision making process.

Ka Yi Tam - Senior Manager – Procurement & Planning

"ONE Pac has helped us to take our business optimization to a strategic level."

- ONE Pac is willing to create business growth road maps which is a strong management tool for us.

- ONE Pac ensures data accuracy in every phase of project delivery which set a high standard in service.

- ONE Pacific is knowledgeable in NetSuite and recommended the latest demand planning features to us based on our strategic data-driven production forecast and production planning management.

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workato