

Case study

Clinical stage biopharmaceutical company enables their team with premium NetSuite support services



Spero Therapeutics

Spero Therapeutics is a clinical-stage, pre-commercial biopharmaceutical company that focuses on identifying, developing, and commercializing novel treatments for multidrug-resistant bacterial infections and rare disease. Their main office is based in Cambridge, MA, with remote employees across the country. While Spero Therapeutics had initially established themselves on QuickBooks, they knew they would need a more robust and scalable option as they prepared to go public.

Spero Therapeutics made the transition to NetSuite during the clinical stage of their business. Once NetSuite was implemented, they quickly realized they were going to need more support in maintaining NetSuite and needed someone who could help optimize their environment. Charted, formerly SquareWorks Consulting, came highly recommended due to their experience in the Biotech & Life Sciences space as a partner who could help the Spero team moving forward.

How Charted helped

Once the engagement began, Charted assigned a primary support consultant, who came in to fill the role of Spero's NetSuite administrator. Spero Therapeutics was able to very quickly start realizing value from the service by utilizing the support consultant for day-to-day requests, system questions, and to handle any issues that arose. Within weeks, the company started leveraging their new system in a more effective way for daily operations within their accounting department.



“Charted is able to work proactively instead of reactively, identifying bugs and sharing with all of their clients before they experience issues themselves has been key in our relationship. They’ll find something, and immediately, they’ll know the impact. They know our system and promptly made necessary changes.”

Heather Smotrich
Accounting Manager

Services at-a-glance

- ◆ Ongoing Netsuite maintenance and configuration
- ◆ Advanced troubleshooting and bug identification
- ◆ Assessment of NetSuite upgrades and impact analysis
- ◆ Team training and role assignment
- ◆ Integration support and management
- ◆ Audit reporting in support of SOX compliance
- ◆ Custom reports and saved searches

As a support customer of Charted, Spero Therapeutics has access to impact assessments prior to every NetSuite upgrade. With this analysis, their primary support consultant helps the team prepare for how to navigate any impending changes and executes any necessary adjustments to ensure their NetSuite environment continues to operate as expected following the upgrade rollout.

In addition to ongoing support and maintenance, Spero Therapeutics leveraged the service to bring better maintenance for external integrations and help the company navigate more complex issues related to their external purchasing system. Charted was ready to assist the team, ensuring that essential integrations for the business were fully operational and provided recommendations to support the company’s critical business processes.

“Charted has been a true business partner. They are able to really see the whole picture of what is going on with us as a business, where we are headed, and make suggestions, and we trust them wholeheartedly.”

Heather Smotrich, Accounting Manager, Spero Therapeutics

A key benefit that Spero Therapeutics has outlined as important is the proactiveness of the Charted team. For example, as new bugs have been identified in NetSuite, the team has been very quick to communicate such issues and their relevant solutions across all customers. This collaborative network among functional consultants from Charted has enabled the support team to execute necessary proactive changes before the bug can impact the company’s client base.



Reporting metrics for one year

- ◆ Resolved 48 support tickets
- ◆ Supported and maintained external integrations
- ◆ Developed 8 new saved searches and reports
- ◆ Completed 2 upgrade impact assessments
- ◆ Assisted with multiple audits and ad-hoc requests

As a Premium NetSuite Support customer, the Spero Therapeutics team maximized their access to Charted support and leveraged NetSuite as their primary financial system while preparing to go commercial. In addition to day-to-day maintenance, Charted was able to support and execute a vital financial integration and developed eight new saved searches and reports to optimize Spero's experience with NetSuite.

Looking ahead

Spero Therapeutics plans to continue to leverage NetSuite as their company develops and transitions to commercialization. This support service from Charted has enabled their company's transition and adoption of NetSuite, as well as the team's ability to maintain SOX compliance.

"It's our intent to make NetSuite our central ERP system for all departments. When you're a small company, you just want to get the ball rolling. As our company has grown and as we move to commercialization, we would like to use NetSuite more and have fewer connections with outside systems. We would like to use NetSuite to its full potential and maximize its capabilities, and the support from Charted has allowed us to do that so far."

Sheila Finance, Controller, Spero Therapeutics

To learn more about Charted premium NetSuite support services, click [here](#).

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