



## Pace Lighting Brightens Its Business Fortunes with NetSuite

Pace Lighting is an independent lighting products distributor in Savannah, Georgia, serving electrical contracting and construction firms as well as retail consumers. Founded in 2001, the company operates an award-winning retail showroom and provides an alternative to big box stores with an array of more than 750,000 SKUs, exceptional industry expertise, and personalized customer service.



“We’re operating so much better in terms of bottom line, efficiency, visibility, order processing, fulfillment, all of it. All our processes are so much faster. Without NetSuite, I would have had to hire another employee to manage our day-to-day work.”

Lisa Bartlett, CEO and Owner, Pace Lighting



# A Single Unified Platform to Streamline Financials and Operations

## Inflexibility prompts an ERP upgrade

Growing more than 4x since 2008, Pace was struggling with the limitations and inflexibility of their previous service provider, a business application geared for the lighting industry. CEO/owner Lisa Bartlett and staff resorted to time-consuming workarounds and heavy spreadsheet usage for core processes, from accounting and billing to reporting, purchasing, payroll, inventory management, and order processing. Poor visibility and periodic data glitches undermined process efficiency and decision-making.

## New capabilities for a next stage of growth

Knowing it was time for a change, Bartlett began exploring options with Zastro, a NetSuite Solution Provider that offers IllumiNET, a customized version of NetSuite geared expressly for the lighting industry. Zastro's successful implementation at another lighting distributor, and the comprehensive NetSuite platform with its flexibility and ease of use, convinced Bartlett that she had found the optimal solution to streamline operations, enhance visibility, improve customer service, and position her company for its next stage of growth.

## Double-digit efficiency gains across the business

As NetSuite usage scaled up, Pace has cut purchase order time by 60%, and the monthly close and other accounting tasks by 40%. Monthly reporting is down from four hours to one hour, while sales order creation is 80% faster through Zastro's IllumiNET-based integration of NetSuite and LightsAmerica, a catalog company. That's helping Pace accelerate fulfillment by up to two days.

## Improved employee and customer experiences

Bartlett is delighted at how staff has a single system for day-to-day tasks, and how Pace is now able to "provide extra customer service you wouldn't necessarily expect from a locally owned small business." Pace has breakthrough business insights, such as breaking out goods versus freight costs, enabling it to stay within freight cost thresholds for a given order. Going forward, Pace will continue capitalizing on its NetSuite platform to meet goals of improving both revenue and profitability.



### Company Snapshot

**Company:** Pace Lighting

**Location:** Savannah, GA

**Industry:** Retail, Wholesale Distribution

**Number of Countries:** 1

**Annual Revenue:** \$9 million

**Employees:** Under 20

**Applications Replaced:** QuickBooks

**NetSuite Modules Deployed:**

[NetSuite ERP](#)

[NetSuite CRM](#)

[NetSuite Procurement](#)

[NetSuite SuitePeople Payroll](#)

[NetSuite SuitePeople HR](#)

[NetSuite Inventory Management](#)

[NetSuite Order Management](#)

**Implementation Partner:** Zastro