HOUSEBLEND

CASE STUDY

How a global hygiene services provider stabilized its NetSuite operations and expanded internationally

Hygiene and facility services | NetSuite

AT A GLANCE

The challenge

CLIENT
Global hygiene services provider

INDUSTRY
Hygiene and facility services

SCOPE
Stabilization, North American implementation, international subsidiary rollout

PLATFORMS
NetSuite

The company needed NetSuite to run its North American business and then carry it into an international market. That meant more than a rollout: operations had to be stabilized, legacy issues fixed, and the platform made ready to scale across regions.

The business ran on 18 legacy systems. Orders, invoices and credits involved manual reconciliation, and missed billing was leaking revenue.

APPROACH

What Houseblend did

1. **Implementation and expansion.** Implemented NetSuite for the North American business, then onboarded an international subsidiary onto the same platform.

2. **Stabilization.** Stabilized operations and fixed legacy issues so the platform could scale.

3. **Automation.** Automated order, invoice and credit processing, removing manual reconciliation.

4. **Multi-region billing.** Built custom pricing and billing workflows, including automated price increases.

RESULTS

Leaner operations across regions

On-time service rate 50 to 55% → **85 to 90%**

$500K / yr
Labor savings

$300K / yr
Software savings

~$0.5M / yr
Less missed-billing revenue leakage

12 to 15%
Gross margin lift from automated price increases

18 to 4
Legacy systems moved to cloud platforms

20 to 30%
Lower customer service and billing headcount

HOUSEBLEND

Whether your NetSuite environment needs stabilizing or you're expanding into new regions.

NetSuite rescue
www.houseblend.io/services/netsuite-rescue

NetSuite implementation
www.houseblend.io/services/netsuite-implementation