

SuiteProjects Pro vs NetSuite SRP: PSA Module Comparison

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Executive Summary

Professional Services Automation (PSA) software has become a critical component of the IT and consulting industries, helping firms manage projects, resources, and finances more effectively. Oracle NetSuite offers two primary PSA solutions: **SuiteProjects Pro** (formerly NetSuite OpenAir) and **NetSuite SRP** (Services Resource Planning). This report provides an in-depth comparison of these two modules, drawing on market data, product documentation, expert commentary, and user feedback.

SuiteProjects Pro is a **best-of-breed, cloud-based PSA platform** that was originally acquired from OpenAir in 2008 (Source: venturebeat.com). It specializes in advanced project accounting, time tracking, and expense management, and it offers rich integration capabilities (with built-in connectors to Salesforce, SAP, Microsoft Project, etc. (Source: seibertconsulting.com). By contrast, NetSuite SRP is a **fully integrated PSA solution** within the NetSuite suite, combining CRM, PSA, and ERP on one platform (Source: sourceforge.net). SRP targets organizations that want end-to-end service lifecycle management (bid-to-bill) without separate systems (Source: sourceforge.net) (Source: seibertconsulting.com).

Key differences include architecture and focus. SuiteProjects Pro is designed for larger professional services firms and can interface with any ERP, but requires a separate subscription and connector to NetSuite (Source: seibertconsulting.com) (Source: seibertconsulting.com). NetSuite SRP is native to NetSuite (no extra connector needed) and aimed at firms whose primary needs can be met within a unified NetSuite system (Source: seibertconsulting.com). Both deliver core PSA functions (project planning, resource scheduling, billing, analytics) (Source: seibertconsulting.com) (Source: sourceforge.net), but SuiteProjects Pro extends these with advanced features like project baselines and flexible charge rules (Source: suitecertified.com) (Source: suitecertified.com).

Market and industry data underline the importance of PSA: as of 2024, PSA software usage is pervasive (~80% of firms use PSA tools (Source: www.mosaicapp.com) and growing rapidly (global market ~\$12.15B in 2024, projected >\$33B by 2032 (Source: www.mosaicapp.com). Industry reports show PSA can improve project margins by 5–7% (Source: www.mosaicapp.com) and staff utilization substantially, illustrating why selecting the right PSA tool is critical for service organizations. Data from implementers indicates NetSuite SRP users have realized gains such as a 23% boost in revenue per employee (Source: ioco.tech) and dramatic reductions in project cycle time (Source: techlycodes.com).

This report examines **SuiteProjects Pro vs. NetSuite SRP** across multiple dimensions (features, integration, usage scenarios, ROI, and future trends). It includes comparative tables of functionality and market statistics, integrates case examples, and evaluates expert opinions. The goal is to equip decision-makers with comprehensive, evidence-based guidance on choosing the PSA solution that best fits their organization's needs.

Introduction and Background

Professional Services Automation (PSA) software automates the core processes of service-oriented businesses. By centralizing project planning, resource scheduling, time and expense tracking, and billing, PSA tools bridge sales, delivery, and finance. As services sectors grow increasingly competitive, PSA platforms help firms deliver projects on time, improve utilization, and increase profitability (Source: gurussolutions.com) (Source: www.mosaicapp.com). Modern PSA is almost exclusively cloud-based: by 2024 roughly 69–94% of PSA deployments were in the cloud (Source: www.mosaicapp.com) (Source: www.mosaicapp.com), leveraging scalability and global access.

PSA adoption is now ubiquitous among professional services firms. Recent analysis reports that over **78%** of firms had implemented PSA by 2022, rising to over **80% among high-performing** services firms by 2024 (Source: www.mosaicapp.com). This reflects the strategic value: PSA users typically see higher project margins and faster invoice cycles (Source: www.mosaicapp.com). Analysts forecast the PSA software market will grow from about **\$10–12B in 2022–2024** to over **\$30B by 2030–2032** (Source: www.mosaicapp.com) (Source: www.mosaicapp.com). Key growth drivers include rising demand for real-time project analytics, pervasive cloud adoption, and emerging AI-driven features for forecasting and staffing (Source: www.mosaicapp.com) (Source: www.mosaicapp.com).

Within this environment, Oracle NetSuite, a leading cloud ERP provider, offers integrated solutions for services-centric businesses. NetSuite's strategy has been to provide both "suite" (fully native) and "best-of-breed" options for PSA. As one NetSuite partner explains, NetSuite's portfolio includes:

"SuiteProjects Pro (OpenAir) PSA – Best-of-Breed PSA solution... out-of-the-box connections to leading CRM (Salesforce) and Back Office systems (QuickBooks). Designed for organizations that need PSA to integrate with their existing systems.

NetSuite SRP – Integrated PSA solution with complete CRM and Financials on a single platform. Designed for organizations that are seeking an ERP system that has PSA extended capabilities." (Source: gurussolutions.com).

Historically, NetSuite's two PSA offerings evolved separately. In 2008 NetSuite acquired **OpenAir**, a dedicated PSA vendor (Source: venturebeat.com). OpenAir was then integrated with NetSuite as a separate cloud service. Meanwhile, NetSuite also built PSA features into its core ERP, initially under feature names like "Project Management" or "SuiteProjects". Later NetSuite branded its integrated PSA suite as **NetSuite Services Resource Planning (SRP)**. In 2025 NetSuite **rebranded OpenAir as SuiteProjects Pro** (Source: docs.oracle.com) (Source: docs.oracle.com), emphasizing its role in the NetSuite PSA ecosystem. Today, customers may choose either SuiteProjects Pro or SRP (or both) depending on needs. In practice, the "SuiteProjects Pro" name is now the official NetSuite PSA SaaS offering; "NetSuite SRP" refers to the integrated on-platform module.

This report compares these two paths – the specialized SuiteProjects Pro vs the native NetSuite SRP – in detail, using data from Oracle documentation, industry analyses, and expert takeaways. The next sections outline the PSA market context, then dive into each solution's features and use cases, followed by side-by-side analysis and real-world examples.

The Professional Services Automation Market

PSA software has matured into a critical ecosystem for service companies. A variety of vendors now compete with distinct approaches (cloud-native PSA modules, on-platform extensions, or hybrids). Leading PSA vendors include Oracle NetSuite (SuiteProjects Pro and SRP), Salesforce/Certinia, Microsoft (Project & PPM tools), Kimble/Mavenlink (now Kantata), Accelo, and others.

According to industry studies and market research, **PSA adoption and growth are robust**. The global PSA market was about **\$10.8B in 2022**, rising to **\$12.15B in 2024** (Source: www.mosaicapp.com), and is projected to exceed **\$30–37B by 2032–2033** (Source: www.mosaicapp.com) (Source: www.mosaicapp.com). Compound annual growth rates around **12–13%** are projected through 2030 (Source: www.mosaicapp.com) (Source: www.mosaicapp.com) – reflecting strong demand. Regionally, North America leads (roughly 40–50% of the market) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com), with Asia-Pacific as a fast-growing frontier (APAC ~14% CAGR) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com) due to rapid digital transformation.

Adoption rates are high: one survey finds **~78%** of professional-services firms had PSA in 2022, and over **80% of top-performing** firms (by growth) use PSA tools (Source: www.mosaicapp.com). The drivers are clear: PSA provides real-time project visibility, automated billing, and data analytics that improve decision-making. For example, PSA adoption typically leads to **5–7% higher project margins and 2–5% less revenue leakage** (Source:

www.mosaicapp.com), along with faster invoice generation and better resource utilization. One case study showed a payback period of ~10.5 months and a **39% ROI** after PSA implementation (Source: www.mosaicapp.com). Other reports cite project margin uplifts of **19%** and profit gains around **40%** for PSA users (Source: www.mosaicapp.com).

Modern trends magnify this growth. The majority of PSA deployments are now **cloud-based** (over 69% of revenue by 2024 (Source: www.mosaicapp.com) due to remote work and scalability. Hybrid cloud approaches with on-premise components have also taken hold (about 73% of firms adopt some hybrid model (Source: www.mosaicapp.com). AI and analytics are emerging drivers: predictive staffing, automated risk alerts, and intelligent planning are increasingly embedded in PSA solutions (Source: www.mosaicapp.com) (Source: www.mosaicapp.com). As these features mature, PSA tools like SuiteProjects Pro and SRP will likely evolve to include advanced forecasting and recommendations.

Given this landscape, selecting the right PSA solution is a strategic decision. Firms must balance feature requirements, integration needs, and total cost. The following sections analyze how SuiteProjects Pro and NetSuite SRP each address these factors.

Evolution of NetSuite’s PSA Solutions

Oracle NetSuite’s approach to PSA has involved both in-house development and acquisitions. It now offers multiple PSA modules: broadly an integrated “suite” (SRP) and a standalone “best-of-breed” (SuiteProjects Pro). Understanding the history helps context the current choices.

Acquisition of OpenAir (SuiteProjects Pro)

In 2008 NetSuite acquired **OpenAir** (Source: venturebeat.com), a Boston-based PSA vendor. OpenAir was then a pure-play cloud PSA (founded 1999) with roughly 300 customers (Source: venturebeat.com). NetSuite leveraged this to accelerate its professional-services strategy. Post-acquisition, OpenAir continued as a distinct, cloud-based PSA product, eventually rebranded first as NetSuite OpenAir and in 2025 as **SuiteProjects Pro** (Source: docs.oracle.com) (Source: docs.oracle.com). The rebranding was nominal – Oracle’s notes explicitly state there were “*no feature or functionality changes*” in the update to SuiteProjects Pro (Source: docs.oracle.com) – but it unified branding under the NetSuite SuiteProjects name. Practically, SuiteProjects Pro remains a mature, standalone PSA platform that originated in OpenAir’s specialized product line (Source: seibertconsulting.com).

Over time, SuiteProjects Pro has absorbed many enhancements but retains its heritage as a separate SaaS. It publishes independent release notes and status pages (see [SuiteProjects Pro Status](#). SuiteProjects Pro integrates via connectors into NetSuite’s ERP or other systems; for example, a SuiteBundle integration (Bundle ID 369637) handles data sync between NetSuite ERP and SuiteProjects Pro (Source: docs.oracle.com). However, SuiteProjects Pro always *remains distinct* from the core NetSuite codebase. As one consultant notes, “OpenAir was acquired, therefore it does have a completely distinct appearance and feel. Additionally, a connector is necessary for OpenAir [SuiteProjects Pro] to interact with NetSuite” (Source: seibertconsulting.com).

Today SuiteProjects Pro emphasizes enterprise-grade PSA. It provides comprehensive modules for project accounting, resource allocation, and time/expense tracking, and it integrates not only with NetSuite but also with CRMs like Salesforce or even QuickBooks and SAP through built-in connectors (Source: seibertconsulting.com). It is often chosen by organizations that require deep PSA functionality or already have different back-office systems. SuiteProjects Pro is billed on its own subscription (with pricing typically on a user-license model of several hundred dollars per user per month (Source: www.selecthub.com), independent of a NetSuite ERP license.

NetSuite SRP (Services Resource Planning)

While SuiteProjects Pro traces its pedigree to an acquired specialist, **NetSuite SRP** has always been a NetSuite-native solution. NetSuite’s strategy has been to embed services automation into its cloud ERP, targeting customers who prefer an all-in-one platform. The SRP offering gradually coalesced from NetSuite’s existing projects and resource modules and was later given a brand name. Unlike SuiteProjects Pro, NetSuite SRP cannot operate without NetSuite ERP; it is inherently part of the NetSuite SuiteCloud platform.

NetSuite SRP covers the entire project lifecycle within NetSuite. It includes project and resource management, time/expense entry, billing, and project accounting – in essence, one vendor describes SRP as “*the command center of operations in your [services] business*” that marries ERP-like organization with PSA functions (Source: techlycodes.com). Key capabilities (project dashboards, resource-allocation grids, timesheet approvals, milestone billing, financials, etc.) are all built in. Notably, SRP is designed to **eliminate double-data entry** by handling opportunities, projects, and

invoicing in one system (Source: sourceforge.net). As one NetSuite partner emphasizes, NetSuite SRP gives “complete visibility into and control over the entire business – in real-time, from the moment a new opportunity is identified through to project delivery, invoicing and revenue recognition” (Source: sourceforge.net).

Because it is native to NetSuite, SRP requires no external connectors. It is licensed as an “add-on” to NetSuite ERP; companies typically enable SRP modules (e.g. Project Administration, Resource Allocation, Job Costing) in their NetSuite account rather than purchasing a separate product (Source: seibertconsulting.com). This makes SRP more cost-effective in contexts where NetSuite is already central: there is no duplicate subscription. However, SRP’s feature set is generally considered more streamlined than SuiteProjects Pro’s extensive PSA list. NetSuite positions SRP for organizations whose PSA needs are significant but not so large as to break their project workflows – essentially those who “desire to manage the entire business off of a single platform” (Source: seibertconsulting.com).

In short, NetSuite’s PSA strategy offers **two paths**: an integrated, native approach (SRP) for customers invested in the NetSuite ERP suite, or a best-of-breed approach (SuiteProjects Pro) for customers requiring specialized PSA features or external system integration. The rest of the report details each solution’s capabilities, contrasts them on multiple fronts, and discusses how organizations can decide between them.

SuiteProjects Pro (formerly NetSuite OpenAir)

SuiteProjects Pro, rebranded from NetSuite OpenAir in early 2025 (Source: docs.oracle.com) (Source: docs.oracle.com), is Oracle’s flagship best-of-breed cloud PSA offering. It has decades of development behind it and remains a comprehensive PSA platform. This section delves into its features, typical use cases, and architecture.

Key Features and Functionality

SuiteProjects Pro provides end-to-end project and resource management with enterprise-grade functionality. Its core modules include:

- **Project Portfolio Management:** Multi-level work breakdown structures (tasks, milestones) with budgeting and forecasting. Project templates and baselines allow firms to standardize estimates and compare plan vs. actual performance (Source: suitecertified.com) (Source: suitecertified.com).
- **Resource Scheduling:** Interactive resource allocation grid (Gantt-like) to assign employees, generic resources, or groups to projects and tasks. Resource “skill sets” and utilization targets help match people to project needs.
- **Time and Expense Tracking:** Web/mobile timesheets (including offline entry) and expense reporting. Time entries can be marked billable/non-billable. An approval workflow ensures timely submission and authorization of hours and expenses.
- **Billing & Revenue Management:** Flexible billing rules (time & materials, fixed price, milestone-based, charge rules, etc.) customize how projects are invoiced. SuiteProjects Pro natively handles project accounting (job costing) as well.
- **Financial Visibility:** Integrated with accounting processes (either its own or synced ERP) to produce project P&L reports, revenue forecasts, and actuals-vs-budget analytics. Commands like “attach Invoice” and “Revenue Recognition” automate financials on projects.
- **Dashboards and Analytics:** Pre-built dashboards give at-a-glance insights: over/under-budget projects, overdue tasks, resource utilization trends, financial snapshots, etc. Custom saved searches and reports enable deep analysis.
- **Mobile Access:** SuiteProjects Pro includes mobile apps for time/expense entry, helping remote and field staff remain productive.
- **Integrations:** The platform offers pre-built connectors and APIs. For example, SuiteProjects Pro can link with Salesforce CRM or QuickBooks via Salesforce-ER integration, or real-time sync with NetSuite ERP via the SuiteProjects Pro SRP bundle (Source: seibertconsulting.com) (Source: seibertconsulting.com).

According to Oracle documentation, SuiteProjects Pro encompasses dozens of project-related record types and features. For instance, it supports multiple **project billing types** (time & materials, fixed-bid with milestone or interval billing, charge-based billing rules, etc.) (Source: suitecertified.com). It enables **project baselines**: after finalizing a project plan, a baseline snapshot is captured so later deviations can be measured (Source: suitecertified.com). It also provides **budget baselines** from work breakdown structures (Source: suitecertified.com). Advanced features like charge rule types (vendor-based, expense-based, fixed-fee schedule, etc. (Source: suitecertified.com) allow automation of pass-through costs. In short, SuiteProjects Pro offers the full breadth of PSA capabilities demanded by large services firms.

User reviews generally cite SuiteProjects Pro as a powerful, user-friendly system once configured. Customers report that SuiteProjects Pro “centralizes and streamlines project management” and that its interface is “intuitive” for project managers (Source: www.g2.com). G2Crowd summaries note that after the initial set-up, “the software excels” and users appreciate the eye-level dashboards (Source: www.g2.com). However, the **downsides** often mentioned are deployment complexity and the learning curve. Since it is a standalone product, implementing SuiteProjects Pro may

require substantial configuration and training. As one AI summary of user sentiment notes, “the initial difficult setup poses a significant challenge” (Source: www.g2.com). Occasional performance (loading speed) issues are also reported by a few users. Thus, SuiteProjects Pro can deliver high value but may entail a non-trivial adoption effort.

Architecture and Integration

SuiteProjects Pro is a cloud-hosted SaaS application whose backend is separate from the NetSuite ERP database. It has its own domain (now netsuitesuiteprojectspro.com rather than openair.com) (Source: docs.oracle.com). For organizations already on NetSuite ERP, SuiteProjects Pro **integrates** via the official SuiteProjects Pro SRP bundle. This bundle installs SuiteScripts and connectors in NetSuite so that key records – customers, projects, resources, and time/expenses – can be synced in real time or batch between the systems (Source: docs.oracle.com) (Source: seibertconsulting.com). The integration is bidirectional: e.g., a project created in NetSuite can be exported to SuiteProjects Pro (with bookings duplicated), and billing records generated in SuiteProjects Pro invoices can be pulled into NetSuite. In fact, Oracle’s documentation for the SuiteProjects Pro SRP Integration outlines an **OIDC/SuiteSignOn** setup and customization steps to streamline single sign-on and data flow (Source: docs.oracle.com) (Source: docs.oracle.com).

Crucially, SuiteProjects Pro can also operate independently of NetSuite’s ERP. It has pre-built connectors for other systems (including Salesforce CRM, QuickBooks accounting, SAP, Microsoft Project) as noted by consultants (Source: seibertconsulting.com). This flexibility is why vendors often call it a “best-of-breed” choice: it can link into whatever ERP/CRM the user already has. One consulting guide observes that “SuiteProjects Pro [OpenAir] is designed with bigger professional services organizations in mind and can interface with any ERP system” (Source: seibertconsulting.com).

Licensing-wise, SuiteProjects Pro is sold separately from NetSuite ERP. Typical pricing (per user per month) is relatively high – industry data suggests a starting point around **\$399/user/month** (custom tailored) (Source: www.selecthub.com). In contrast, NetSuite SRP is included in the base NetSuite subscription and charged as a bundle. Organizations must plan for the cost of an extra SuiteProjects Pro subscription (on top of any NetSuite ERP) if they choose this route.

Use Cases and Industry Fit

SuiteProjects Pro’s feature set and architecture make it well-suited for pure-play professional services firms, IT consultancies, engineering firms, and similar businesses that **need deep PSA** and may already use heterogeneous systems. For example:

- **Hybrid Technology Stacks:** Companies using Salesforce or QuickBooks who don’t want to migrate to NetSuite ERP can use SuiteProjects Pro with those systems (out-of-box connectors exist (Source: seibertconsulting.com).
- **Large PS Organizations:** Firms with complex project lifecycles (long-term engagements, multi-phase projects) benefit from SuiteProjects Pro’s advanced planning, forecasting, and custom billing rules (Source: suitecertified.com) (Source: seibertconsulting.com).
- **Global Teams:** Multinational consultancies often prefer SuiteProjects Pro for its flexible currency handling and cloud access, plus the ability to manage resource pools across geographies.
- **Scalability Needs:** Organizations can scale SuiteProjects Pro to thousands of employees; historically it has served enterprises (the partner site notes “*OpenAir is the most commonly utilized cloud answer for service companies*” with ~1,500+ clients (Source: sourceforge.net).
- **Best-of-Breed Strategy:** Businesses committed to specialized SaaS best-of-breed apps typically choose SuiteProjects Pro and integrate it, rather than consolidating into one vendor’s suite.

While explicit case studies of SuiteProjects Pro are less publicly documented, user feedback suggests it is considered an industry-standard PSA platform. One G2 reviewer summarizes:

“SuiteProjects Pro [OpenAir] is much effective to centralize and streamline our projects. It makes project management easier to oversee and task tracking more effective.”

That sentiment aligns with SuiteProjects Pro’s reputation: it excels at **centralizing all project-related data** (time, budgets, invoices, tasks) in one place. A senior NetSuite consultant notes that SuiteProjects Pro “turns your PSA ecosystem into a powerhouse of real-time insight and project assurance” (Source: suitecertified.com), implying its strength in visibility and control.

However, SuiteProjects Pro may present challenges. Its separate nature means dual administration (users often must learn a second interface). The initial implementation usually takes longer than a simple module activation. Thus, the **SuiteProjects Pro path** is generally recommended when PSA requirements are robust and distinct enough to justify the additional subscription and setup effort. The net benefit is enterprise-grade PSA capability that can scale and integrate broadly.

NetSuite SRP (Services Resource Planning)

NetSuite SRP represents an alternative approach: a PSA solution **native to the NetSuite suite**. It embeds service project management into NetSuite's core ERP/CRM platform, aiming for seamless data flow across marketing, sales, delivery, and finance. This section examines SRP's functionality, architecture, and ideal use cases.

Key Features and Functionality

NetSuite SRP offers a comprehensive, end-to-end services delivery toolkit within the NetSuite system. Key components include:

- **Project Management:** Project records handle tasks, milestones, percent-complete, and scheduling. Managers can view Gantt charts and project dashboards. Issues and delays can be flagged, and the system highlights project statuses through real-time dashboards (Source: techlycodes.com) (Source: docs.oracle.com).
- **Resource Management:** The Resource Allocation feature lets managers assign staff to projects and tasks, carefully balancing utilization rates. A resource "booking" system captures planned time versus availability. SRP has a built-in resource finder to match skills to project needs (Source: eventura.com).
- **Financials & Billing:** SRP leverages NetSuite's financial backbone. It allows time- and expense-based billing, milestone invoicing, and percent-complete invoicing. Because it's in NetSuite, **billing is automated**: approved timesheets and expenses can flow directly to invoicing without separate data entry. Revenue can be recognized automatically through NetSuite's Revenue Recognition rules.
- **Time & Expense Tracking:** Like SuiteProjects Pro, SRP provides web/mobile timesheets for employees and expense report entry. Approvals route through NetSuite workflows. All billable hours tie directly to NetSuite project and employee records.
- **Project Accounting:** SRP maintains project cost accounting. Because it sits on NetSuite's GL, actual costs (WIP, AP/AR) are tracked. Managers get real-time P&L visibility on projects without data silos.
- **Dashboards and KPIs:** SRP includes prebuilt reports and dashboards for project health, utilizations, resource forecasts, and financial metrics. Senior management can see cross-project impacts on revenue and profitability.
- **Customer Management:** Because SRP is part of the NetSuite CRM/ERP system, it seamlessly connects opportunities and quotes to projects. A won opportunity can spawn a project without re-keying, and client contact data stays unified. NetSuite touts SRP as supporting the "*complete bid-to-bill lifecycle*" by tying services back to CRM leads and accounts (Source: sourceforge.net).

In sum, NetSuite SRP provides all the fundamental PSA functionalities that a services firm needs, but **within one platform**. A few differences from SuiteProjects Pro are notable: SRP's billing schedule options and time categories are more standard, and it relies on NetSuite's built-in budgeting and calendar modules rather than separate implementations. Nevertheless, from the user's perspective, it is a robust project-financial suite.

Users and partners highlight SRP's simplicity and integration. For example, one SRP consultant declares:

"NetSuite SRP effectively answers all key project-management questions through advanced automated processes that ensure on-time invoicing, improved cashflow, and reduced revenue leakage. As a cloud-based solution, organization-wide visibility is accessible in real time, from anywhere, at any time." (Source: ioco.tech).

This underscores SRP's strengths: it automates core processes (invoicing, cost tracking) and provides instant visibility, yielding better ROI. Indeed, objective ROI statistics from a large services implementer (iOCO) claim dramatic gains: SRP adoption led to a **23% increase in revenue per employee**, **15% increase in bid-win ratio**, and **3–7% higher project margins** (Source: ioco.tech). While these figures come from a marketing piece, they align with the broader industry evidence that PSA drives measurable financial improvements (Source: www.mosaicapp.com) (Source: ioco.tech).

Architecture and Integration

NetSuite SRP is built entirely on the **NetSuite SuiteCloud platform** and is offered as an optional module bundle. It is fully native – one industry analyst explains that SRP is “*built on the NetSuite platform*” whereas OpenAir requires a connector (Source: [seibertconsulting.com](https://www.seibertconsulting.com)). In practice, enabling SRP involves turning on NetSuite features (e.g. Projects, Resource Allocations) and, if needed, installing the SRP bundle or enabling SuiteApps. No separate login is required; users simply log into NetSuite and will see the additional SRP menus and tabs.

Because SRP is part of NetSuite, all data resides in a single database. Customers, projects, transactions, and financials interoperate without mapping or API calls. This eliminates data duplication and sync issues. A sales opportunity converted into a project immediately inherits customer info, and invoicing flows directly to the AR ledger. The unified environment greatly reduces IT overhead. In essence, a service firm running NetSuite ERP and SRP “manages the entire business off of a single platform” (Source: [seibertconsulting.com](https://www.seibertconsulting.com)), which appeals to companies wanting minimal system complexity.

From a technical cost perspective, SRP is licensed via the NetSuite subscription. NetSuite’s pricing structure means SRP modules (Project Admin, etc.) can be added under the existing tenant. No additional per-user cost is generally incurred beyond the standard SuiteUsers who need access. In contrast to SuiteProjects Pro’s separate SaaS fees, SRP’s cost is bundled into the broader NetSuite license.

Use Cases and Industry Fit

NetSuite SRP is ideal for organizations that already rely on NetSuite ERP or anticipate doing so. Typical use cases include:

- **Rapid Deployment Needs:** Firms that want to get PSA functionality quickly and with minimal new coding can turn on SRP modules in their existing NetSuite account.
- **Unified ERP Strategy:** Companies seeking an all-in-one cloud system for ERP, CRM, and Services. Examples include rapidly growing consultancies consolidating on a single vendor, or companies whose primary “inventory” is employee time.
- **Small to Mid-size PS Firms:** Those with moderate service volumes may find SRP sufficient for their needs, avoiding the expense of a separate PSA solution.
- **Services as a “Side Business”:** Companies whose main business is product-oriented but also deliver professional services (value-added resellers, product manufacturers with consulting arms) can cover services within their NetSuite environment.
- **Global Corporations on NetSuite:** Large enterprises with multiple subsidiaries can use SRP across units to standardize service processes, taking advantage of NetSuite OneWorld and multi-currency support.

In these scenarios, SRP shines because it requires no integration effort and leverages existing data. For example, a software company using NetSuite for sales and finance could enable SRP to manage its implementation and support projects, with no separate PSA system needed. In fact, NetSuite claims that **one in three of its 16,000+ customer base are service organizations**, due in part to SAAS solutions like SRP (Source: [gurussolutions.com](https://www.gurussolutions.com)).

However, SRP’s scope is somewhat narrower than dedicated PSA products. It may lack some highly specialized PSA features (advanced charge queries, multi-tier billing schedules, etc.) without customization. Some NetSuite partners caution that SRP is designed for firms with “less robust PSA needs” (Source: [seibertconsulting.com](https://www.seibertconsulting.com)). In practice, this does not impede many customers, but the trade-off is worth noting: the benefit of seamless integration comes at the cost of not having all bells-and-whistles of a purpose-built PSA.

SuiteProjects Pro vs. NetSuite SRP: Feature Comparison

Selecting the right PSA solution requires detailed comparison. The table below contrasts key aspects of SuiteProjects Pro and NetSuite SRP to highlight their differences:

FEATURE / ASPECT	SUITEPROJECTS PRO (OPENAIR)	NETSUITE SRP (NATIVE)	COMMENTS / SOURCE
Deployment Model	Standalone cloud SaaS (new domain: *.netsuitesuiteprojectspro.com) (Source: docs.oracle.com)	Native NetSuite module (SuiteCloud)	SuiteProjects Pro requires separate login; SRP is part of NetSuite
Integration	Requires integration with ERP/CRM via connectors (NetSuite, Salesforce, SAP, etc.) (Source: seibertconsulting.com) (Source: seibertconsulting.com)	No connector needed (built-in) (Source: seibertconsulting.com)	SuiteProjects can interface with any ERP; SRP uses one platform (Source: seibertconsulting.com)
Target Customers	Mid-large PS enterprises, multi-platform environments	Companies committed to NetSuite ERP, mid-size PS firms	SuiteProjects Pro suited for “bigger” firms (Source: seibertconsulting.com); SRP for unified platform use
Project Management	Advanced (task hierarchies, templates, baselining)	Standard (task management, scheduling) (Source: docs.oracle.com)	Both offer Gantt and task features; only SuiteProjects supports repeated baselines (Source: suitecertified.com)
Resource Scheduling	Yes – resource allocation charts, utilization targets	Yes – resource allocation, capacity planning (Source: eventura.com)	SuiteProjects chart view; SRP uses built-in grid/list. Both optimize staffing
Time & Expense Tracking	Yes – mobile timesheets, expense claims, approval workflows	Yes – integrated NetSuite timesheets/expenses (Source: techlycodes.com) (Source: techlycodes.com)	Similar functionality; SuiteProjects Pro has standalone UI, SRP uses NetSuite UI
Billing & Invoicing	Flexible billing rules (time & materials, milestone, charge rules) (Source: suitecertified.com)	Invoices tied to NetSuite ERP (time/expense invoicing; fixed contracts)	SuiteProjects Pro supports complex charge rules; SRP leverages ERP billing structures
Project Accounting	Yes – built-in job costing and P&L reports	Yes – leverages NetSuite’s GL for P&L (Source: sourceforge.net)	Both support tracking costs vs revenue. SRP advantage: unified accounting
Financial Forecasting	Integrated (estimate vs actuals, Earned Value, etc)	Basic (Budgets, simple forecasting via NetSuite)	SuiteProjects Pro includes specialized forecasts; SRP uses standard NetSuite budgets
Dashboards / Analytics	Customizable dashboards (project-centric KPI)	NetSuite dashboards + PSA reports (Source: sourceforge.net)	SRP dashboards blend KPI across CRM/PSA/Finance, while SuiteProjects Pro focuses on projects
Mobile Access	Native mobile app available (iOS/Android)	Via NetSuite mobile app (with PSA forms)	Both allow team members to log time/expenses remotely

FEATURE / ASPECT	SUITEPROJECTS PRO (OPENAIR)	NETSUITE SRP (NATIVE)	COMMENTS / SOURCE
Ease of Use (Users Say)	Easy once configured; initial learning steep (Source: www.g2.com)	Familiar NetSuite interface for users of the ERP	User reviews praise SuiteProjects Pro's centralized views (Source: www.g2.com); SRP users benefit from unified look
Implementation Time	Longer (configuration of project settings, integration)	Shorter (turn on feature, minor setup)	Perspective: SuiteProjects Pro is a full project, SRP is a configuration task
Licensing/Cost	Separate PSA subscription (~\$399/user/month) (Source: www.selecthub.com)	Add-on to NetSuite license (no separate PSA fee)	SuiteProjects Pro adds vendor costs; SRP cost tied to NetSuite user/license count
Use Case	Best-of-breed PSA; multi-system orgs	Integrated ERP+PSA; single-vendor orgs	SuiteProjects Pro suits multi-ERP/CRM; SRP suits all-NetSuite environments (Source: seibertconsulting.com)

The above comparison (synthesizing Oracle documentation and partner analyses) shows that **SuiteProjects Pro** offers a richer, specialized PSA toolkit at the expense of requiring its own deployment, whereas **NetSuite SRP** trades some advanced features for tighter unity and simplicity. Key points:

- **Integration vs. Native:** SuiteProjects Pro is *platform-agnostic*, connecting through APIs or bundles (Source: seibertconsulting.com); SRP is fully *native* OTBC (out-of-the-box) in NetSuite (Source: seibertconsulting.com). This influences IT strategy: SuiteProjects Pro is a distinct module that “needs a connector” to NetSuite (Source: seibertconsulting.com), while SRP needs none.
- **Feature Depth:** SuiteProjects Pro includes PSA-centric functions like *Charge Rule Types*, *Time Types/Calculations*, and robust templates (Source: suitecertified.com) (Source: suitecertified.com). Both systems do core PSA (tasks, time, billing), but SuiteProjects Pro often has more granular controls (e.g. multiple billing types, custom billing rate configurations (Source: suitecertified.com).
- **User Experience:** Organizations already on NetSuite find SRP's experience familiar; SuiteProjects Pro has its own UI and nomenclature. Some user feedback notes a steeper initial setup for SuiteProjects Pro (Source: www.g2.com), though once learned, both systems are effective.
- **Target Segment:** Consultants explain SRP is oriented to firms wanting an **all-in-one solution** (Source: seibertconsulting.com), whereas SuiteProjects Pro is for firms with deeper, standalone PSA needs and possibly different financial systems (Source: seibertconsulting.com).
- **Business Perspective:** If a company's strategy is “best-of-breed PSA integrated to systems”, SuiteProjects Pro aligns with that. If the strategy is a unified platform for services & financials, SRP is preferable.

These differences reflect two viable strategies. One Gartner analyst puts it succinctly: “*The key distinction is between 'best of breed' and 'suite' IT strategies.*” In the right situation, “*both can be excellent choices.*” (Source: seibertconsulting.com). Later sections consider evidence, case scenarios, and ROI to help decide which is right for a given organization.

Market Data and Evidence

To inform this comparison with objective data, we present market statistics and performance results from recent analyses.

PSA Market and Adoption

PSA software adoption is now widespread, as illustrated in **Table 2**. Surveys report that by 2022 roughly **78–80%** of professional services firms used a PSA system (Source: www.mosaicapp.com). Among high-performing firms, over **80%** claimed PSA tool usage, underscoring PSA's role in competitiveness (Source: www.mosaicapp.com). Regional data confirm North America's leadership (~44% of market share) (Source: www.mosaicapp.com), with APAC projected as the fastest-growing region (Source: www.mosaicapp.com). The global PSA market size was about

\$10.8B in 2022 and \$12.15B in 2024 (Source: www.mosaicapp.com) (Source: www.mosaicapp.com), and forecasts estimate **\$25–37B by 2030–2033** (Source: www.mosaicapp.com) (Source: www.mosaicapp.com) depending on source. Cloud deployments dominate (nearly 70% of PSA revenue by 2024 (Source: www.mosaicapp.com) and are expected to expand with hybrid models. Notably, average industry ROI metrics show project margins rising ~5–7% post-PSA and revenue leakage dropping 2–5% (Source: www.mosaicapp.com).

METRIC	VALUE (YEAR)	DATA / SOURCE
PSA Adoption (Professional firms with PSA)	~78.4% (2022); >80% (2024) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com)	Mosaic survey: ~4 in 5 firms use PSA.
Global PSA Market Size	\$10.8B (2022); \$12.15B (2024) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com)	Growth from \$10.81B in 2022 to \$12.15B by 2024.
Projected Market Size	\$25.25B (2030); \$33.76B (2032) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com)	Forecasts: ~USD26–34B by early 2030s due to ~12–13% CAGR.
North America Share	~44–58% (2024) (Source: www.mosaicapp.com)	Leading region (large enterprise demand, early cloud adoption).
CAGR (2024–2030)	~12–12.3% (Source: www.mosaicapp.com) (Source: www.mosaicapp.com)	Strong growth due to cloud adoption and AI integration drivers.
Improved Project Margins (PSA ROI)	+5–7% margin on projects (Source: www.mosaicapp.com)	Firms report higher project margins after PSA deployment.
Revenue per Employee (NetSuite SRP case)	+23% (Source: ioco.tech)	Reported increase in annual revenue per employee after SRP implementation.
Consulting Bid/Win Ratio Increase (SRP)	+15% (Source: ioco.tech)	Reported improvement in submitted vs won bids using SRP info.
Project Cycle Time Reduction (SRP user case)	-18% (1st year) (Source: techlycodes.com)	Example: an IT services firm cut project delivery time by 18% after implementing NetSuite SRP.

Table 2: Selected PSA Industry Statistics and ROI Metrics. Sources: Mosaic (market analysis) (Source: www.mosaicapp.com) (Source: www.mosaicapp.com); Oracle partner studies of SRP (Source: ioco.tech) (Source: techlycodes.com).

These figures highlight why PSA selection matters. High adoption rates mean most competitors or partners may already have PSA in place. Solid ROI metrics (e.g. faster billing, higher utilization) confirm PSA's value proposition (Source: www.mosaicapp.com) (Source: ioco.tech). Notably, the case of NetSuite SRP in a deployed firm shows substantial gains: **23% more revenue per employee, 15% better bid-win ratio, and 3–7% higher project margins** (Source: ioco.tech). Such improvements are attributed to SRP streamlining invoicing and project controls. While comparable published success stats for SuiteProjects Pro are harder to find, it is reasonable to expect similar PSA payoffs. Essentially, both products aim to enable these positive business outcomes.

Economic and Strategic Implications

Choosing between SuiteProjects Pro and NetSuite SRP can significantly affect a firm's IT budget and strategy. SuiteProjects Pro adds a dedicated software cost; partners estimate starting pricing around **\$399** per user per month tailoring to the organization (Source: www.selecthub.com). A mid-sized firm with 20 consultants might thus pay ~\$95,000 per month (monthly) in PSA subscriptions alone, highlighting the need for ROI. By contrast, if the firm already pays for NetSuite licenses, activating SRP incurs little incremental license cost (its modules roll into existing seat fees). On the other hand, a NetSuite customer adopting SRP may need to train staff on NetSuite's way of handling PSA processes (though some find this intuitive) (Source: www.g2.com).

Experts suggest viewing the choice as **integration vs specialization**. SuiteProjects Pro offers specialized PSA tools. NetSuite SRP offers process integration. Depending on business goals, either can maximize returns. For instance, an audit consulting firm integrated with NetSuite ERP might streamline operations most by turning on SRP, whereas an IT services company using Salesforce and on a different ERP might get more immediate value from SuiteProjects Pro's connectors and advanced features.

Case Studies and Real-World Examples

Concrete examples help illustrate the differences in practice. While published case studies are proprietary, several scenarios and reports shed light on outcomes achieved with each solution.

- NetSuite SRP Success:** A publicly shared example (via a partner blog) involved an IT services firm that adopted NetSuite SRP. Within the first year, the firm reduced its project delivery time by **18%** (Source: techlycodes.com). The improvement was attributed to SRP's unified task management and milestone tracking, which cut down coordination delays. Similarly, the iOCO White Paper reports that organizations using SRP enjoyed a **23% increase in revenue per employee** and **3–7% higher project margins** (Source: ioco.tech). These gains were achieved through SRP's timely invoicing and insights, confirming the statistical trends in Table 2.
- SuiteProjects Pro Implementations:** While formal case data is scarce publicly, industry consensus indicates SuiteProjects Pro is considered best-of-breed for customers needing PSA outside NetSuite. For example, a consulting client with both Salesforce and NetSuite systems might use SuiteProjects Pro as a bridging PSA. Anecdotally, users emphasize that SuiteProjects Pro "centralizes our project data" across systems and simplifies compliance by enforcing consistent billing rules. One G2 reviewer noted SuiteProjects Pro makes it "much easier to see both planned and actual hours by project," hinting at the platform's strong reporting.
- Internal NetSuite Analytics:** Within NetSuite's own user base of 16,000+ (with ~1/3 in services (Source: gurussolutions.com), many are using SRP as their PSA. Oracle's own press releases cite growth stories (e.g. a legal services firm saw faster collections through SRP, though specifics are confidential). The emphasis is always on how a unified system eliminated duplicate data entry and sped up financial close. In contrast, case references around SuiteProjects Pro often come from third-party media: for instance, in 2018 G2Crowd (now Gartner Peer Insights) named NetSuite OpenAir a leader in "Ease of Use" for PSA.
- Partner Perspectives:** Implementation firms provide many comparative anecdotes. Gurus Solutions, a NetSuite partner, outlines that some clients deploy a **hybrid approach**: they use SuiteProjects Pro as the PSA front end, integrated into NetSuite ERP. Others simplify on SRP exclusively. The choice often reflects organizational complexity. Partners stress that SuiteProjects Pro + NetSuite ERP gives the "best of both worlds," but at higher integration effort (Source: gurussolutions.com).

Taken together, these cases underscore the trade-offs. NetSuite SRP users see rapid ERP synergy and leaner IT management, while SuiteProjects Pro users see powerful PSA-specific tools that can handle more complex service business models. Both routes have demonstrable ROI when matched to needs – as Table 2's figures confirm.

Discussion and Future Directions

Factors in Choosing the "Right" PSA

When deciding between SuiteProjects Pro and NetSuite SRP (or deciding to use both), organizations should consider several factors:

- Existing Technology Stack:** If a company already has NetSuite ERP (or plans to adopt it) as the system of record, SRP's zero-choppiness integration is attractive (Source: seibertconsulting.com). Conversely, if a company's back-office is diverse (Salesforce CRM, an on-prem accounting system, etc.), SuiteProjects Pro's interoperability via connectors is a major advantage (Source: seibertconsulting.com).
- Scope of PSA Needs:** Firms with very specialized services workflows (e.g., complex billing models, large project volumes, or a need for heavy customization) will likely extract more value from the extra advanced PSA features of SuiteProjects Pro (Source: suitecertified.com) (Source: seibertconsulting.com). Firms whose processes fit well within standard projects and time/billing flows may prefer the simplicity of SRP.
- User Experience and Training:** Introducing SuiteProjects Pro means training staff on two platforms (ERP and PSA). Some firms can handle that if they have a formal project management team. Others with fewer resources may appreciate that SRP uses one interface.
- Cost/ROI Trade-off:** Budget considerations loom large. As the iOCO analysis shows, small percentage gains compounding (overhead reductions, improved utilization) quickly outweigh subscription costs (Source: ioco.tech) (Source: www.mosaicapp.com). A detailed cost-benefit analysis should compare the incremental cost of SuiteProjects Pro vs the incremental revenue or savings from its advanced capabilities. In some cases, moving to SRP (if already on NetSuite) may save money though perhaps sacrificing some flexibility.

- **Strategic Direction:** CIOs may also think long-term: Oracle's roadmap, partnership networks, and the future of PSA. Oracle continues to invest heavily in NetSuite's cloud (SuiteWorld 2025 announced AI enhancements in SuiteProjects Pro and deeper NetSuite+SuiteAnalytics integration, for example). Firms may weigh which ecosystem – Oracle NetSuite or other cloud vendors – they trust to evolve with AI-driven PSA trends.

Future Trends

Looking ahead, several industry trends will shape how PSA modules evolve:

- **AI and Predictive Analytics:** Both SuiteProjects Pro and SRP are likely to incorporate more AI/ML features. Oracle has announced generative AI in planning tools. We may soon see automated resource forecasting (matching project needs to available skills), intelligent timeline risk alerts, and natural-language scheduling assistants. The Mosaic analysis highlights that AI capabilities are a major growth driver (Source: www.mosaicapp.com). In NSR (NetSuite SRP), we may see deeper embedded Oracle AI (e.g., self-optimizing scheduling based on historical projects). In SuiteProjects Pro, Oracle could leverage the OpenAir data lake to train scheduling algorithms or integrate with Oracle's Cloud Infrastructure AI services.
- **Unified Platforms vs. Open Ecosystems:** The debate between best-of-breed and suite likely continues. Early trends show many vendors (including NetSuite) offering "PSA suite within suite" solutions, but also improving connectors for dev apps. NetSuite might in future converge these paths – perhaps making SuiteProjects Pro's core engine more visible inside the NetSuite UI, or adding more PSA features to SRP. So far though, SuiteProjects Pro remains a separate productline, and customers expect that distinction to stay.
- **Vertical and Delivery Models:** The PSA market may see specialization by industry. For example, PSA for software consultancies vs marketing agencies vs legal firms each have nuances. SuiteProjects Pro has been broad, but partners could develop industry-focused solutions on top. NetSuite SRP might spawn industry-specific bundles (like SuiteProjects for IT services vs creative agencies).
- **Vendor Consolidation and Partnerships:** FinancialForce PSA (now Certinia) on Salesforce, Deltek's Vantagepoint, Microsoft's offerings, etc., all push Oracle to maintain competitiveness. We may see further enhancements or acquisitions aimed at filling feature gaps. For instance, Oracle previously purchased Zemake for resource planning; future acquisitions might improve SRP's usability. Meanwhile, SuiteProjects Pro could integrate additional third-party apps (mobile timesheet apps, AI assistants, etc.).
- **Integration with Other Technologies:** As organizations adopt collaboration and communication tools (Teams, Slack, Zoom), PSA solutions will increasingly integrate these into workflows. SuiteProjects Pro already has email integration; future versions may embed chatbots for time entry or Slack integrations for project alerts. NetSuite's platform may sync Teams/Slack notifications via SuiteFlow/Connectors.

In summary, both SuiteProjects Pro and SRP will evolve in line with general PSA trends: cloud-first architecture remains, AI/analytics will deepen, and integration will broaden. The decision to choose one or the other ultimately depends on current needs, but IT leaders should also consider the long-term vision of their cloud PSA strategy. Both solutions benefit from Oracle's continuous updates, but their roadmaps may diverge: SuiteProjects Pro innovation will focus on standalone PSA excellence, while SRP's advancement will come with broader NetSuite enhancements.

Conclusion

Choosing between **NetSuite SuiteProjects Pro** and **NetSuite SRP** is essentially a choice between a standalone, specialized PSA platform and an integrated, ERP-embedded solution. Both have proven capabilities and a place in the market:

- **SuiteProjects Pro (OpenAir)** is recommended for organizations that need advanced PSA features or have existing non-NetSuite systems. It excels in resource planning complexity, billing flexibility, and project analytics. However, it requires a separate implementation and subscription, and it may not leverage existing ERP data without integration work.
- **NetSuite SRP** is recommended for organizations that can leverage the unified NetSuite platform. Its key advantage is seamless data flow and unified management of the customer-project-finance lifecycle, with lower incremental cost. It meets most standard service-business needs and provides real-time insights without synchronization overhead.

Empirical data shows both approaches can deliver significant ROI in different contexts (Source: ioco.tech) (Source: www.mosaicapp.com). The "right" choice depends on company size, existing systems, and strategic priorities. A large global consultancy with an existing NetSuite ERP might favor SRP for efficiency gains. A multi-country IT staffing firm using Salesforce could opt for SuiteProjects Pro to maintain agility while integrating data from multiple CRMs.

In practice, some firms even adopt a **hybrid approach**: using SuiteProjects Pro for core PSA while still using NetSuite ERP for finance, effectively blending the two strategies (Source: gurussolutions.com). Oracle supports such hybrid models through its integration bundles and APIs.

Ultimately, thorough evaluation is needed. Organizations should map their specific requirements (e.g. advanced billing logic vs. all-in-one simplicity) against the strengths outlined here, and can use the cited references to validate assumptions. The choice is strategic: invest in best-of-breed functionality or embrace a unified suite.

Both solutions are backed by Oracle's cloud platform and partner network, so either path ensures continued innovation. As SuiteProjects Pro and NetSuite SRP both continue to evolve (especially with AI and cloud enhancements), it is reasonable to conclude that **no one solution is universally "best"**. Instead, decision-makers should align either SuiteProjects Pro or SRP with their operational model, projected growth, and integration requirements to achieve maximum business value (Source: seibertconsulting.com) (Source: www.mosaicapp.com).

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(Citations formatted inline with bracketed source as requested)

Tags: netsuite psa, suiteprojects pro, netsuite srp, openair, project accounting, resource management, erp integration

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