



CUSTOMER REFERENCE WEBINAR



CARAVEL
BPM Technology Solutions



TODAY'S CUSTOMER WEBINAR



PANEL DISCUSSION



GUEST CUSTOMER



ERP JOURNEY



SPEAKER PANEL



Elizabeth Tarnow, VP Finance

Elizabeth is a skilled finance professional with over 15 years of experience across startups, Big 4, and Fortune 500 companies. Elizabeth joined Quore as a controller and supports ongoing efforts aimed at improving operating profit and streamlining financial operations.



Corey Ruane, Senior Regional Director

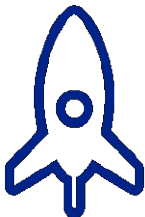
Corey Ruane is a seasoned technology and business advisory leader with 12 years of experience in enterprise solutions. He specializes in NetSuite, Salesforce, and EPM solutions, helping organizations optimize their financial and operational systems. Corey has a proven track record of driving digital transformation, streamlining business processes, and delivering strategic solutions tailored to clients' needs.



ABOUT CARAVEL

750+

NET NEW NETSUITE
IMPLEMENTATIONS



PARTNER OF THE YEAR
REGIONAL ALLIANCE OF THE YEAR - NORTH AMERICA
2020

PARTNER OF THE YEAR
VERTICAL ALLIANCE OF THE YEAR - HI-TECH
2020

PARTNER OF THE YEAR
VERTICAL ALLIANCE OF THE YEAR - SERVICES
2021

PARTNER OF THE YEAR
NORTH AMERICA PARTNER OF THE YEAR - SERVICES
2022

PARTNER OF THE YEAR
NORTH AMERICA ALLIANCE PARTNER OF THE YEAR - SERVICES
2023



ORACLE®
NETSUITE

FINANCIAL MGMT

Avalara, BILL, netSuite, #toCloud, netgrain, BLUCLURE, kyniba

PROCURE TO PAY

bill.com, Zonos, ramp, airbase, Veeva, E

ORDER TO CASH

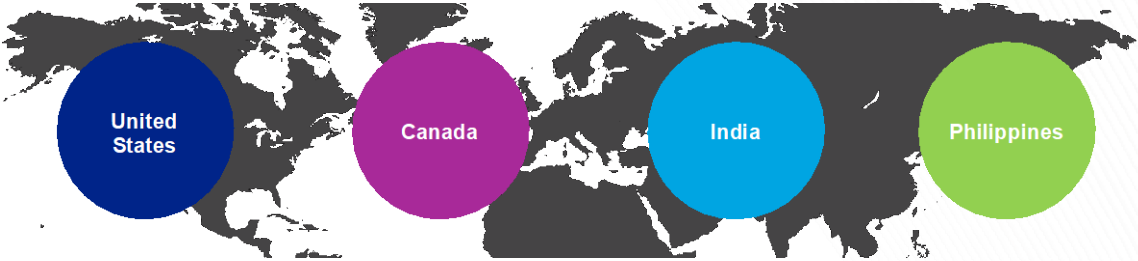
Zone, Versapay, Stripe, HubSpot, Paycom

celigo

boomi

workato

MuleSoft



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ABOUT QUORE



INDUSTRY | Hospitality Software

BUSINESS

DESCRIPTION | Quore, the industry leader in hotel management software, helps hotels run their day-to-day operations. Founded in 2012 in Franklin, Tennessee, Quore manages all aspects of the guest experience, from handling requests and complaints to preventative maintenance and housekeeping. 7,200+ hotels use Quore worldwide, including the industry's largest brands, like IHG, Marriott, and Choice.

EMPLOYEES | 60

HEADQUARTERS | Franklin, TN



ERP JOURNEY

EXISTING SYSTEMS

- Salesforce
- Avalara
- VersaPay
- Celigo

BUSINESS PAINS

- Previous ERP was heavily customized, leading to extensive testing, upgrade delays, and security concerns
- Limited integrations
- Inadequate financial reporting and reconciliation
- High cost
- Required specialized expertise

ERP GOALS

- Invoice automation was necessary for high-volume monthly invoicing and dunning
- We needed a scalable system to grow along with the company
- Need for ease of administration with out-of-the-box functionality with many integrations
- Real-time, robust financial reporting was a must



SELECTION **PROCESS**

VENDORS CONSIDERED

- Sage Intacct
- Microsoft Dynamics
- SAP
- Odoo
- Workday

PROCESS

- Identification of business pains
- Researched and evaluated alternatives
- Conducted demos of top two systems
- Demoed payment processors
- Confirmed necessary integrations
- Stakeholders demoed NetSuite and provided input
- Interviewed implementation partners
- Selected NetSuite, VersaPay, and Caravel

DECISION CRITERIA

- Automated invoicing and dunning
- Investing in technology
- Focus on SaaS customers
- Scalability for high growth
- Seamless Salesforce integration
- Competitive pricing



WHY NETSUITE & CARAVEL

WHY NETSUITE

- Met all decision criteria
- Industry leader for our size and type of business
- User-friendly and out-of-the-box functionality

WHY CARAVEL

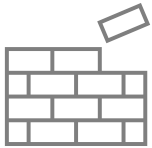
- Highly recommended!
- Expertise in our industry
- Specialization in invoice automation and dunning
- Proficiency in integration with Salesforce



ERP **BENEFITS**

FOUNDATION

Platform for growth



LEADING PRACTICES

Adopt leading practices & controls



VISIBILITY

Timely access to data & improved reporting



IT'S A **WRAP!**



Q&A

UPCOMING WEBINARS



Customer Reference Webinar with
Rothschild Wealth Partners 4/9/25

Caravel Contacts



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Thanks!

