



BEYONDCLOUD
CONSULTING



ZIA TILE

Paving Innovation Tile By Tile.



ZIA TILE

Floored by Bottlenecks.

Zia Tile is committed to providing exquisite handmade cement tiles, as well as **authentic Moroccan Zellige, Cotto, Ceramics, and Limestone products** of the highest quality.

Tiles are customized to suit any customer-desired style and handmade across three continents with generations of artisanal experience.

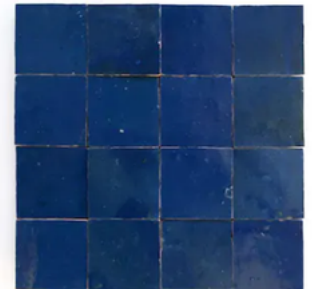
Working with designers, contractors, developers, and DIY homeowners nationwide, they leveraged their online presence to build **a strong e-commerce storefront.**

Zia Tile faced demand-based challenges, frequently leading to stockouts as their inventory was managed in Spreadsheets.

Seeking a solution, they aimed to **integrate finance, inventory, and e-commerce operations** for streamlined efficiency through the transition to a unified platform.

“We were looking for a holistic ERP system that would meet the needs of our business and be our source of truth as we continued to scale.”

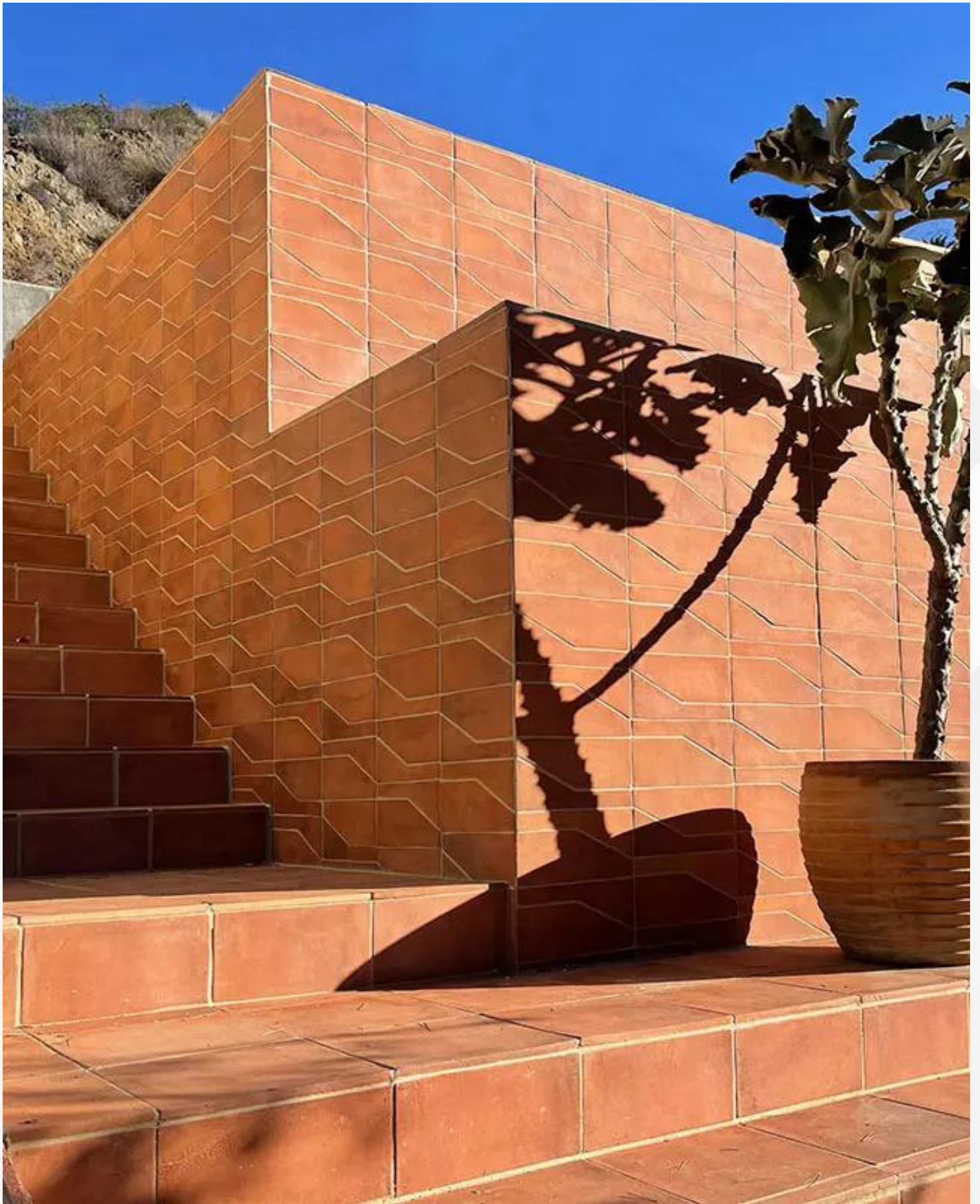
- Maci Roberts, Global Supply Chain Manager



Zia Tile's e-Commerce presence is aimed at showcasing their rich variety and quality of stock, from Limestone to Zellige and more.

The Zia Tile team decided to leave behind their prior tech stack of **Quickbooks, Zendesk, Excel, and Cargowise** in lieu of a consolidated platform.

Their evaluation started with a **desire to scale up and overcome bottlenecks** through a transition to NetSuite.



Taking the Next Step.

Zia Tile's Custom Implementation.

Seamless Integration.

To support Zia Tile's transition into a centralized platform, we started with **core NetSuite Modules (Figure 1)** to both support their operational needs as well as prepare their team to become NetSuite experts.

Beyond Cloud undertook extensive customizations to provide Zia Tile with a highly tailored and efficient system.

1 Real Time Script

We developed a **Real Time Script** to generate Transfer Orders between locations based on orders and low inventory levels in warehouses.



With the Real Time Script, popular stock items such as these Cement Tiles remain in stock or in transit for customers.

This innovative feature ensures **timely fulfillment while avoiding stockouts** previously attributed to a inefficient tech stack.

2 Location Assignment Script

This intricate customization was designed to **automatically assign locations** based on proximity to the shipping address and available quantities.

This optimization **streamlined the order fulfillment process**, enhancing customer satisfaction through more efficient deliveries.

3 eCommerce Script

Our specialized script was crafted to communicate with the ecommerce platform, informing customers about item availability timelines and providing comments.

This proactive approach **improved the customer experience** by managing expectations and reducing uncertainty.

Figure 1 - Zia Tile's NetSuite Modules



WD Standard

NetSuite for Wholesale Distribution is designed to optimize the supply chain for vendors, customers, and sales partners, and create a modern sales experience to support today's clients.



Unifying All Departments

Providing employees with **unique roles and dashboards** to allow them to execute their day-to-day activities more efficiently while unifying the entire organization on one platform.



LCS Company Pass

Access to **NetSuite Learning Cloud Support (LCS)** for on-demand learning options, enabling improvement of the team's knowledge and self-sufficiency at all levels.



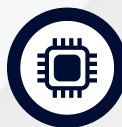
NS Premium Support

NetSuite Premium Support Services provide the technical assistance and optimization expertise from NetSuite experts, with added **assistance and toll-free help** for a variety of services and issues.



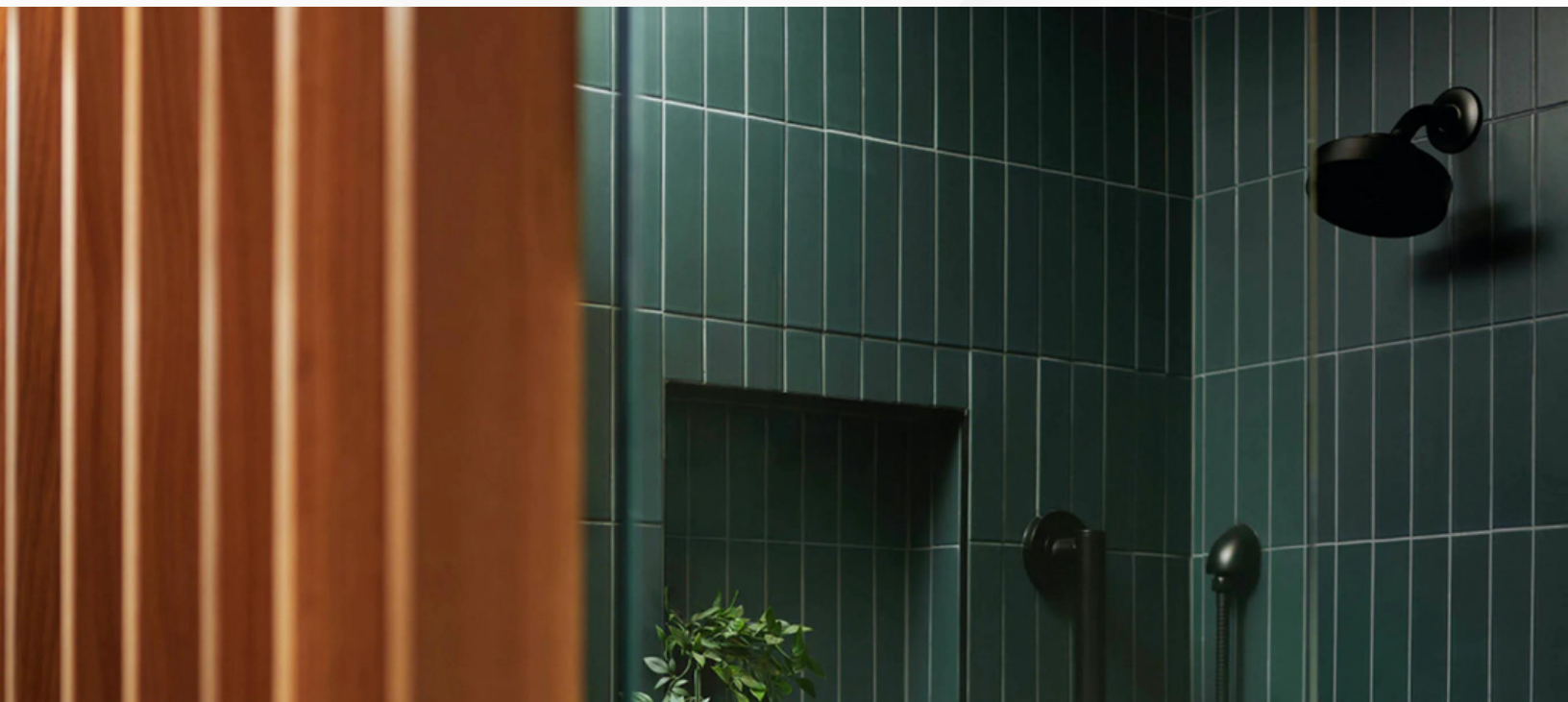
NetSuite Sandbox

NetSuite Sandbox is a safe and isolated test account for new application and customization development and testing - ideal for issue-fixing, third-party feature testing, and user training.



NetSuite Connector - Shopify

NetSuite Connector allows for data-mapping between NetSuite and e-commerce storefronts, point-of-sales systems, online marketplaces, and third-party logistics providers. In this implementation, **Shopify was directly integrated into NetSuite.**



A Polished System.

The Benefits of a Successful NetSuite Implementation.

A Timeless Upgrade.

Zia Tile's NetSuite implementation was an exceptional process - the collaborative approach led to a successful and seamless transition to a **highly specialized and customized instance of NetSuite.**

Zia Tile immediately began to experience a multitude of benefits attributed to our team's customizations, facilitating the **seamless management of finance, inventory, and ecommerce.**

Immediate Benefits:

- 1 **Elevated Efficiency**
- 2 **Reduced Stockouts**
- 3 **Enhanced Customer Service**
- 4 **Improved Operational Visibility**

“Having all your data in one place has been a **real game-changer.** It's made a huge difference - we can extract data, compare it, and make smarter decisions.”

- Maci Roberts, Global Supply Chain Manager

Cementing the Future.

Zia Tile's NetSuite journey advances into the future with the **evaluation of demand planning and MRP integration.**

These steps are aimed at optimizing inventory and continuing to grow the overall efficiency of Zia Tile's operations.



[Click here to learn more about Zia Tile's NetSuite Journey from their video testimonial!](#)



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