Pitch Hopper is Building Efficiency and Scaling Heights with NetSuite

The Company

With a legacy spanning over three decades in the home construction industry, The Pitch Hopper stands as a beacon of innovation and excellence. At the heart of their accomplishments lies the groundbreaking creation that transcends the boundaries of the conventional — an ingeniously designed platform that offers a temporary working surface, supporting bodyweight and equipment on pitches as steep as 12/12. Ascending a ladder to access a roof has never been easier, thanks to their creation. The Pitch Hopper's unique patented design not only reduces fatigue and increases productivity, but also empowers roof workers to kneel or stand securely.

The resounding success of The Pitch Hopper at prestigious events like Ladders and RidgePros showcases their relentless pursuit of pioneering solutions for the roofing sector. In addition to the Original Series Pitch Hopper, they also offer Silver Series and Freedom Series Pitch Hoppers that are engineered to minimize heat absorption, delivering a more comfortable working surface in hotter environments.

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>
> **Tyler Holt**
> **Chief Operating Officer**
> **The Pitch Hopper**

Building for Success & Scaling with NetSuite

As a small but rapidly growing business, The Pitch Hopper team realized that they needed a series of automations to tackle mission-critical tasks within their operations. "We needed automation to have our system work without us having to do as much input because we have a small team," explained Tyler Holt, the Chief Operating Officer at The Pitch Hopper LLC. The objective of investing in an ERP system was to facilitate a "smoother operation."

In addition to relocating to a new warehouse, the company was also preparing to expand their presence internationally. Holt stated they were actively seeking an enhanced "inventory system that's true and live at all times," whether their product is part of the older or newer warehouse; something that would enable "us to move forward and scale up as we take on international orders."

Holt also referred to the product's impressive beginnings — it was an "invention that blew up," which caught their small team off guard with an abundance of evolving business hurdles. "We had to figure it out along the way," said Holt. Even though the team had briefly used QuickBooks previously, they needed an all-in-one solution that would cater to all, not some, of their complex business requirements. Following a research period, the team decided that they were going to invest in NetSuite.

Elevating Post-Implementation Operations with GSI, Inc.

At first, The Pitch Hopper team only purchased a NetSuite license, opting to manage the implementation in-house. However, it became clear from the beginning that external support would be essential for a successful implementation, especially if they wanted to unlock their complete growth potential. "They were a lot of missing gaps... I was working 16-to-18-hour days during the first two years. It eventually became too much and I was burned out, but there were still pieces we needed," stated Holt.

Holt said he "didn't have the bandwidth to be able to do everything", and they spent most of their time "monitoring all [their] stock and doing everything offline." That's when they started considering the idea of moving with a partner. "We learned that the resources NetSuite has aren't exactly what we needed."

GSI came into the picture for their leadership via a connection, and a Senior NetSuite Solutions Director of GSI, Inc., Jon Kozell, visited the Pitch Hopper offices in person to present their offerings. The team was highly impressed by the presentation and consequently opted to engage GSI for NetSuite Post Go-Live Support. Speaking about the partnership so far, Holt said, "It's been a great experience; our account manager makes sure our meetings are always productive, and that we're always moving forward each week."

How NetSuite & GSI, Inc. Balanced Both Accounting & Inventory

Since working with GSI, The Pitch Hopper team's journey has been marked by impressive accomplishments in making their NetSuite platform more "advanced" and suited to their distinct operational requirements. "It's been easy to work with everyone," said Holt.

They have observed tangible effects not only on their inventory system but also on accounting, order management, manufacturing, and various other aspects. Reporting has been big - being able to file our taxes every year or quarterly has been very helpful. Accounts receivable – everything accounting – has improved, too."

Holt also shared that some of the automation that GSI has put in place through NetSuite has made an enormous difference as well, namely being able to import order data from their online store. "GSI allowed us to basically import our orders and have them built and fulfilled automatically. Everything we put in NetSuite for our online stores has already been shipped," he shared.

Delivering Bespoke Automation in Supply Chain

Although their primary focus was on optimizing their inventory system with NetSuite, they've additionally experienced the positive effects of NetSuite on their supply chain processes. "A big piece of the work GSI has done so far has to do with how the products end up in the inventory," he said. At the start, The Pitch Hopper team lacked the appropriate module for overseeing all assembly parts; this prompted them to think outside the box and collaborate with GSI on how they would move products along the supply chain ."The GSI team has been very helpful in figuring out ways for us to not have to spend that money for the module, and still provide a solution that does virtually the same thing without any manual work."

Holt added that the "ability to ask for unique solutions" from GSI has been powerful as they're "a small team that always looks for the most efficient way to do things," even if it might not align with NetSuite best practices. GSI has effectively delivered these solutions and maintains an ongoing partnership with The Pitch Hopper to assess forthcoming needs within the NetSuite environment.

GSI, Inc.

GSI is a forward-thinking organization that aligns and optimizes your digital footprint with your business goals. We combine our deep business and industry experience with our expert knowledge of enterprise applications, automation, cloud and cybersecurity to deliver secure and flexible systems that allow your business to thrive and not just survive."

GSI's NetSuite team is the #1 ranked NetSuite Solution Provider by G2. We have this ranking because we put our customers – and our customer's customers – first. As an Oracle Platinum Partner, GSI's comprehensive suite of NetSuite services includes: SuiteCare, a 24/7 managed service offering staffed with dedicated resources; SuiteAlign, a Project Rescue service that identifies misalignment between project and business objectives; License Resale and New Implementations.

GSI consulting and managed services are backed by its signature 100 percent guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with worldwide resources. With over 100 employees, GSI consultants average over 15 years of real-world experience and are certified experts in business, industry, and enterprise applications. GSI provides comprehensive 24/7 global support.

Why GSI?

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Tyler Holt
Chief Operating Officer
The Pitch Hopper

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Case Study: **The Pitch Hopper**