



Values-Driven. Customer Focused.

www.concentrus.com

WHO IS CONCENTRUS?

A History Lesson

Our owner, Vincent Huang, has one of the largest prepaid cell phone distribution companies. In 2009, that company was using multiple systems to run their business. It was ineffective and time consuming. After learning more about cloud-based enterprise resource planning (ERP) systems, they decided to move away from fragmented systems and moved all of their core business functions to NetSuite.

They quickly realized that while NetSuite is a powerful tool, the “out-the-box” solution was not going to help them reach their aggressive business goals. They needed to customize the solution to fit their unique business needs and help them reach their full potential.

So, they reached out to several partners to help them tailor the solution, but found that the partners they reached out to were more interested in pushing their own agenda than understanding the true problems. Huang decided to take matters into his own hands. He put together an internal superstar team with master listening skills to assess the business challenges and come up with a long term, sustainable solution and ensure that they were getting the most out of their NetSuite investment.

This superstar team vowed to help other companies experiencing business process challenges and NetSuite customization woes by being a partner that is always “in it for the client.”

... and thus Concentrus was born!



WHAT DO WE DO?

We transform entrepreneurial companies into professionally run businesses by taking time to listen to our customers and understand core business challenges before recommending a solution that will help them reach their business goals and accelerate growth.

Concentrus is a complete NetSuite solutions provider that guides organizations through how to use NetSuite to reach highly focused business goals and objectives. We provide NetSuite implementation, customization, development, integration, support, and training services to ensure that you have a long-term solution that is tailored to fit your systems, people, and processes. And, with our fixed pricing option, you can be sure that the recommendations we provide are based on actual business needs so that our clients can get the best return on your NetSuite investment.



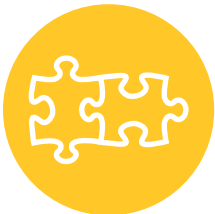
OUR CORE VALUES

At Concentrus, our values drive how we do business.



HONESTY

We believe in being direct and kind in everything we do. This includes our interactions with each other as well as with our clients. We encourage open and honest feedback because we care about the success of our clients and our teammates alike.



COLLABORATION

We are a team. We work closely to support each other and provide our clients with all the strengths and benefits of every individual on our team. That way every person from Concentrus will provide our clients with consistently trustworthy, actionable, and beneficiary interactions.



HUMILITY

The secret to our master listening skills is being humble enough to take feedback and to commit ourselves to leave our own agendas at the door when working with our clients. Too often people are clouded by their own agenda without even knowing it that they lose sight of what the client is saying. We are committed to being humble and truly listening to and understanding our clients needs.



INNOVATION

We believe in continuous improvement – not just in technology, but in our processes as well! In fact, we encourage all teammates, no matter their roles or responsibilities, to provide continuous process improvement suggestions. In fact, we call all of our teammates teammates because everyone is a stakeholder – all teammates make key decisions as a group and share in the rewards.

OUR PEOPLE

We Care About Our Community



Every year, we host an optional Summit that is open to all teammates. It's a 3 day workshop that challenges you to move to the next level of personal development and success by breaking through barriers of your existing fears and personal road blocks.

We want our teammates to be happy and healthy! As a company, we do a quarterly wellness challenge to encourage our teammates to stay active and inspire each other to live a healthy lifestyle. We also provide healthy lunches for all teammates at our main office every Monday through Thursday.



OUR COMMUNITY

Every year, we participate in Operation Christmas Child as a company. Our teammates get together and stuff shoeboxes filled with toys, school supplies, and personal hygiene items for children in need around the world. In 2017, our teammates worked together to fill 1,000 shoeboxes!



We are committed to giving back to our community. Every year, we volunteer for a variety of different charities and nonprofits such as Kidworks, hurricane relief efforts, food banks, and much more. It's a great way for our teammates to put our superstar teamwork to good use and help those in need!

WHO ARE WE TO OUR CUSTOMERS?

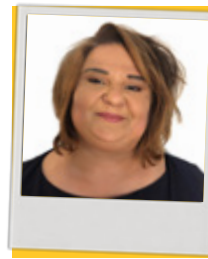
Our Superstar Team

First things first, let's introduce you to our team!



Amy Malmquist
President

Amy has over 20 year of experience helping turn around businesses to profitability. Her experience is in wholesale distribution, retail, business development, launching new markets, training, HR and business consulting. Her vision for Concentrus is to provide her clients and partners with a “white glove” experience. From the initial engagement through implementation and beyond, Amy strives to build a team that will help entrepreneurial companies see their full potential for success.



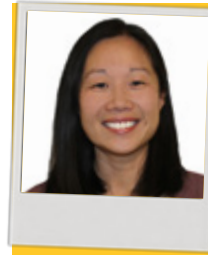
Fara Panah
**Vice President
NetSuite Practice**

Fara has been working with ERP & CRM Software including NetSuite, Microsoft Dynamics products and Sage for the past 23 years, involving herself in every aspect of ERP evaluation & Implementation. After several hundreds of successful implementations, Fara realizes that selecting and implementing a new ERP Software can be stressful process. Her goal is to build the mutual trust and confidence with her clients. Her greatest strength and enjoyment come from designing a total solution that extends to all areas of the customers business. Fara works with clients to understand what is needed to make their ERP work for them; from the initial concept she designs the system and the processes and works with the implementation team to bring about a “turnkey” solution that will fit the clients’ requirements exactly.



Jesse Guzman
Project Manager

Jesse is a process-oriented project manager with over 5 years of experience. He specializes in finding the root of a problem before determining the ideal course of action. For every project he manages, he is results-driven and provides clear communication during frequent touch points with the client. In addition to having an MBA and being fluent in Spanish, Jesse brings 8 years of operations management experience and specializes in warehouse, distribution, and 3PL. When he is not executing working with new clients and finding long-term solutions for his clients, he is traveling with his wife and 2 sons or playing soccer. They have already traveled to 16 countries and are excited for the adventures to come.



Sara Duong
Project Manager

Sara is a PMP certified project manager with 6 years of experience managing NetSuite customization and implementation projects. With a Finance MBA from USC, Sara also brings investment banking and real estate development experience. When she's not keeping projects on time and on schedule, she is practicing yoga, trying new foods and wines, and enjoying her time as a tennis mom.



Jenny Engelhart
Solutions Consultant Lead

Jenny is a NetSuite SuiteFoundations and NetSuite Financial User certified solutions consultant with over 5 years of experience. She specializes in identifying business process inefficiencies and focuses on helping customers leverage NetSuite to reach clearly defined business and departmental goals, while still providing a seamless user experience. When she is not training customers or other team members to use and configure NetSuite, she's training, planning, and preparing for her next mud run. No obstacle- business or mud related - will get in her way!



Sarah Meehan
Solutions Consultant

Sarah is a NetSuite Certified Administrator with over 7 years of experience. She focuses on making organizations more efficient through NetSuite customizations, process automations, and feature configurations. When she's not helping companies do more with their existing resources, she's teaching and practicing yoga, baking vegan treats, or watching and discussing films.



Kevin Suh
NetSuite Administrator

Kevin focuses on the support of customers by communicating and assessing the business process. He is passionate about helping customers resolve the issues so that they can focus on what really matters in their business - their customers and providing top level products and services. He has over 9 years of experience in Logistics, which has provided him with a strong knowledge base on KPI, Metrics performance, support, operational forecasting and achieving budget performance on operations and production. He is a strong believer in teamwork and support because of his background as a professional soccer player early in his career. During his free time, you'll find him spending with his family and going to sporting events.



Aska Zhang
Senior Sales Operations Specialist

Aska is a sales operations specialist who ensures a smooth transition from business development to the solutions team, all the way through to project management. She provides the professional services team with the analytical data they need to make faster, more informed decisions to support our clients in a timely manner. She brings over 8 years of experience in customer relations and operations and is fluent in Mandarin. When she is not streamlining operations for the professional services team, she is feeding her foodie spirit by traveling, exploring new restaurants, and experimenting with new recipes.



Elaine Chen

Business Analyst

Elaine has over 8 years of experience in both project management and development. She pulls on her strong background of accounting and IT to ensure that every NetSuite implementation and customization that she is involved with goes as smoothly as possible. When she isn't helping companies overcome their business challenges, she is traveling, singing, or getting a good work out by doing Zumba and playing with her kid.



Chesley Lo

Software Developer

Chesley is a software developer who has been working on NetSuite customizations for over 4 years. He also has experience working with the iOS application language. He is passionate about helping companies of all sizes resolve their existing NetSuite issues and providing new and creative ways for them to use NetSuite more efficiently.



Jane OuYang

Business Analyst

Jane has over 6 years of experience. She provides extreme attention to detail and practices active listening to ensure that all customers' needs are being met. She is a problem solver who also has experience in data analysis and banking experience. When she is not creating sustainable, long-term solutions for clients, she is practicing yoga or spending time with her wonderful family.



Alex Chang

Software Developer

Alex is a developer with 3 years of experience. He works with SuiteScripts to complete NetSuite projects and he has also been a JavaScript developer for years. After receiving requirements, he will get clear on all the intricacies of the project before determining the best way to make the clients' expectations into a reality. When he is creating the best solution for a client's business needs, he is watching new movies or enjoying a nice cup of tea.



Lincecum Lin

Software Developer

Lincecum is a software developer with over 5 years of experience. He focuses on developing NetSuite customizations and integrating multiple systems into our clients' NetSuite solutions. He considers himself a problem solver and enjoys finding different ways to automate processes for clients to reduce the amount of manual processes and ensure that clients can work smarter – not harder.

WHAT DOES PARTNERSHIP MEAN TO US?

As your partner, we are..



YOUR ADVISOR

"By getting to the heart problem first, we can help you identify the best solution for your current business challenges and recommend a long-term, sustainable solution."

John Martinez, Vice President



YOUR TEAMMATE

"We take the time to truly understand your business, your goals, and the root cause of your business problems so that we can represent your interest as it relates to each project."

April Stavropoulos, Account Manager



YOUR ADVOCATE

"We help you break through system, people, and process barriers so that we can help you bridge the gap between your current state and your future goals."

Sara Duong, Project Manager

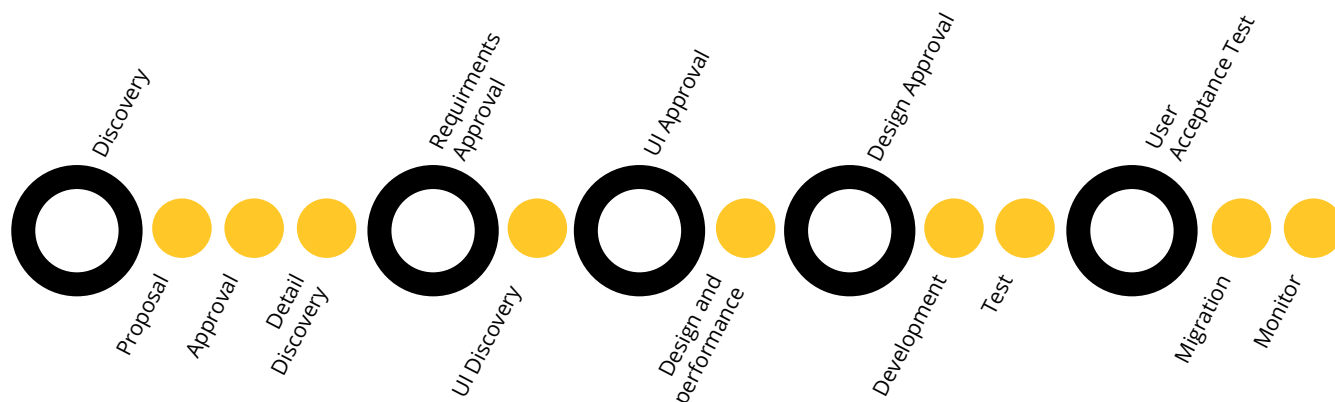
THE “SECRET SAUCE”

We’ve walked in your shoes, so we know what it’s like to work with partners that are not “in it” for you.

That’s why we are in constant communication with our clients so that we can validate our course of action and assure the client that we are always focusing on their needs.

Our methodology includes what we like to call our 5 Gates of Success. These are a series of client touch points to ensure that we are all on the same page and that we can provide a sustainable, long-term solution for our clients. Each “gate” was carefully chosen by the Concentrus team to ensure that we are always on the same page as our customers.

Take a look:



This image shows a timeline of our 5 client touch points – discovery, requirements approvals, UI approval, design approval and the user acceptance test – as well as the back-end steps that we take to ensure that you have the systems, processes, and training you need to get the most out of your NetSuite investment.

Let’s start a conversation

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