

Case study

Charted partnered with Service Compression partners to provide NetSuite support, resulting in significant efficiency gains and growth



Service Compression

Service Compression is a leading provider of compression services for exploration and production companies at the wellhead. They are focused on advancing the environmental, social, governance (ESG) 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 This marked a significant shift from outdated systems, providing consolidated financials and streamlining operations.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.



“Many billing solutions come with a lot of bells and whistles and are external to NetSuite. Charted Invoice AI, on the other hand, offers a cost-effective entry-level option that lives within NetSuite. Since implementing, Charted Invoice AI we have significantly enhanced our efficiency, contributing to our growth.”

Brandon King
Financial Controller

“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 Charted helped

Service Compression initially partnered with Charted, formerly SquareWorks Consulting, on their financial automation platform which included key features such as Invoice AI, Approval Automation, and Real-Time 3-Way Match. Invoice AI significantly streamlined the processing of 400-500 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 Charted Real-Time 3-Way Match to identify variances and route bills for approval based on variance amounts.

Charted 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 the Charted level of expertise. Knowing that Charted was solely focused on providing NetSuite support, the company was interested in partnering with them to optimize their environment. They also found that they needed additional support during the implementation process and Charted 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 Charted on the 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 and operations
- ◆ Troubleshoot and bug identification
- ◆ Prep for NetSuite upgrades and impact analysis
- ◆ Integration prep and management
- ◆ Custom reports and saved searches
- ◆ 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 NetSuite 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 Charted services for enhanced support in managing external integrations and resolving complex issues. Charted 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, Charted, although not directly providing such services, recommended a trusted partner, Avalara. During implementation, Charted consultants assisted as needed, ensuring the project's smooth progression.



“When NetSuite has an update and suddenly things aren’t looking exactly right, Charted 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. Charted knows the potential impacts the NetSuite upgrades have with other systems and integrations.”

Doug Sneed
Asset Manager

“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 created 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 one new saved searches and reports
- ◆ Completed one upgrade impact assessments

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



Looking ahead

Charted played a crucial role in streamlining AP processes by implementing Invoice AI, allowing the team to process invoices faster with optical character recognition (OCR) and AI technology. Charted also introduced a fully automated approval process and a Real-Time 3-Way Match engine to identify any variance violations. Additionally, they provided NetSuite support and optimized Service Compression's environment, resulting in significant efficiency gains and growth. Service Compression continues to leverage NetSuite and Charted NetSuite Premium Support Plans to promptly address emerging projects and issues.

"Charted 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 Charted support, we would be spending twice as many hours internally. We'll still be utilizing Charted support and might even need to increase our support hours."

Brandon King, Financial Controller

To learn more about Charted NetSuite Premium Support Plans, click [here](#).

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