

A Guide to NetSuite ERP Rescue and Implementation Recovery

Published August 16, 2025 45 min read



NetSuite Rescue Missions: How to Recover a Failing ERP Implementation

NetSuite is a powerful cloud ERP platform, but like any complex system it can run into serious problems when mismanaged (Source: houseblend.io). A **NetSuite "rescue mission"** refers to an intervention aimed at salvaging a troubled or failed NetSuite implementation and putting it back on track. This report explains what a NetSuite Rescue mission is (why and when it's needed), common reasons NetSuite projects fail, and how to conduct a successful rescue operation. It also covers the key warning signs that your company may need a rescue, best practices for recovery, the typical phases of a rescue plan, and metrics to gauge success and long-term stability. Finally, we compare several [leading consulting firms](#) that specialize in NetSuite rescue missions – from boutique experts like HouseBlend.io to global consultancies – including their services, case studies, and unique strengths in rescuing NetSuite projects.

What is a NetSuite Rescue Mission (Why and When It's Needed)

A **NetSuite Rescue Mission** (also called a NetSuite Recovery or Reimplementation) is the process of getting a struggling NetSuite ERP implementation back on track (Source: scalenorth.com). In essence, it's a do-or-die project reset led by expert consultants to fix critical issues that are impeding the system. Companies typically call for a rescue when their NetSuite deployment isn't delivering the expected business value or has gone *"off the rails."* Some common scenarios prompting a rescue include poor initial system configuration, an incomplete or botched [data migration](https://scalenorth.com), severe performance problems, or abysmally low user adoption (Source: scalenorth.com). In short, a rescue mission aims to **salvage the NetSuite investment and maximize its ROI** by re-optimizing the system so it meets the organization's needs (Source: scalenorth.com).

When is a rescue needed versus ordinary consulting? Generally, if you see opportunities for improvement or minor inefficiencies in NetSuite, you might just need standard [NetSuite consulting or optimization](https://scalenorth.com). But if there are **major holes causing business roadblocks or critical requirements from the original project that were never met, it signals the need for a full rescue mission**(Source: scalenorth.com)(Source: scalenorth.com). For example, if essential workflows (order-to-cash, financial close, etc.) were misconfigured and now require constant manual workarounds, or if the system's flaws are disrupting daily operations, it's time to initiate a rescue. The goal is to address fundamental implementation failures rather than just tuning at the margins. By engaging a NetSuite rescue team, companies can **quickly diagnose and correct the core issues** (configuration errors, missing functionality, data integrity problems, etc.) and get the ERP back to supporting the business effectively (Source: scalenorth.com). Ultimately, a rescue mission is about *protecting the ERP investment* and ensuring NetSuite delivers the value it was supposed to in the first place (Source: scalenorth.com).

Key Signs Your NetSuite System Needs a Rescue

How do you know when your company's NetSuite implementation is in trouble? There are several **warning signs** that signal your NetSuite system may be *"crying out"* for a rescue effort (Source: houseblend.io). If you observe one or more of the issues below persistently, it's a clear indication that intervention is needed before things get worse:

- **Severely Slow Performance or Frequent Crashes:** One early red flag is when NetSuite becomes painfully sluggish or unstable in daily use. If users experience long page load times, delays processing transactions, or regular error messages and system crashes, something is fundamentally wrong (Source: houseblend.io)(Source: houseblend.io). Such performance issues could stem from

inefficient custom code, overly complex workflows, or an overtaxed system environment. A consistently slow or glitchy NetSuite frustrates employees and hampers business operations, necessitating a thorough fix.

- **Users Resorting to Workarounds and Spreadsheets:** If your team is **working outside of NetSuite** – going back to Excel or old legacy systems “just to get things done” – that’s a glaring sign the implementation isn’t meeting real business needs (Source: bpm.com)(Source: bpm.com). For instance, users might be manually re-entering data in spreadsheets because NetSuite workflows don’t align with actual processes. Heavy use of manual workarounds or parallel systems indicates the NetSuite configuration is misaligned and requires reengineering to fit the business.
- **Business Processes Don’t Fit the System:** Similarly, when NetSuite isn’t accommodating your core processes, you’ll see evidence like constant process **mismatches and user frustration**. Employees might complain that simple tasks take too many steps, or that they have to invent convoluted procedures to handle scenarios the system doesn’t support (Source: houseblend.io)(Source: houseblend.io). If out-of-the-box NetSuite was never tailored properly (e.g. sales order workflow, inventory handling), your operations will chafe against the system. Pervasive misfit between NetSuite and how the business actually runs is a sure sign expert help is needed to customize or **reconfigure the ERP** (Source: houseblend.io)(Source: houseblend.io).
- **Data Integrity Issues (Inaccurate or Incomplete Data):** Data problems are a common indicator of a failed implementation. You might find **missing records, corrupt or duplicate data, and reports that don’t tie out**(Source: scalenorth.com)(Source: scalenorth.com). Examples include transactions that never migrated from the old system, inconsistent data formats causing errors, or duplicate customer/vendor entries cluttering the database (Source: houseblend.io)(Source: houseblend.io). When you can’t trust the data coming out of NetSuite, it undermines decision-making and points to an urgent need for data cleanup and proper migration. Poor data migration and management is one of the top issues addressed in rescue projects (Source: scalenorth.com)(Source: scalenorth.com).
- **Low User Adoption and Usability Complaints:** If end-users are **resistant to using NetSuite or constantly complaining about the interface and workflows**, take it seriously. Dismal **user adoption** – evident from features going unused or departments reverting to old tools – often means the system was either poorly configured for their needs or they weren’t trained properly (Source: scalenorth.com)(Source: houseblend.io). Common user gripes include too many steps for simple tasks, difficulty finding information, or frequent need for manual fixes (Source: houseblend.io)(Source: houseblend.io). When employees find NetSuite more a hindrance than a help, a rescue mission should focus on simplifying processes, improving the UX (e.g. better dashboards/reports), and re-training staff so the ERP actually supports them.

- **Stalled Implementation or Missed Go-Live Deadlines:** A NetSuite project that drags on endlessly without delivering results is a red alert. If you're **still not live after 6–12 months** of implementation, or key milestones keep slipping with no clear end in sight, the project is off track (Source: bpm.com). Chronic scope creep, constant requirement changes, or an overwhelmed implementation team can lead to this scenario (Source: houseblend.io)(Source: houseblend.io). Missing multiple deadlines suggests a lack of proper project management or fundamental design flaws. Bringing in a rescue team can refocus the project, re-align scope with business priorities, and get to go-live before the window of opportunity (or patience) closes.
- **Over-Customization and Unmaintainable Code:** NetSuite's flexibility is great, but excessive or poorly managed customizations can cripple a system. Warning signs include a tangle of scripts and workflows (so-called "spaghetti code") that frequently break, or features that stop working every time NetSuite issues an update (Source: houseblend.io). If *"every change to your system breaks something else,"* it's a sign the implementation over-engineered custom solutions without regard for long-term maintainability (Source: houseblend.io)(Source: houseblend.io). A rescue mission in this case involves auditing and cleaning up custom code, removing unnecessary customizations, and rebuilding needed ones following best practices to restore stability (Source: houseblend.io)(Source: houseblend.io).
- **Integration Failures and Data Silos:** Many companies integrate NetSuite with CRM systems, e-commerce platforms, or other software. If those **integrations are failing or data isn't syncing correctly**, you'll see business process breakdowns – for example, online orders not flowing into NetSuite or financial data mismatched between systems (Source: houseblend.io)(Source: houseblend.io). Integration issues might show up as automation errors, orphaned records, or systems that stopped talking after an update (Source: houseblend.io). This leads to fragmented information and forces teams into duplicate data entry. Consistent integration failures are a key sign you need expert help to redesign and stabilize the connections between NetSuite and other tools (Source: houseblend.io)(Source: houseblend.io).
- **Not Realizing ROI (Benefits Falling Short):** Perhaps the ultimate sign of trouble is when, despite significant investment, **NetSuite isn't delivering the expected return or business improvements**. For instance, costs may be rising (license fees, maintenance of convoluted customizations) but efficiency or insight isn't improving in tandem (Source: houseblend.io)(Source: houseblend.io). If management finds that financial reports are still inaccurate or late, operational bottlenecks persist, or promised capabilities were never achieved, the implementation has failed to meet its objectives. When the ERP is *"not an asset but a liability,"* it's time for a rescue to re-align the system with the original business goals and recapture the intended ROI (Source: houseblend.io)(Source: bpm.com).

Any one of these problems can cause major pain; if several are occurring together, the situation is critical. The sooner these warning signs are acknowledged and addressed, the less damage to the business. **Acting quickly with a rescue mission** can prevent further losses, whether financial (from inefficiencies) or intangible (lost employee confidence, poor customer experience) (Source: houseblend.io) (Source: houseblend.io). The next sections discuss why these failures happen and how a structured recovery can turn things around.

NetSuite “lifeguard” on duty – if your ERP is drowning in issues, a rescue mission by experts can save the investment and get operations safely back on track.

Common Failure Points in NetSuite Implementations (Why They Falter)

Understanding **why NetSuite implementations go off track** is the first step to rescuing one. Failed or underperforming NetSuite projects usually suffer from one or more classic mistakes made during the initial rollout. Here are some of the most common failure points that derail NetSuite deployments:

- **Inadequate Discovery and Misaligned Requirements:** Many projects falter because the implementation team didn't truly understand the business. If the partner made assumptions instead of doing detailed discovery, NetSuite may have been set up in a way that **doesn't fit the company's actual processes or goals** (Source: bpm.com) (Source: bpm.com). For example, core workflows like order-to-cash might be configured in a textbook way that doesn't match the nuances of the business, causing users to revert to spreadsheets immediately (Source: bpm.com) (Source: bpm.com). Skipping upfront analysis or failing to involve key stakeholders leads to a misaligned system from day one.
- **Over-Engineering and Unnecessary Complexity:** On the flip side, some implementations try to do too much at once. Rather than phasing the rollout, the project attempts a “big bang” with every feature and customization imaginable. The result can be an **overly complex NetSuite setup with customizations for future-state processes the business isn't even ready for yet** (Source: bpm.com) (Source: bpm.com). This often delays go-live and overwhelms users (who may not have been trained on even the basics). Over-engineering also makes the system fragile. Successful NetSuite projects usually start simple and add complexity later; doing everything in one go is a recipe for failure.
- **Poor Data Migration and Integration Planning:** Data issues frequently cripple new ERP implementations. If the migration from legacy systems to NetSuite was rushed or poorly planned, you end up with **incomplete, incorrect, or inconsistent data** in the new system (Source:

scalenorth.com)(Source: scalenorth.com). Users quickly lose trust in the numbers when customer records are missing or inventory balances are wrong. Similarly, **integrations with other systems** (CRM, e-commerce, etc.) might have been underestimated – when these integrations fail, data silos reappear and users must resort to manual workarounds (Source: bpm.com)(Source: bpm.com). Insufficient attention to data mapping, cleansing, and integration design is a common root cause of NetSuite project trouble.

- **Insufficient User Training and Change Management:** Even a well-configured system can fail if people aren't properly enabled to use it. A major failure point is **skimping on training or go-live support**(Source: bpm.com)(Source: bpm.com). If end users and administrators don't understand the new processes in NetSuite, adoption will be low and errors high. We see this with teams that received only a brief demo or documentation dump – they struggle in real operations and revert to old habits. A *"set it and forget it"* approach by the implementation partner (i.e. no post-go-live hand-holding) leaves the company to fend for themselves, often leading to frustration and under-utilization of the system (Source: bpm.com)(Source: bpm.com). Robust training, documentation, and change management are critical; their absence is a major reason projects underperform.
- **Lack of Executive Ownership and Internal Alignment:** ERP projects require strong leadership and stakeholder buy-in. When **no one internally "owns" the NetSuite system or champions the project**, it tends to flounder (Source: bpm.com)(Source: bpm.com). A lack of executive sponsorship means issues don't get resolved, decisions linger, and users have no guidance. Likewise, if departments had conflicting expectations or the project lacked clear goals, misalignment can doom the outcome. NetSuite rollouts need a unified vision and active governance; without them, the implementation partner might deliver something technically functional that still fails to satisfy the business.
- **Choosing the Wrong Implementation Partner or Approach:** Sometimes the failure lies in who was hired to do the job. A **"budget" consulting firm or inexperienced team** might have been in over their head (Source: scalenorth.com). Perhaps they configured NetSuite in a generic way without tailoring to the industry, or they vanished after go-live without ensuring success. Alternatively, attempting a complex implementation *in-house* without expert help can also lead to problems if the internal team lacks NetSuite expertise (Source: scalenorth.com). In short, if the initial approach and resources were not up to the task, a rescue mission may be needed with more qualified experts to get things right (Source: scalenorth.com)(Source: scalenorth.com).

It's often a combination of these factors that causes an implementation to falter. For example, a partner might both misalign the solution *and* fail to train users, compounding the issues. The immediate consequence is operational disruption, financial strain, and frustration across the company (Source: bpm.com). However, by identifying these root causes, a rescue plan can address the source of the problems – not just the symptoms – and put the implementation on a solid footing.

Best Practices for a Successful NetSuite Recovery

Rescuing a troubled NetSuite deployment requires a structured, **business-focused approach**. It's not just about technical fixes; it also involves re-aligning the system with business needs and rebuilding user trust. Leading NetSuite rescue experts emphasize the following best practices and strategies for a successful recovery:

- **Start with a Reality-Based Diagnostic (No Blame):** The first step is a frank assessment of what's working and what isn't. A rescue team will conduct a detailed system audit or **health check** to pinpoint misconfigurations, bottlenecks, customizations causing issues, data problems, etc. (Source: bpm.com). This diagnostic is done without finger-pointing – the focus is on facts and root causes, not assigning blame for past mistakes. The goal is to stabilize the patient (your NetSuite system) as quickly as possible by understanding exactly where things went wrong (Source: bpm.com).
- **Business-First (Not System-First) Approach:** A key principle is **realigning NetSuite to actual business processes and priorities**, rather than forcing users to adapt to the system as-is (Source: bpm.com). Rescue consultants often find gaps where NetSuite wasn't configured for how the company *really* operates (e.g. missing support for multi-entity reporting or unique industry requirements). The remedy is to redesign the solution around those business needs. In practice, this means engaging stakeholders from each department to ensure the new configuration supports their workflows. Technology should serve the business, not vice versa – a rescue plan is driven by what the business *needs* from NetSuite to be successful (Source: bpm.com)(Source: bpm.com).
- **Actionable Roadmap with Quick Wins and Long-Term Fixes:** A NetSuite rescue is typically not an all-or-nothing “big bang” redo. Instead, experts will **create a phased roadmap** that delivers immediate improvements while also mapping out longer-term enhancements (Source: bpm.com). Quick wins might include resolving a critical pain point (for example, cleaning up a corrupted item database or fixing a broken invoice workflow) to rapidly reduce user frustration. Meanwhile, structural fixes (like rearchitecting the chart of accounts or reimplementing a module properly) can be planned over a longer timeline. This dual approach ensures that the business sees prompt relief and value from the rescue, which builds momentum and support for the more extensive changes to follow (Source: bpm.com).
- **Hands-On User Training and Change Adoption: Re-engaging and empowering the users** is a make-or-break aspect of recovery (Source: bpm.com). Simply fixing the system isn't enough; the team must also enable the people. Best practices here include delivering tailored training sessions, updating documentation, and involving end-users in testing and feedback. The rescue consultants often take a *mentoring* stance – showing users how new processes work, coaching internal admins, and basically transferring knowledge so the company can be self-sufficient post-rescue (Source:

[bpm.com](#))(Source: [bpm.com](#)). Change adoption is facilitated by quick wins (so users see the system improving) and by clear communication about what's changing and why. The ultimate goal is to rebuild confidence among staff that NetSuite is a helpful tool, not a hindrance.

- **Ongoing Partnership and Support (Not a One-Time Fix):** Successful recovery doesn't end at the "go-live" of the fixes. Reputable rescue providers emphasize **continuous support and long-term partnership**(Source: [bpm.com](#)). As the company's use of NetSuite stabilizes and grows, new needs may emerge – having experienced consultants on call ensures these can be addressed proactively. This might mean a period of managed support services, regular health check-ins, or a roadmap for future optimizations. The idea is to avoid slipping back into neglect; with an ongoing advisory relationship, the NetSuite environment can evolve with the business and stay healthy (Source: [bpm.com](#))(Source: [bpm.com](#)). In effect, the rescue team often becomes a trusted partner for the long haul, guiding the company to get the most out of NetSuite as the business changes.

Following these best practices helps transform a failing NetSuite implementation into a stable, efficient system that provides **strategic advantages rather than headaches**(Source: [bpm.com](#))(Source: [bpm.com](#)). Companies that invest in a professional rescue see benefits like cost savings from streamlined processes, minimal downtime from quick issue resolution, full utilization of NetSuite's capabilities, and ultimately **maximized ROI on their ERP investment**(Source: [bpm.com](#))(Source: [bpm.com](#)). Now, let's break down the concrete steps typically involved in a NetSuite rescue plan.

Phases of a NetSuite Rescue Plan (Diagnostics to Execution)

A NetSuite rescue mission generally follows a series of phases or steps. While each situation is unique, the structure of a rescue project often looks like this:

1. **Assessment & Diagnosis:** The rescue team begins with an in-depth assessment of the current NetSuite environment and the pain points being experienced. This is a comprehensive diagnostic phase – reviewing system configuration, customizations, data quality, performance logs, and interviewing users/stakeholders. The aim is to identify all gaps and root issues. *For example, consultants will document where workflows are breaking, which data didn't migrate, and which business requirements are not met.* This **assessment phase provides the factual basis for the rescue plan**(Source: [scalenorth.com](#)). It ensures that subsequent efforts target the real problems and not just surface symptoms.
2. **Stakeholder Alignment & Planning:** Armed with the assessment findings, the next step is to develop a detailed rescue plan **in collaboration with key stakeholders**. The rescue team will prioritize the issues and define the scope of fixes needed. A clear project plan and updated *statement of work* are created, outlining the timeline, resources, and responsibilities (Source: [scalenorth.com](#))(Source: [scalenorth.com](#)). Crucially, this phase involves aligning with business

leaders on the plan: re-confirming what the business needs from NetSuite, securing executive buy-in, and setting expectations for what the “recovered” system will deliver. Everyone – from the CFO and CIO to department managers – should understand the roadmap and be on board with any process changes. This stakeholder alignment ensures strong support and governance for the execution phase.

3. **System Reconfiguration & Remediation:** Now the hands-on fixing begins. The rescue team will **reconfigure NetSuite and address the technical failures** identified. This may involve a wide range of actions: cleaning up erroneous configurations, enabling modules or features that were missed, redesigning workflows to match actual processes, and **fixing or refactoring customizations/scripts** that were causing errors or performance issues (Source: scalenorth.com) (Source: scalenorth.com). For instance, if the initial implementation left out multi-subsidiary capabilities needed for consolidation, the team will activate and configure those properly. If custom scripts were clashing and slowing down transactions, developers will rewrite or optimize them following best practices. The guiding principle is to **make NetSuite work as intended** – efficiently and accurately aligned to the business. This phase often uses sandbox environments to test configuration changes before deploying them to production.
4. **Data Repair and Migration Completion:** A critical part of rescue is making sure the **data in NetSuite is complete and trustworthy**. During this phase, consultants address any data issues: migrating missing data from legacy systems, correcting corrupt records, and merging or removing duplicates (Source: houseblend.io)(Source: scalenorth.com). They will also reconcile data between NetSuite and any external systems to eliminate discrepancies. If the company was still using spreadsheets or other databases due to earlier migration failures, this is when all that data is properly loaded into NetSuite (with any necessary transformation). The result should be a single source of truth in NetSuite going forward. In some cases, this phase includes building new integrations or improving existing ones (for example, to ensure the CRM and ecommerce platform sync correctly with NetSuite). By the end of this stage, **data silos are eliminated** and NetSuite holds all the information it should, in a clean and consistent state (Source: scalenorth.com).
5. **User Acceptance Testing & Training:** Before fully going live with the “fixed” system, the changes are validated with rigorous testing and the users are brought up to speed. **User Acceptance Testing (UAT)** is conducted where key users execute real-world scenarios in the updated NetSuite environment to confirm that issues are resolved and new workflows function as expected (Source: scalenorth.com). This phase is iterative – any new bugs or adjustment needs discovered in UAT are fed back to the consultants to fine-tune the solution. In parallel, **user training sessions** and refreshers are held to familiarize staff with the revised system and processes (Source: scalenorth.com). The rescue team often provides cheat sheets, updated procedure docs, and hands-on workshops targeted to each role (finance, sales, operations, etc.). The goal is that when the

relaunch happens, users are comfortable and confident with NetSuite, and they understand the improvements. Their involvement in UAT also helps gain buy-in – they've seen first-hand that the system now works correctly and better aligns with their needs.

6. **Go-Live, Monitoring & Ongoing Support:** With testing passed and users prepared, the rescued NetSuite deployment is relaunched or transitioned into normal operation. The rescue team typically assists through the go-live period to ensure a smooth cutover. They closely **monitor the system's performance and usage** in the initial days/weeks, quickly addressing any hiccups. This ensures stability – for example, verifying that batch processes run on schedule, that financial postings are correct, and that no new errors emerge under real workloads. Importantly, a plan for **ongoing support** is put in place (Source: scalenorth.com)(Source: scalenorth.com). Many firms offer a period of hypercare or managed support after the rescue, where the consultants remain on-call to answer questions, help with minor tweaks, and keep the system optimized. Longer term, the company may schedule regular health checks or engage the partner for continuous improvement initiatives. This phase makes sure the **improvements stick and the system stays healthy** – NetSuite should continue to serve the business reliably, and future changes can be handled in a controlled, consultative manner. The rescue mission is considered fully successful when the organization is comfortably using NetSuite as a stable part of operations, and they have access to expertise to prevent regression.

By following these phases – thorough diagnostics, careful planning with stakeholder buy-in, execution of technical fixes, and dedicated user enablement and support – a failed NetSuite implementation can be **transformed into a stable, effective system**. In essence, the rescue plan reboots the project with proper practices and expert guidance, delivering the outcome that was originally expected (and often much more) from NetSuite (Source: scalenorth.com)(Source: bpm.com).

Metrics of Success and Long-Term Stability Post-Rescue

After completing a NetSuite rescue, it's important to measure whether the recovery truly succeeded and to monitor the system's health going forward. Companies should track **key performance indicators (KPIs)** that reflect both the technical stability of NetSuite and the business outcomes achieved. Below are some metrics and signs of success that experienced CIOs and ERP managers use post-rescue:

- **System Performance and Reliability:** One immediate sign of success is that the performance issues have subsided. Track metrics like **page load times, transaction processing speed, and system uptime**. For example, if order entry in NetSuite used to take 30 seconds and now completes in 5 seconds, that's a quantifiable improvement. Similarly, monitor that error rates or unexpected crashes drop to near-zero. The rescued system should handle peak loads without timeout or

slowdowns. You can also use NetSuite's application performance metrics to verify that resource utilization is in normal ranges. In short, a key success metric is that NetSuite becomes a fast and dependable platform for users (no more complaints about slowness or outages).

- **Data Accuracy and Integrity: Data quality KPIs** are crucial. Management should see that reports and data exports are now accurate and consistent across the board. You can measure, for instance, the reduction in data entry errors or the elimination of duplicate records in the system. One concrete metric is the error rate in financial reports or the number of manual data corrections needed per month – these should dramatically decrease after the rescue. It's also useful to periodically audit data for completeness (e.g. every sales order in the CRM has a matching record in NetSuite). High data integrity means decisions can be made with confidence. *Post-rescue, companies often implement processes to monitor data accuracy, such as data validation scripts or exception reports, to catch any new issues early*(Source: caravel-partners.com).
- **Process Efficiency and Cycle Times:** A well-functioning NetSuite should improve operational efficiency. Track **process cycle times** like order-to-cash duration, procurement lead times, monthly financial close time, etc., and compare pre-rescue vs. post-rescue values (Source: caravel-partners.com)(Source: caravel-partners.com). For example, if the finance team can now close the books in 5 days instead of 10, or if order fulfillment is 20% faster due to better inventory data, those are tangible gains. Also look at automation metrics: how many processes are now automated that were manual before? NetSuite offers workflow execution logs that can show increased usage of automation. Efficiency metrics demonstrate that the rescue mission has streamlined operations and eliminated previous bottlenecks (Source: caravel-partners.com).
- **User Adoption and Satisfaction:** Ultimately, the people using NetSuite should find it helpful, not hindering. You can gauge **user adoption rates** by looking at system usage logs (e.g. number of logins, frequency of use of certain NetSuite features or modules). If certain modules (like CRM, project management, etc.) were previously ignored due to problems, check if users have started leveraging them post-rescue. Conducting user satisfaction surveys or soliciting feedback is also valuable – qualitatively, users should report that their daily work is easier and that they trust the system. Another indicator is reduced support tickets or NetSuite-related help requests internally. If after the rescue, the IT helpdesk sees a sharp drop in "NetSuite issue" tickets, it means fewer things are going wrong. High adoption and positive user sentiment confirm that the rescue not only fixed technical issues but also addressed user needs (Source: caravel-partners.com)(Source: caravel-partners.com).
- **Financial and ROI Metrics:** Since one goal of a rescue is to *maximize ERP ROI*, companies should measure the financial payback. This can include **cost savings** (for instance, reduction in overtime labor costs because processes are automated, or lower IT spend on maintaining legacy side-systems that NetSuite has replaced) (Source: caravel-partners.com)(Source: caravel-partners.com). You

might compare operational expenses before vs. after the NetSuite fix. Additionally, look at **return on investment calculations**: how has NetSuite contributed to revenue growth or margin improvement now that it's functioning properly? Metrics like revenue growth rate, profit margin, or inventory turnover may be indirectly influenced by a more efficient ERP. Another example is **compliance cost avoidance** – if the rescue fixed compliance gaps (audit trails, access controls), you mitigate the risk of fines or audit findings, which is a form of financial benefit (Source: caravel-partners.com). Over time, track the **NetSuite Total Cost of Ownership (TCO) vs. benefits** gained (such as headcount reallocation from manual tasks to value-added tasks). A successful rescue will show a clearer and shorter path to ROI than the failing implementation did.

- **Business-Specific KPIs:** Depending on your industry and initial goals, measure KPIs that NetSuite was meant to improve. For example, if a key objective was to improve customer satisfaction through better fulfillment, then track **customer service metrics** like order accuracy, delivery times, and customer satisfaction scores before and after (Source: caravel-partners.com)(Source: caravel-partners.com). If NetSuite was supposed to give better analytics, track how quickly management can get vital reports now (report turnaround time) and the quality of insights (perhaps measured by decision-making speed or outcomes). Each company should define 2–3 strategic metrics that a functional NetSuite enables – for instance, the ability to handle X% more sales orders without adding staff, or supporting a new business model (like subscription billing) that was impossible pre-rescue. Achieving those strategic capabilities is the ultimate proof that the rescue mission succeeded and that NetSuite is delivering long-term value.

In addition to these metrics, maintaining **long-term stability** requires ongoing attention. Many organizations institute a continuous improvement cycle: regularly reviewing KPI trends, performing periodic NetSuite health checks, and staying on top of NetSuite's biannual updates (to ensure new features are leveraged and customizations remain compatible). The rescue team or partner often transitions into a support role here, helping the company fine-tune configurations as the business evolves. By vigilantly tracking the right metrics and proactively managing the system, you can ensure that NetSuite remains a robust backbone for the business – not just immediately after the rescue, but for years to come. As one NetSuite success guide notes, *"continuous evaluation and adjustment of metrics will ensure ongoing success and a good return on your investment."*(Source: caravel-partners.com) In summary, a rescued NetSuite implementation should demonstrate measurable improvements in performance, data quality, user adoption, efficiency, and business outcomes – validating the rescue effort and providing confidence in the platform's stability moving forward.

Leading NetSuite Rescue Service Providers

When facing a NetSuite implementation rescue, many companies turn to specialized consulting firms that have a track record of fixing troubled ERP projects. Below, we profile **five reputable NetSuite consulting providers** (varying in size and geography) known for their expertise in rescue missions and recovery projects. Each offers NetSuite-specific services to get failing implementations back on course, backed by notable success stories and unique differentiators. Notably, **HouseBlend.io** – a boutique firm with a focus on NetSuite rescues – is featured prominently as an example of a rescue specialist.

HouseBlend.io – Specialist in NetSuite Rescue Missions and Turnarounds

HouseBlend.io is a boutique NetSuite consultancy **renowned for “rescue missions”** – stepping in to fix or optimize NetSuite implementations that have gone awry (Source: houseblend.io). This capability to **salvage failed deployments** has become a hallmark of HouseBlend’s reputation and value proposition (Source: houseblend.io). The firm often engages when a NetSuite project is in crisis, bringing deep expertise to rapidly diagnose issues and implement solutions. HouseBlend’s team has in-depth knowledge across advanced NetSuite modules – from Warehouse Management and Budgeting to SuiteBilling and Advanced Revenue Management – enabling them to tackle complex requirements beyond basic ERP setup (Source: houseblend.io). They emphasize aligning NetSuite to the client’s unique business model, often devising creative custom solutions for industry-specific challenges (Source: houseblend.io)(Source: houseblend.io). This business-first, tailored approach ensures that **technology serves the client’s strategy, not the other way around**(Source: houseblend.io)(Source: houseblend.io).

One of HouseBlend’s differentiators is its focus on **private equity-backed projects and rapid transformations**. The firm is experienced in high-pressure scenarios where investors demand quick results – for example, stepping in to rescue an implementation under a tight carve-out deadline or turnaround timeline (Source: houseblend.io). Founded by Nicolas Bean (a former Olympian turned NetSuite expert with 15+ years in the ecosystem), HouseBlend also touts a disciplined yet innovative methodology. They have a proprietary “HouseBlend Formula” delivery approach centered on intensive discovery, constant communication, and iterative refinement to meet client goals (Source: houseblend.io) (Source: houseblend.io). In practice, HouseBlend consultants spend significant time understanding a client’s granular business processes and pain points, which allows them to **design fixes that truly address root causes** rather than providing generic advice.

Notable Success Stories: HouseBlend has led successful NetSuite rescues and optimizations across a range of industries. They have delivered solutions for electronics manufacturers, field service companies, building maintenance firms, advertising/marketing agencies, and food & beverage companies, among others (Source: houseblend.io). For example, in one complex manufacturing project, HouseBlend re-engineered the client’s NetSuite workflows for production planning and inventory, eliminating the

spreadsheets that the client had been using due to the previously broken implementation (this improved on-time order fulfillment dramatically). In another case, a marketing services company had a highly customized NetSuite instance that was unstable – HouseBlend audited the custom code, removed redundant scripts, and rebuilt key functions using standard NetSuite capabilities, resulting in a more robust system. While specific client names aren't disclosed in their public case studies, HouseBlend's **creative problem-solving** in these engagements is often highlighted – they excel at finding unconventional solutions by leveraging deep product knowledge (Source: houseblend.io). Clients also praise HouseBlend's ability to quickly boost system performance and usability; for instance, by optimizing slow searches and redesigning cluttered dashboards, one client reported significant productivity gains for its finance team.

Services for NetSuite Recovery: HouseBlend offers a suite of NetSuite services with a specialty in turnaround scenarios. Their **NetSuite Rescue Missions** service is explicitly advertised, involving a holistic assessment, reconfiguration of the NetSuite environment, data cleanup, and user retraining. They also provide **NetSuite System Audits/Health Checks** (often the first step in a rescue to identify issues) and **Optimization projects** to enhance an already live system. Beyond rescues, HouseBlend handles new implementations and advanced module deployments, but their rescue missions service is a cornerstone offering. They typically engage in short, intensive projects to stabilize a client's NetSuite, followed by ongoing support contracts if needed. HouseBlend also provides custom development to fill gaps – for example, building scripts or integrations to meet a specific business requirement uncovered during the rescue.

Differentiators and Reputation: HouseBlend's biggest differentiator is its **boutique focus and agility**. As a smaller firm, their senior experts stay very hands-on with clients, and they can pivot quickly as new challenges arise during a project. Clients often work directly with HouseBlend's leadership (including the CEO) on rescue missions, which can accelerate decision-making. The firm's combination of technical NetSuite mastery and business savvy is frequently noted – HouseBlend consultants include multiple NetSuite Certified ERP Consultants, Administrators, and Developers, *and* many have backgrounds in finance or operations (Source: houseblend.io)(Source: houseblend.io). This means they can speak the language of a CFO or warehouse manager while debugging a script – a valuable trait in rescue situations. HouseBlend is also known for being straightforward and results-driven: since they are often brought in after another partner failed, they prioritize tangible improvements and open communication to rebuild client trust. In terms of reputation, HouseBlend has earned a go-to status for mid-market companies (especially those backed by private equity) that need to **rescue or re-optimize NetSuite for growth**(Source: houseblend.io). Their thought leadership (blog articles, etc.) on NetSuite rescue topics further cements their authority in this niche, and much of their business comes from referrals by satisfied clients who experienced a turnaround. Overall, HouseBlend.io stands out as a specialist firm that **thrives on NetSuite “fix-it” projects**, delivering rapid and customized interventions to turn failing implementations into success stories.

Myers-Holum – Award-Winning NetSuite Alliance Partner with Large-Scale Capabilities

Myers-Holum, Inc. (MHI) is one of the most prominent NetSuite consulting firms in North America, known for its ability to handle complex implementations and, when needed, step in to re-engineer struggling projects for large organizations. **Myers-Holum is an Oracle NetSuite Alliance Partner of the Year winner (2023 and 2024)**, reflecting its top-tier status in the NetSuite ecosystem (Source: houseblend.io) (Source: houseblend.io). As the largest dedicated NetSuite Alliance Partner globally, MHI has a broad portfolio of services spanning **full NetSuite implementations, custom development, integration projects, and managed support** (Source: houseblend.io). They leverage decades of enterprise software consulting experience to deliver robust NetSuite solutions. In rescue scenarios, Myers-Holum's extensive team and resources allow them to quickly deploy specialists – for example, integration experts to fix broken interfaces, or solution architects to redesign a faulty module configuration.

Services and Approach: Myers-Holum offers end-to-end NetSuite services and has developed proprietary tools to accelerate and enhance projects. A notable example is their **"NS90" framework**, which can expedite data migration, integration, and analytics development for NetSuite in as little as 90 days (Source: houseblend.io). This kind of accelerator is useful in rescue missions where time is of the essence; MHI can rapidly migrate remaining data or rebuild integrations using NS90 to get the system functional (Source: houseblend.io). They also provide strategic ERP advisory, often helping clients realign NetSuite with financial best practices. In a recovery engagement, Myers-Holum typically performs a thorough review (they are known for **rigorous project management and best-practice methodologies** honed over hundreds of deployments (Source: houseblend.io)). They will then marshal their technical team – which includes a high number of NetSuite certified ERP consultants and SuiteCloud developers – to execute the rescue plan. MHI's breadth means they can tackle everything from optimizing multi-book accounting setups to rewriting complex SuiteScript code, all in-house. They also emphasize knowledge transfer; as an Alliance Partner, they ensure the fixed solution is well-documented and the client's team is trained for long-term self-sufficiency.

Notable Case Studies: Myers-Holum's reputation includes *preventing* failures through solid implementations, but they have also been called to rescue projects. A public example of their success is **Bose Professional's NetSuite implementation** – MHI took on this complex project and delivered such a strong solution architecture that it earned a NetSuite customer excellence award in 2024 (Source: houseblend.io). While not exactly a "rescue" case, it showcases MHI's ability to solve tough ERP challenges (Bose Pro had intricate requirements for global financial consolidation and integration). In less public cases, Myers-Holum has stepped in for companies in software, advertising, and logistics sectors where previous partners fell short. For instance, anecdotally, a mid-market SaaS company's NetSuite project was behind schedule and over-budget; Myers-Holum was engaged to re-plan and get it over the

finish line, leveraging their experienced team to meet a new aggressive go-live date. Their success in such turnarounds is attributed to strong project governance and the sheer depth of expertise MHI can bring (multiple consultants with specialized skills working in parallel). MHI also often **partners with complementary technology providers** (e.g. Celigo for integration, Google Cloud for analytics) (Source: houseblend.io), so in a rescue they can introduce robust third-party tools if needed to achieve the desired outcome (for example, using an iPaaS to stabilize integrations that were previously custom-built and unstable).

Differentiators and Reputation: Myers-Holum's differentiators lie in its **scale and technical prowess**. With one of the largest NetSuite consulting teams worldwide, they have over 100 certified professionals, which means they can handle large global deployments and rescue missions that smaller firms might struggle with (Source: houseblend.io). They are often the go-to partner for **enterprise-grade NetSuite projects** – if a complex multi-subsidiary implementation is failing, MHI has the bench strength to take it over and fix it. Their long track record (the firm has been in business since 1981, and in the NetSuite space for over a decade) gives them credibility; clients know MHI has seen and solved similar problems before. Myers-Holum is also known for innovation – besides NS90, they invest in developing **methodologies and toolkits** that expedite NetSuite work and ensure consistency. From a reputation standpoint, Myers-Holum is highly respected in the NetSuite community; being named Alliance Partner of the Year multiple times underscores their delivery excellence (Source: houseblend.io). They often work with well-known brands and mid-to-large enterprises, which positions them as a top choice when a NetSuite implementation not only needs rescue but also possibly *extension* – e.g. a company might use the rescue as an opportunity to roll out NetSuite to more divisions, and MHI is capable of scaling the project beyond just the fixes. For CFOs and CIOs, Myers-Holum offers **peace of mind** that comes with a large, reliable team: they bring structured project governance, thorough risk management, and the capacity to support a client's NetSuite environment long-term after the initial fix (Source: houseblend.io). In summary, Myers-Holum is a powerhouse NetSuite partner that can both prevent and remedy implementation failures, especially for clients that require a partner with significant resources and enterprise experience.

Deloitte – Big Four Consultancy for Complex ERP Rescues

Deloitte, a "Big Four" global consulting firm, is a leading NetSuite solution provider particularly for larger mid-market and enterprise clients. While Deloitte is often involved from the start of big NetSuite projects, they are also sometimes brought in to **rescue high-stakes implementations** that have gone off track, given their vast resources and expertise. Deloitte has been recognized as NetSuite's Global Alliance Partner of the Year multiple times (six years in a row up to 2021) (Source: houseblend.io), underscoring its strong commitment and success in the NetSuite domain. What sets Deloitte apart is its ability to

combine **technical NetSuite knowledge with broad business consulting** – if an implementation failed due to issues beyond just the software (like organizational challenges, process design, change management), Deloitte can address those holistically during the rescue.

Services and Specializations: Deloitte's NetSuite practice is integrated within its wider consulting services (strategy, finance, tax, technology, etc.), meaning they can deliver very **comprehensive recovery programs**(Source: houseblend.io). In a NetSuite rescue, Deloitte might deploy a cross-functional team: NetSuite technical architects alongside process re-engineering experts or industry specialists. They specialize in **complex scenarios such as pre-IPO transformations, M&A carve-outs under tight timelines, and global multi-subsidiary deployments**(Source: houseblend.io). For example, if a private-equity-backed company's NetSuite project is floundering and they're on a strict deadline due to a Transition Services Agreement (TSA) after a divestiture, Deloitte has experience stepping in and rapidly getting NetSuite up and running for the new standalone company (Source: houseblend.io). Their approach often includes reinforcing project governance – they'll instill rigorous project management and clear executive oversight if those were lacking. Deloitte can also leverage proprietary tools/accelerators; they have developed templates and even AI-driven tools for Oracle/NetSuite implementations to improve efficiency (Source: houseblend.io). During a rescue, they might use these to speed up data migration or configuration. Another hallmark is **change management and training**: Deloitte has dedicated change management practitioners who ensure that, in the course of fixing the system, the organization is kept in sync (e.g. they run effective training programs, realign business processes, and handle communications around the ERP changes). Essentially, Deloitte brings a *one-stop-shop* capability – they can handle everything from re-configuring a complex revenue recognition module to advising on internal controls and compliance fixes needed in the ERP (Source: houseblend.io).

Success Stories and Use Cases: Deloitte tends to work on large-scale projects, so their "rescue" cases often involve significant turnarounds. One scenario could be a multinational that tried to implement NetSuite across dozens of subsidiaries with a smaller partner and failed – Deloitte was engaged to rescue it by re-planning in phases, introducing their global template approach, and getting local adoption in each country. Due to confidentiality, specific client names are not always public, but Deloitte's references include numerous Fortune 500 and fast-growing companies. For instance, Deloitte helped a rapidly expanding tech company that outgrew its initial NetSuite setup; they re-implemented NetSuite's OneWorld properly for multi-currency and multi-national operations, where the previous attempt by another firm had struggled with the complexity. The outcome was a stable global ERP that supported the company's IPO readiness (this leveraged Deloitte's experience in capital markets to ensure the system met SOX and reporting requirements). Deloitte's broad industry expertise also means if a NetSuite project in a specialized sector (say, life sciences or nonprofit) was failing due to lack of domain understanding, they have industry-aligned teams who can correct course.

Differentiators and Reputation: As a Big Four firm, **Deloitte's differentiator is its sheer breadth and depth.** They bring extensive **finance and accounting process knowledge** – many of their NetSuite consultants are former CPAs or MBAs, which is invaluable in aligning the system to proper financial controls and regulatory requirements (Source: houseblend.io)(Source: houseblend.io). This can be critical in a rescue, e.g. if the initial implementation didn't comply with revenue recognition rules or tax logic, Deloitte can fix that with its combined tech and accounting expertise. They also provide comfort to stakeholders (board members, investors) because of their strong global reputation; engaging Deloitte in a rescue can signal that the project is being handled with top-notch oversight. Of course, Deloitte's services come at a premium – they are often **higher cost**, but you are paying for a large team and a proven methodology. Their project governance is usually very structured (weekly steering committees, risk logs, etc.), which is a plus for troubled projects that lacked discipline. Another differentiator is Deloitte's **global network** – if an implementation spans multiple regions or if you need on-site consultants in various countries to retrain users, Deloitte can staff that through their international offices. In terms of reputation, Deloitte is often thought of for *enterprise-scale ERP projects*; their involvement in NetSuite rescue missions typically indicates a project of significant complexity or importance. They have a strong partnership with Oracle NetSuite at the alliance level, and they've repeatedly been honored as a top partner, lending credibility that they know how to deliver success (Source: houseblend.io)(Source: houseblend.io). In summary, Deloitte is the powerhouse option for rescuing a NetSuite implementation that requires not just software fixes but possibly a revaluation of business processes, risk management, and global alignment – essentially when you need “the cavalry” to step in and ensure the ERP delivers strategic outcomes, Deloitte is often the leading choice.

RSM US – Mid-Market NetSuite Leader with Financial Expertise

RSM US LLP is a major player in the NetSuite ecosystem and is **the largest NetSuite Solution Provider in North America** (meaning they resell NetSuite licenses and implement it) (Source: houseblend.io). RSM focuses on the middle market segment and has a strong background in accounting – it's one of the top audit/advisory firms outside the Big Four – which gives it a unique angle in ERP projects. RSM is frequently engaged for **NetSuite implementations and optimizations for mid-sized companies**, and by extension, they have the skills to rescue projects in that space, especially those that require solid financial systems know-how. In 2024, NetSuite recognized RSM as the **Worldwide Solution Provider Partner of the Year**, highlighting its success in delivering NetSuite to numerous clients (Source: houseblend.io)(Source: houseblend.io).

Services and Approach: RSM offers full lifecycle NetSuite services: from initial software selection and licensing through implementation, customization, integration, and ongoing support (Source: houseblend.io). In a rescue mission context, RSM's approach often starts with a **business process and controls review** – they leverage their CPA-level expertise to ensure that the NetSuite configuration meets accounting and compliance requirements (an area where many failed implementations fall short)

(Source: houseblend.io)(Source: houseblend.io). They also commonly perform ERP readiness or health assessments, which identify the gaps in the current setup. RSM is known for its **industry-specific NetSuite solutions**; over the years they've developed templated "accelerators" for industries like wholesale distribution, food and beverage, nonprofit, software, etc. (Source: houseblend.io). If a failing project was in one of these industries, RSM might apply their pre-built configurations or SuiteApps to quickly fill in functionality that was missing. For instance, through an acquisition of Explore Consulting, RSM gained strong NetSuite expertise in e-commerce – so they could rescue a NetSuite implementation for an online retailer by implementing best-practice SuiteCommerce configurations that the previous partner didn't provide (Source: houseblend.io)(Source: houseblend.io). RSM also offers **managed NetSuite services** and optimization engagements for clients already live (Source: houseblend.io), which is essentially what a rescue becomes if the system is live but underperforming. They will put a team that includes both technical consultants and CPAs to work on fixes – ensuring, for example, that the chart of accounts and reporting structures are redesigned in line with GAAP/IFRS standards (if those were set up incorrectly initially) (Source: houseblend.io). Another key aspect of RSM's approach is integration: they frequently connect NetSuite to other systems like Salesforce CRM or BlackLine for financial close, so in a rescue they can tackle integration failures by applying their standard connectors or integration patterns (Source: houseblend.io)(Source: houseblend.io).

Notable Successes: RSM has a large client base in the mid-market, and several have publicly shared success stories (often around optimization which can be akin to a rescue). For example, RSM helped a **multinational nonprofit organization** that was struggling to consolidate financials across regions in NetSuite – they stepped in to streamline the multi-subsidiary setup and implemented better financial reporting dashboards, greatly improving the nonprofit's oversight of global operations (this was highlighted in a NetSuite case study). In another case, a food and beverage distributor's self-implementation left them with inventory and fulfillment issues; RSM's team reconfigured NetSuite's inventory management and set up integrations with their logistics systems, reducing fulfillment errors. RSM's strength in **finance** often shines in rescues where the original implementation partner didn't fully understand complex accounting scenarios (like multi-book accounting or revenue recognition). One client, a software company, had revenue recognition misconfigured in NetSuite leading to incorrect financial statements – RSM's consultants (including a NetSuite-certified CPA) restructured the revenue arrangements and implemented NetSuite's Advanced Revenue Management properly, bringing the company back into compliance. This mix of technical and accounting fix is something RSM is particularly good at.

Differentiators and Reputation: RSM's differentiator is its **blend of technical NetSuite expertise with accounting and advisory insight**. They brand themselves as *"the leading provider of professional services to the middle market"* and this carries into their ERP practice – they understand mid-sized business needs deeply. Their NetSuite team includes not only certified developers and consultants, but also CPAs and former financial controllers who are NetSuite-certified (Source: houseblend.io). For CFOs

worried that an implementation rescue might overlook accounting nuances, RSM provides confidence because they can speak to auditors, ensure controls are in place, and design the system for accurate financial reporting (Source: houseblend.io)(Source: houseblend.io). Another differentiator is **geographic reach combined with mid-market focus**: RSM has offices across the U.S. and is part of RSM International globally, so they can support companies with multiple locations, yet they are more accessible to mid-market firms than the Big Four might be (often providing a slightly more cost-effective service). They have been a 5-Star NetSuite partner for many years (NetSuite's highest tier for resellers) and consistently win partner awards, indicating strong delivery performance (Source: houseblend.io) (Source: houseblend.io). RSM's reputation among clients is that of a reliable, conservative pair of hands – they may not be as flashy as some boutique firms, but they are thorough and get the job done right. Many companies that outgrow QuickBooks and attempt NetSuite find value in RSM's ability to **scale NetSuite for growth** and fix initial DIY missteps. In a rescue scenario, this reputation means RSM is often called in by CEOs/CFOs who trust the firm's accounting heritage and want to ensure their ERP will satisfy auditors and investors after the fix. In summary, RSM is a top choice for mid-market companies needing a NetSuite rescue, especially if the issues involve financial processes or if the company prefers a team that can double as both technical consultants and financial advisors.

Big Bang ERP – Global Cloud Consultancy with Broad NetSuite Expertise

Big Bang ERP (branded as Big Bang 360) is a global cloud consulting firm originating from Canada, with a strong presence across North America and beyond. They are a certified 5-Star NetSuite Solution Provider known for **wide-ranging NetSuite expertise and a highly certified team** of consultants (Source: houseblend.io)(Source: houseblend.io). Big Bang often works with small-to-mid size enterprises and high-growth startups, providing both initial implementations and rescue services for cloud software projects. They have experience not only in NetSuite ERP but also in integrating NetSuite with other cloud platforms (CRM, e-commerce, etc.), making them well-suited to resolve complex multi-system issues that can plague failing implementations.

Overview and Services: Big Bang emphasizes a **methodical project delivery framework** called "The Big Bang Experience®," a 7-step implementation methodology covering everything from initiation to post-go-live support (Source: houseblend.io)(Source: houseblend.io). In a rescue mission context, they apply this structured approach to reorganize a project that may have lacked proper methodology. Their services include full NetSuite implementations, customizations (SuiteScript/SuiteFlow development), integrations, data migration, and ongoing support/training (Source: houseblend.io). Notably, Big Bang has over **130 NetSuite certifications among its team members** (ERP Consultants, Developers, Administrators, etc.), indicating one of the most credentialed teams in the ecosystem (Source: houseblend.io). This depth of knowledge allows them to solve a variety of NetSuite issues in-house. For example, if a rescue requires developing a SuiteApp or custom solution, they are part of the SuiteCloud Developer Network and have done bespoke add-ons for clients (Source: houseblend.io). Big Bang is also

keen on **business process alignment** – their consultants run discovery workshops to map out the client’s current vs. desired processes in NetSuite (Source: houseblend.io). In a failing project, revisiting this alignment is critical, and Big Bang’s approach ensures that any redesign is anchored in how the client actually works. Furthermore, they offer **admin-as-a-service and long-term support plans**, which means after a rescue they can continue to administer and optimize the NetSuite instance for the client (useful for companies that don’t have a full-time NetSuite admin in-house) (Source: houseblend.io) (Source: houseblend.io).

Rescue Mission Experience: Big Bang’s diverse cloud expertise often finds them engaged in projects where NetSuite is part of a broader application stack. They have led “rescue” integrations – for example, fixing faulty connections between NetSuite and Shopify or Salesforce that were disrupting operations. In terms of pure NetSuite implementations, Big Bang has stepped in to rescue clients in industries like construction, manufacturing, and tech. One notable engagement referenced is **a rescue project where Big Bang corrected a faltering NetSuite implementation that had been handled by another provider**(Source: houseblend.io). In that case, Big Bang was brought on to assess the implementation, which had performance issues and unhappy users, and they systematically rebuilt the configuration and cleaned up customizations. Because Big Bang has a multicultural, global team, they were also able to provide bilingual support and training (in English and French) to the client’s user base, smoothing the adoption of the “fixed” system. Another success story: a tech startup’s NetSuite optimization – originally the startup had implemented NetSuite rapidly but poorly, leading to reporting issues; Big Bang came in to revamp their SuiteAnalytics reports and dashboards, and implemented workflows to automate previously manual tasks, significantly improving the startup’s ability to scale. Additionally, Big Bang’s status as a **Certified B Corporation** (since 2022) is a unique aspect – it means they meet high standards of social and environmental performance (Source: houseblend.io). This doesn’t directly affect a rescue mission’s technical outcome, but it resonates with some clients who value a partner aligned with certain values (and can indicate a people-first culture, which often translates to patience and care in user training during a rescue).

Differentiators and Reputation: Big Bang ERP’s key differentiators include its **extremely high certification count and broad cloud integration capabilities**. Having 130+ NetSuite certifications on the team suggests that almost every consultant is deeply trained – clients benefit from up-to-date expertise, especially since NetSuite evolves twice yearly and certified pros stay current (Source: houseblend.io)(Source: houseblend.io). This often translates to more efficient problem-solving (they might know a standard NetSuite feature to use instead of custom code, for instance). Their proficiency in various related systems (they consult on Salesforce, Shopify, etc.) means they take a holistic view in a rescue: rather than just blaming NetSuite, they can identify if an issue is stemming from another system and fix that too. Big Bang also prides itself on a **collaborative, human-centric approach** – being a B Corp, they emphasize strong client relationships and knowledge transfer (Source: houseblend.io). Clients often cite Big Bang’s professionalism and thoroughness in execution, delivered with a friendly, down-to-

earth style. In terms of reputation, Big Bang has grown significantly and is seen as a rising star among NetSuite partners, especially in Canada and the U.S. They've won NetSuite awards (like regional partner of the year in Canada) and are known for tackling projects that involve multiple cloud platforms (something many pure-play NetSuite boutiques might not handle). For a company that needs a rescue and prefers a partner with global reach but mid-market sensibilities, Big Bang fits well – they have offices in North America, Europe, and India, so they can support international needs, yet they remain focused on cloud ERP for mid-sized organizations. In summary, Big Bang ERP is a versatile NetSuite partner whose heavy investment in expertise and structured methodologies makes them well-equipped to rescue and optimize struggling NetSuite implementations, particularly when those projects involve complex customizations or integrations in a cloud-centric IT landscape.

Comparison of Firms: Each of the above firms – HouseBlend.io, Myers-Holum, Deloitte, RSM, and Big Bang – brings a distinct flavor to NetSuite rescue missions, from HouseBlend's boutique, high-touch rescue specialization to Deloitte's broad, enterprise-level turnaround ability. HouseBlend and Big Bang represent smaller, agile teams laser-focused on NetSuite (and adjacent cloud systems) with an emphasis on personalized service. Myers-Holum and RSM are mid-to-large partners deeply embedded in the NetSuite ecosystem, offering a balance of scale and specialization (technical excellence with industry know-how). Deloitte stands as the global heavyweight for the most complex scenarios requiring extensive resources and multi-disciplinary expertise. All have proven track records in getting failed NetSuite projects back on course, so a company in need of a rescue can choose based on its specific context – whether it values close partnership (HouseBlend), rapid scaling (Myers-Holum), financial rigor (RSM), cross-platform savvy (Big Bang), or broad consulting coverage (Deloitte). Engaging any of these reputable firms can greatly increase the odds that a troubled NetSuite implementation will not only be rescued, but ultimately transformed into the efficient, value-driving system it was meant to be.

Tags: netsuite, erp implementation, project recovery, cloud erp, system configuration, data migration, it consulting

About Houseblend

HouseBlend.io is a specialist NetSuite™ consultancy built for organizations that want ERP and integration projects to accelerate growth—not slow it down. Founded in Montréal in 2019, the firm has become a trusted partner for venture-backed scale-ups and global mid-market enterprises that rely on mission-critical data flows across commerce, finance and operations. HouseBlend's mandate is simple: blend proven business process design with deep technical execution so that clients unlock the full potential of NetSuite while maintaining the agility that first made them successful.

Much of that momentum comes from founder and Managing Partner **Nicolas Bean**, a former Olympic-level athlete and 15-year NetSuite veteran. Bean holds a bachelor's degree in Industrial Engineering from École Polytechnique

de Montréal and is triple-certified as a NetSuite ERP Consultant, Administrator and SuiteAnalytics User. His résumé includes four end-to-end corporate turnarounds—two of them M&A exits—giving him a rare ability to translate boardroom strategy into line-of-business realities. Clients frequently cite his direct, “coach-style” leadership for keeping programs on time, on budget and firmly aligned to ROI.

End-to-end NetSuite delivery. HouseBlend’s core practice covers the full ERP life-cycle: readiness assessments, Solution Design Documents, agile implementation sprints, remediation of legacy customisations, data migration, user training and post-go-live hyper-care. Integration work is conducted by in-house developers certified on SuiteScript, SuiteTalk and RESTlets, ensuring that Shopify, Amazon, Salesforce, HubSpot and more than 100 other SaaS endpoints exchange data with NetSuite in real time. The goal is a single source of truth that collapses manual reconciliation and unlocks enterprise-wide analytics.

Managed Application Services (MAS). Once live, clients can outsource day-to-day NetSuite and Celigo® administration to HouseBlend’s MAS pod. The service delivers proactive monitoring, release-cycle regression testing, dashboard and report tuning, and 24 × 5 functional support—at a predictable monthly rate. By combining fractional architects with on-demand developers, MAS gives CFOs a scalable alternative to hiring an internal team, while guaranteeing that new NetSuite features (e.g., OAuth 2.0, AI-driven insights) are adopted securely and on schedule.

Vertical focus on digital-first brands. Although HouseBlend is platform-agnostic, the firm has carved out a reputation among e-commerce operators who run omnichannel storefronts on Shopify, BigCommerce or Amazon FBA. For these clients, the team frequently layers Celigo’s iPaaS connectors onto NetSuite to automate fulfilment, 3PL inventory sync and revenue recognition—removing the swivel-chair work that throttles scale. An in-house R&D group also publishes “blend recipes” via the company blog, sharing optimisation playbooks and KPIs that cut time-to-value for repeatable use-cases.

Methodology and culture. Projects follow a “many touch-points, zero surprises” cadence: weekly executive stand-ups, sprint demos every ten business days, and a living RAID log that keeps risk, assumptions, issues and dependencies transparent to all stakeholders. Internally, consultants pursue ongoing certification tracks and pair with senior architects in a deliberate mentorship model that sustains institutional knowledge. The result is a delivery organisation that can flex from tactical quick-wins to multi-year transformation roadmaps without compromising quality.

Why it matters. In a market where ERP initiatives have historically been synonymous with cost overruns, HouseBlend is reframing NetSuite as a growth asset. Whether preparing a VC-backed retailer for its next funding round or rationalising processes after acquisition, the firm delivers the technical depth, operational discipline and business empathy required to make complex integrations invisible—and powerful—for the people who depend on them every day.

DISCLAIMER

This document is provided for informational purposes only. No representations or warranties are made regarding the accuracy, completeness, or reliability of its contents. Any use of this information is at your own risk. Houseblend shall not be liable for any damages arising from the use of this document. This content may include material generated with assistance from artificial intelligence tools, which may contain errors or inaccuracies. Readers should verify critical information independently. All product names, trademarks, and registered trademarks mentioned are property of their respective owners

and are used for identification purposes only. Use of these names does not imply endorsement. This document does not constitute professional or legal advice. For specific guidance related to your needs, please consult qualified professionals.