



SquareWorks

CONSULTING

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SquareWorks Consulting partnered with Service Compression, a rental compression company, to provide NetSuite support, resulting in significant efficiency gains and growth.



Service Compression is a leading provider of compression services for exploration and production companies at the wellhead. They are focused on advancing the ESG (Environmental, Social, and Governance) initiatives of the upstream oil and gas sector through their differentiated service and technology offerings. Service Compression is headquartered in Lubbock, Texas, with field offices in Texas, New Mexico, Oklahoma, and Arkansas.

With a new focus on sustainable solutions, the company transitioned from gas-powered to electric-powered compression, aiming to meet the demands of an environmentally conscious oil and gas industry. Over the past 4-5 years, the company has experienced significant growth, expanding its workforce from 40 to 120 employees, witnessing a remarkable 500% growth in assets.

During this transformative growth, Service Compression migrated from E2, a manual ERP process managed in Excel, to NetSuite. This marked a significant shift from outdated systems, providing consolidated financials and streamlined operations.

NetSuite facilitated seamless integration of acquired companies in a sustainable manner, eliminating the challenges associated with manual processes and instilling consistency, repeatability, and heightened confidence in results. Currently, Service

Compression leverages NetSuite's Fixed Assets, Advanced Projects, Job Costing and Project Budgeting modules.

"Transitioning to NetSuite from our previous manual ERP process was a wonderful change, especially the consolidated financials. From the growth that we've had, NetSuite has been able to adapt to anything we've thrown at it."

-Doug Sneed, NetSuite Administrator

How SquareWorks Consulting Helped

Service Compression initially partnered with SquareWorks Consulting on their financial automation platform, Automate, which included key features such as AI-Enabled OCR and Invoice Scanning, Approval Automation, and 3-Way Match functionality. The OCR feature, significantly streamlined the processing of 400-500 AP bills monthly. The complex approval workflows enabled Service Compression to approve transactions in NetSuite, including Vendor Bills and Purchase Orders, based on a combination of Purchase Locations, Purchase Type and Transaction amounts. Now, the team can easily adjust their approval flows without the need for editing complex scripts or workflows. These approval workflows were also setup in conjunction with SquareWorks' 3 Way Match to identify variances and route bills for approval based on variance amounts.

SquareWorks stood out among other partners due to its cost-effectiveness, customizable options, scalability, and its NetSuite focus, instilling confidence in receiving support during the implementation process.

Following the successful implementation, Service Compression recognized SquareWorks level of expertise. Knowing that SquareWorks Consultants were solely focused on providing NetSuite support, the company was interested in partnering with them to optimize their environment through their NetSuite Premium Support Plans. They also found that they needed additional support during the implementation process and SquareWorks was able to provide some of the heavy lifting that their lean two-person NetSuite Admin team didn't have the capacity to handle.

"We had such a good experience working with SquareWorks on the OCR implementation, which led us to bring them in for NetSuite Support. Once we received support from the team, we didn't even realize how bad we needed it and it's something I don't think we could ever get rid of now."

-Brandon King, Financial Controller

Services at a Glance

- Ongoing Maintenance & Operations
- Troubleshoot & Bug Identification
- Prep for NetSuite Upgrades and Impact Analysis
- Integration Prep & Management
- Custom Reports & Saved Searches

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Many billing solutions come with a lot of bells and whistles and are external to NetSuite. SquareWorks OCR, on the other hand, offers a cost-effective entry-level option that lives within NetSuite. Since implementing, SquareWorks OCR feature has significantly enhanced our efficiency, contributing to our growth.

*-Brandon King,
Financial Controller*

- Enhancement of NetSuite's Fixed Asset Module

As a valued support customer, Service Compression gains access to upgrade impact assessments prior to every NetSuite upgrade. With this analysis, their Primary Support Consultant proactively guides the team in preparing for impending changes, executing necessary adjustments to ensure their NetSuite environment continues to operate as expected following the upgrade rollout.

Beyond day-to-day operations and maintenance, Service Compression leverages SquareWorks services for enhanced support in managing external integrations and resolving complex issues. SquareWorks actively collaborates with Service Compression to ensure integrations are fully operational, providing valuable recommendations to support the company's critical business processes.

To address specific needs, such as improving sales tax reporting, SquareWorks, although not directly providing such services, recommended a trusted partner, Avalara. During implementation, SquareWorks Consultants assisted as needed, ensuring the project's smooth progression.

"It's really hard to find a skilled NetSuite support person for implementations, whether from the software side or from the NetSuite side. We've been through so many implementations and worked with so many consultants, and you guys were a breath of fresh air."

-Brandon King, Financial Controller

Additionally, Service Compression leverages SquareWorks to create custom inventory reports and reorder reports, providing swift access to information without the need for extensive manual report generation and consolidation.

Reporting Metrics For One Year

- Resolved 16 Support Tickets
- Supported and Executed External Integration
- Developed 1 New Saved Searches and Reports
- Completed 1 Upgrade Impact Assessments

During the past year as a Premium Support customer, SquareWorks efficiently resolved 16 support tickets ranging from updating roles to workflow modifications. In addition to managing daily operations, SquareWorks played a pivotal role in supporting and executing a partner integration, ensuring the optimization of Service Compression's NetSuite environment.

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When NetSuite has an update and suddenly things aren't looking exactly right, SquareWorks analyzes our environment and provides us with an information packet related to those updates. The information is very educational and tells us what the updates are, their impact, and things we need to be aware of. SquareWorks knows the potential impacts the NetSuite upgrades have with other systems and integrations.

*-Doug Sneed,
Asset Manager*

Looking Ahead

SquareWorks played a crucial role in streamlining AP processes by implementing AI-Enabled OCR, allowing the team to process invoices faster with OCR and AI technology. SquareWorks also introduced a fully automated approval process and a real-time 3-Way match engine to identify any variance violations. Additionally, they provided support and optimized Service Compression's NetSuite environment, resulting in significant efficiency gains and growth. Service Compression continues to leverage NetSuite and SquareWorks NetSuite support plan to promptly address emerging projects and issues.

"SquareWorks has helped us through extensive updates, implementing mass changes and updates at a pace much quicker than we could have achieved on our own. We're currently utilizing about 4 hours per month. If we didn't have SquareWorks support, we would be spending twice as many hours internally. We'll still be utilizing SquareWorks support and might even need to increase our support hours."

-Brandon King, Financial Controller

For more information about SquareWorks Premium Support Plan, please click [here](#).



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