

Focus Area

- Registered charities whose activities generate positive social impact.

Ideal Applicant

1. Is a small, capable and emerging group that would otherwise be unable to afford organization management software like NetSuite.
2. Is a registered charity (501(c)3 in the U.S.).
3. Focused on automating a single business process like ecommerce.
4. Can clearly articulate social impact and offer metrics to measure it.
5. Has the organizational capacity to implement NetSuite software and use it to accelerate their social impact, as measured by their metrics.

Metrics

NetSuite is often asked to provide guidance on the metrics used to measure social impact. We are experts in automating organizational processes and helping generate visibility into the metrics that drive operations. We are not, however, experts in your operations. You tell us.

Does the NetSuite Software Work for Charities?

NetSuite is designed to be a single system for running a business. Functions that require little charity-specific configuration include:

- ✓ Running an ecommerce store
- ✓ Accounting

NetSuite’s customer base includes a number of charities that use NetSuite to manage constituents, volunteers, donations, accounting and other operations common to charities. We are documenting strategies for supporting common operations such as fundraising, quasi-fund accounting, volunteer management and case management. Charity-specific business processes do require customization which requires solid technology literacy and capacity on the part of grantees.

Background

NetSuite is a leading vendor of on-demand, integrated business management application suites for small and medium-sized businesses. We provide a comprehensive suite of enterprise resource planning, or ERP, customer relationship management, or CRM, and e-commerce capabilities that enables customers to manage their critical back-office, front-office and web operations in a single application.

NetSuite Giving mobilizes the core resources of our company—our software and our people—to support groups generating positive social impact. We donate our Software as a Service (SaaS) along with service grants—employee volunteer support to assist grantees get up and running.

Deadlines

Awards are made on a rolling basis.

Award

NetSuite.org donates software licenses. The standard donation includes:

- Full NetSuite, 5 user licenses, silver support.
- Implementation materials.
- Additional items and users may be purchased at a discount and/or may be donated.



Selection Criteria

- Is the applicant is qualified?
 - NetSuite does not grant to individuals.
 - Registered charity in the US [501(c)3], Canada or UK.
 - Primary purpose is non-religious and non-political.
 - Group does not discriminate on the basis of race, ethnic or national origin, religious affiliation, gender, sexual orientation, age, disability, physical appearance, language, educational background or veteran status.
- Are the applicant's goals are achievable?
 - Automation of a single, achievable business process. Projects focusing on ecommerce, accounting, and/or fundraising/donor management are preferred.
 - Applicant understands NetSuite software and how it can fit their needs.
 - More complex implementations are fine if the organization has sufficient capacity.
- Does the applicant generate significant social impact?
 - Applicant clearly articulates their social impact and offers at least one metric.
- Does the applicant have sufficient organizational capacity?
 - Applicant demonstrates the knowledge, staffing and willingness to allocate the resources required to implement an integrated, web-based ERP/CRM system.
- How big a difference does the donation make?
 - A donation can increase operational effectiveness leading to improved social impact.

The Application Process

Applicant Prepares to Apply

- ✓ Applicant identifies how NetSuite software can help increase operational effectiveness/ solve operational issues by doing some homework.
 - Charity case studies:
<http://www.netsuite.com/portal/customers/nonprofit.shtml>
 - Role-based demos:
http://www.netsuite.com/portal/resource/edemo_main.shtml
 - Resource center:
<http://www.netsuite.com/portal/resource/main.shtml>
- ✓ Applicant verifies they have the capacity to implement an ERP/CRM system
 - Understand the process of implementing technology
http://www.npower.org/resources_guides/vendorguide.pdf
 - Avoid common mistakes
http://www.rlweiner.com/idealware/idealware_0711.pdf

Letter of Interest

- ✓ Applicant submits a very brief letter of interest at <http://www.netsuite.org/>.
 - Applicant can request a free trial of the NetSuite software.
- ✓ NetSuite will notify applicants within 30 days if they have been selected to move forward.

Application

- ✓ Applicant fills out a short application.
- ✓ NetSuite evaluates grant applications based on the selection criteria.

NetSuite Selection and Vetting

- ✓ NetSuite will contact the applicant by phone to cover three topics (approximately 1 hr):
 - Deeper understanding of how applicant meets the selection criteria.
 - Make sure grantee understands their commitments and the benefits of an award.
 - Create initial implementation plan.

Award

- ✓ NetSuite notifies applicants of award or declination.
- ✓ Applicant accepts or declines the award.
 - Applicant submits signed grant agreement.
 - NetSuite provisions account and begins assembling a volunteer team.

Post-award

NetSuite will provide grantees:

- ✓ An organized methodology for understanding, planning for, and implementing NetSuite.
- ✓ Training materials to guide grantees through the implementation process.

Grantees should expect implementation to take from 2-6 months (depending on complexity).

Donations will automatically be renewed each year as long as the grantee remains eligible, the software remains in use and a NetSuite donation program exists. Discount terms are tied to the annual revenue of the grantee.

Discount Rates	Grantee Annual Revenue	
	\$0-3M	\$3M+
Standard donation	Donated	Donated
Additional Items	80% discount	50% discount

Additional items refer to add-ons, users and support only.

Service Grants

NetSuite product donation grantees may also apply for a service grant. NetSuite corporate employees will provide support and assistance to grantees in planning and implementing their software donation.

To Apply

- Visit <http://www.netsuite.org/>

Questions?

- Email giving@netsuite.com