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## Customer Case Study

### Company Name:

Micro2000 Technology Pte Ltd, Singapore



[www.eserv.com.sg](http://www.eserv.com.sg) , [www.micro2000.com.sg](http://www.micro2000.com.sg)

- Micro 2000 Technology Pte Ltd's established in 1996, with over two hundred employees is into IT integration services, support and maintenance services with strong presence in ASEAN countries like Malaysia, Thailand and Vietnam. Micro 2000 is ranked as one of the top Premium Business Partner of HP, IBM, Microsoft as well as Apple.
- Managed by Micro 2000 Technology Pte Ltd, eServ have been providing personalized and premium services for Apple users for over a decade. Established in 1999 with flagship service center, eServ have been expanding to cater for the growth in Apple products. In 2008 and 2012 respectively, they established two prime service locations in the world renowned Singapore shopping belt.

### Industry:

Service Center & IT Products Wholesale/Distribution

### Solution Recommended:

NetSuite OneWorld- NuVista Technologies successfully implemented NetSuite for the Company for Multi-Subsidiary, Multi-Location Management.

### Results:

- NuVista Implemented NetSuite OneWorld managing their multiple subsidiaries
- NetSuite also comprehensively integrates the eServ of Micro2000- eServ receives more than 8000 Customer Cases per month, integrating Sales, Purchasing, Inventory & Finance
- Customer Servicing Time in the Service Centers down to average of 7.5 minutes from upwards of 15 minutes running NetSuite on Mac OS X and MS platforms seamlessly
- Faster Customer Servicing Turn-around resulting in better Customer Satisfaction
- Real-time visibility across Operations, purchasing, Service Centers and Gross profitability

### Challenges:

- 4 separate Fragmented systems including Service Center & unreliable financial information
- Non-existence of maintenance or possibility of upgrade with old systems to handle growth

### Solution:

- NetSuite OneWorld to run multiple subsidiaries and multiple currencies in one system
- Complete rollout took four months