



Leverage a platform for growth: Reduce risk, improve efficiency, and increase leadership and board visibility

Diligent Boards integration with Oracle NetSuite ERP, Oracle NetSuite OpenAir, and Oracle HCM

Background:

A global company aggregates its data to provide visibility into operations across financials, projects, and human capital

As the world's leading governance, risk and compliance (GRC) SaaS provider, Diligent has multiple business lines with offices and personnel across the globe. In a dynamic environment with multiple requests from leadership and the board, the finance team found themselves routinely spending considerable time manually aggregating and verifying financial and human capital data across global operations and subsidiaries, and considerable time curating and contextualizing it before presenting to Diligent's leadership, board and investors.



Company: Diligent

Industry: Business Software

Location: Global with Headquarters in New York City, NY, U.S.A.

Case Study Diligent Boards integration with Oracle NetSuite ERP, Oracle NetSuite OpenAir, and Oracle HCM

The challenges:

Manual analyses, repetitive work and reactive conversations

Like many Chief Accounting Officers, Adam Ginsberg and his finance team at Diligent found themselves in a reactive cycle of time-consuming manual financial reporting. “We were manually putting together a report for leadership each month,” Ginsberg says. With today’s high interest rates, Diligent’s leadership and investors are highly focused on cash management. “We would get ad hoc questions from leadership and investors, and then we would scramble trying to figure out how to answer them.”

Each time they ran the monthly report or pulled together the answers to those ad hoc questions, Ginsberg and his team kicked off a manual and error-prone process of building out a query in NetSuite, exporting the relevant data to Excel, creating Excel pivot tables to conduct analyses, incorporating those pivot tables into PowerPoint, and emailing slides with sensitive company information to executives and investors.



This process left minimal time for Ginsberg and his team to proactively consider what the reports actually meant for the business. The manual nature of the work created the potential for human error and for critical data to get lost along the way. Additionally there was not an easy way to aggregate and securely share the data and analysis as part of the leadership and board meetings along with other governance, risk, and compliance data. This hampered strategic decision making and visibility.

It was clear to Ginsberg and his team that, if they wanted to position themselves as strategic advisors to leadership and be able to proactively consider what their enterprise resource planning (ERP) and human capital management (HCM) reporting meant for the business, they needed a better way.

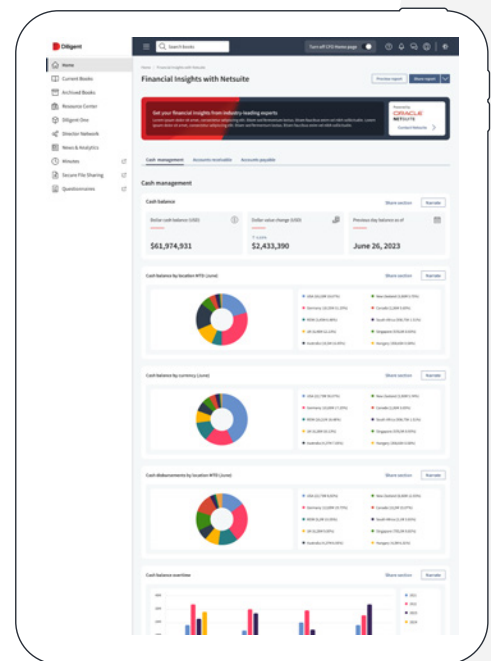
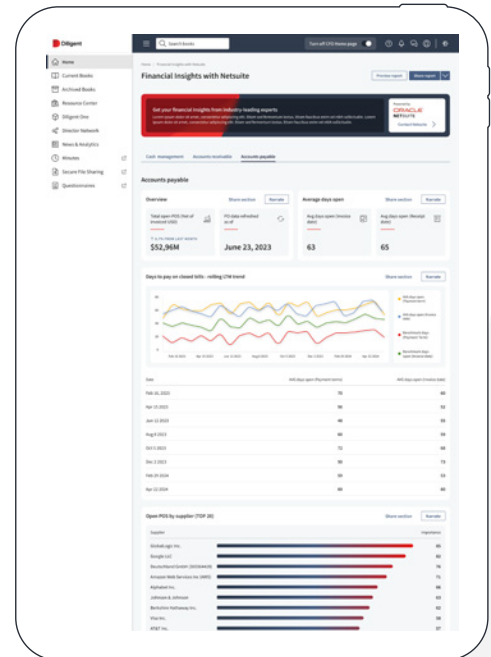
The solution:

The Diligent One Platform is designed to support growth, compliance, and leadership and board visibility

Ginsberg recognized his team needed to expedite the leadership and board reporting process to provide data-driven responses to financial and human capital questions. When Ginsberg saw a demo of The Diligent One Platform, he discovered an opportunity to eliminate manual reporting steps, to deliver a clear view into company finances and liquidity, including its days sales outstanding (DSO), and to help his team be proactive instead of reactive on financial reporting and create alignment from the leadership team to the board.

By connecting essential ERP, professional services, and human capital data from Oracle NetSuite to the Diligent One Platform and surfacing it as a visual dashboard in Diligent Boards, Ginsberg and his team can deliver better operational and financial insights faster to board members, executives and investors. That fosters better governance by empowering leadership to make fully informed decisions.

“Being able to manage and track DSO allowed us to measure the success of our policy changes and operating plans and ensure we hit our goals,” Ginsberg says.



The results:

A platform for growth that enables efficiency gains, more informed analysis and proactive discussions with leadership

The NetSuite and Oracle integrations with Diligent Boards delivers automated, best-practice reports and templates that provide a consistent view of financial performance month over month, while reducing the risk of human error or overlooked data. “I don’t have to repull the data every single time,” Ginsberg said. “We can focus more on the analysis and the explanation of what happened, and less about validating the information is consistent with the last report and deciding how to present what happened and then figure out why.”

It’s not only the finance team that have reaped the benefits of the integration; HR does too: “Integrating Diligent Boards with NetSuite and Oracle HCM has fundamentally transformed how we leverage our human capital data,” says Avigail Dadone, Chief People Officer, Diligent. “We swiftly access comprehensive insights about our global workforce so we can make informed decisions and respond proactively to our talent needs. It’s not just about saving time; it’s about enhancing the strategic role of HR in driving organizational success.”

“With the integrations we can focus on analysis and the why, and less about validating the information is complete and accurate, saving us time and providing better and more timely insights to directors and the board.”

Adam Ginsberg,
Chief Accounting Officer,
Diligent



8–12 hours

Financial reporting time saved each month with the Diligent-NetSuite integration



Of course, Ginsberg and his team still get ad hoc requests on financial performance from the board, executives and investors, but at a fraction of the regularity as before. “It’s much less frequent now,” Ginsberg says, “because we’re controlling the narrative instead of waiting to be asked questions.”

More than 4,400 public companies trust Diligent to drive more effective risk management and board oversight, including more than 70% of the Fortune 1000. [Find out why.](#)



About Diligent

Diligent is the global leader in modern governance, providing SaaS solutions across governance, risk, compliance, audit and ESG. Empowering more than 1 million users and 700,000 board members and leaders with a holistic view of their organization’s GRC practices so they can make better decisions, faster. No matter the challenge. At Diligent, you are an agent of positive change. You are joining a team of passionate, smart, creative people who not only want to help build the software company of the future, but who want to make the world a more sustainable, equitable and better place. Be a part of a global community on a mission to make a real impact.

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