

SurveyMonkey Ramps Up Rapid Company Growth with NetSuite ERP and Nexonia Expenses



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—Irina Lyakhovich
Accounting Manager, SurveyMonkey

Company at a Glance

Location:

Palo Alto, Calif.

URL:

www.surveymonkey.com



Partner Name:

Nexonia

Location:

Ontario, Canada

SurveyMonkey, a leading online survey tool for organizations world-wide, integrated NetSuite ERP and Nexonia Expenses to help streamline and simplify travel reports.

Since 1999 SurveyMonkey has been a leader in online surveys for organizations. It's the world's leading provider of web-based survey solutions, trusted by millions of companies, organizations, and individuals. Although growing rapidly, SurveyMonkey was still completing expense reports manually for more than 100 employees. The company needed an expense reporting tool to integrate with NetSuite ERP that would streamline and reduce the amount of time spent on expense reports. Nexonia Expenses was the ideal solution.

Challenge

SurveyMonkey's manual expense review process was inefficient and didn't support the company's continued growth. A significant amount of time was required each month to enter the data into NetSuite.

The company needed a quick and easy way to manage expense reports, automate their processes, and improve compliance. They were also looking for a solution to better track use of corporate American Express cards.

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Solution

SurveyMonkey was introduced to Nexonia at SuiteWorld 2013, the NetSuite customer conference. Nexonia fit the bill. It had a good reputation for customer service, had been a NetSuite partner for many years and was experienced with deploying quickly to NetSuite ERP customers, and it had the ability to create accounting solutions to satisfy customer needs. Nexonia’s services were exactly what SurveyMonkey needed. In addition to the automated services, Nexonia’s pricing structure, flexibility, and seamless mobile app confirmed the decision. Within just a few hours, Nexonia was able to set up a custom solution in NetSuite that achieved SurveyMonkey’s goals.

Result

The changes implemented by Nexonia for SurveyMonkey have been a tremendous success. SurveyMonkey has seen improved approval flow in their tracking system, providing streamlined audits and review by management. Expenses are more visible and the close process has been shortened.

“We had outlined three phases of Nexonia integration in NetSuite,” said Irina Lyakhovich, Accounting Manager at SurveyMonkey. “The first two—updating our expense reporting and corporate card processes—were finished immediately. The third, integrating Nexonia with our travel tracking, is long-term, but it’s reassuring to know the possibilities are there. We’ve enjoyed building the relationship with Nexonia, and it’s helped us further leverage the NetSuite platform.”

Nexonia has also enjoyed the partnership. “SurveyMonkey is very adept at understanding how Nexonia and the NetSuite integration process works, so much so that they’ve come to us with refinements and other new ideas they’d like Nexonia to support,” said Neil Wainwright, CEO of Nexonia. “Part of our philosophy is that if our customers don’t charge us for their good ideas, we don’t charge to implement them. As a result, we continue to evolve in our support of customers.”

Added Wainwright, “And it’s always a pleasure to work with NetSuite. They provide all needed conditions for a great integration, as partners they’re supportive and open to collaboration, and our customers are always happy with NetSuite as an ERP provider.”