Founders Story & EP Overview

"Our job isn't to customize NetSuite — it's to help it finally do what the business needs."

Brenda Wanta
Founder & CEO
Epiphany Solutions, Inc.

Brenda Wanta is the Founder and CEO of Epiphany, a NetSuite solutions company built to simplify the complex realities of service and manufacturing operations.
With over 20 years of ERP and financial-systems experience, Brenda has led global NetSuite implementations across industries ranging from aerospace to consumer technology. Her deep operational expertise inspired the creation of Epiphany's Services Platform — extending NetSuite to handle job costing, repair management, and customer-owned inventory with precision and transparency.

Known for bridging technical depth with business clarity, Brenda helps organizations transform complexity into scalable, compliant, and high-performing systems.

John Crossley
Founder & *CEO*
XPLORER DRiV

John Crossley is the Managing Partner and CEO of XPLORER DRiV, a NetSuite Alliance Partner focused on manufacturing, wholesale distribution, and commerce. With over 15 years in the NetSuite ecosystem and prior global leadership experience at SAP, John brings a rare blend of strategic and technical expertise.

He first collaborated with Brenda Wanta while at NetSuite, where she was leading Epiphany Software. Since founding XPLORER DRiV in 2022, the two have continued their partnership—combining complementary strengths in ERP, integration, and process innovation to deliver transformative business outcomes for clients worldwide.

XD Overview & XD and EP Partnership

XPLORER DRiV, NetSuite, and the Epiphany Triangle

XPLORER DRiV (XD) and Epiphany Software form a distinctive collaboration within the NetSuite ecosystem—bringing together deep domain expertise in NetSuite, Oracle Integration Cloud (OIC), and system architecture.

The synergy between XD, Epiphany, and NetSuite has become what many describe as the *"magic sauce"*—a combination of implementation excellence, verticalized IP, and integration depth. Together, the firms extend NetSuite's capabilities through Epiphany's suite of native applications, including MRO, Depot Repair, and Customer-Owned Inventory—helping manufacturers, distributors, and service organizations achieve full operational visibility and performance within a unified cloud platform.

XPLORER DRiV

powered by epiphany

Epiphany Team

Priscilla Goines

Product Manager for Epiphany with over eight years of experience in the NetSuite ecosystem. A NetSuite Certified Consultant and graduate of Texas A&M University, she combines deep technical and functional expertise to deliver end-to-end business solutions. Priscilla specializes in system configuration, solution design, and process optimization.

Giovanella Gutierrez

Software developer with more than 20 years experience of designing, coding, testing and maintenance of a variety of software applications in different industries, such as government financial, pharmaceutical, banking, life and car insurances, leasing of medical equipment, customer inventory management, renting equipment, and more recently the aerospace and MRO (maintenance, repair and overhaul).

Lander Bravo

Strategic executive with 15+ years of experience leading global operations, supply chain, and customer experience for high-growth consumer and technology brands. Recognized for building high-performing global teams, negotiating complex vendor ecosystems, and delivering results that scale enterprises from early stage through $70M+ in revenue.

Built on NetSuite. Extended by Epiphany

Purpose-built, deeply optimized — not another customization layer.

Two Decades of NetSuite Engineering Expertise –
- 20+ years designing, implementing, and optimizing NetSuite for complex, high-volume service organizations.

Performance Optimization & Cleanup -
- Specialists in identifying and remediating NetSuite performance bottlenecks caused by excessive scripting, workflows, and unindexed searches.

Configuration, Not Customization –
- Focus on configurable frameworks — minimizing technical debt and simplifying long-term IT maintenance.

**Embedded Data Layer & Reporting Integration –**
- Built-in Power BI and analytics integration through secure data lake connection for real-time visibility.

Proven Results in Performance Turnaround –
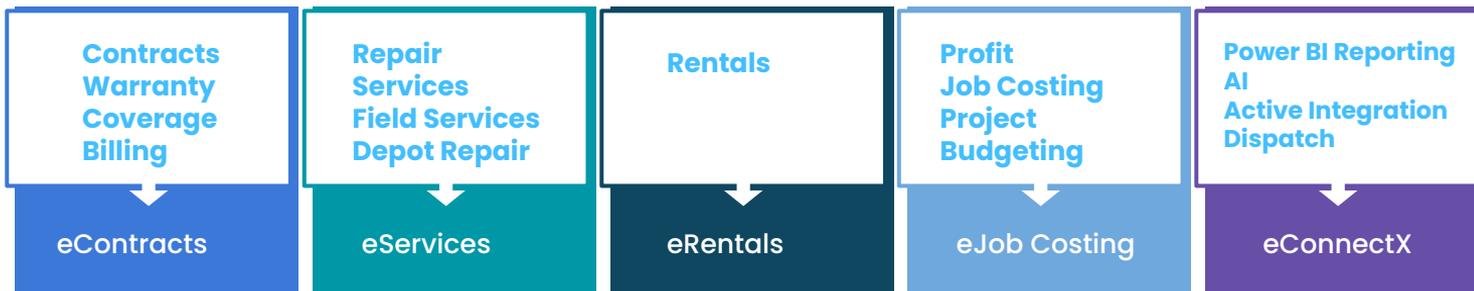- Prior clients achieved 30–50% faster transaction processing post-optimization.

Trusted by CIOs Under Pressure -
- Deep bench of NetSuite architects and developers dedicated to syste reliability and scalability.

ConnectX

eModules

Epiphany Platform
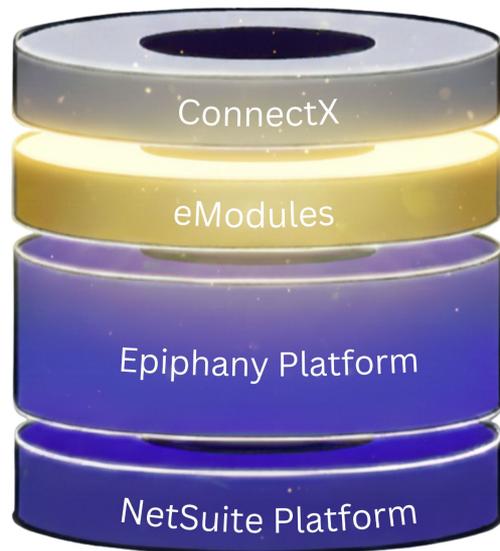
NetSuite Platform

Epiphany Solutions – MRO Excellence

Our five pillars: Focused on Equipment Management since 2002.

Contracts Warranty Coverage Billing	Repair Services Field Services Depot Repair	Rentals	Profit Job Costing Project Budgeting	Power BI Reporting AI Active Integration Dispatch
eContracts	eServices	eRentals	eJob Costing	eConnectX

Full platform for equipment and services management

- 20+ years in equipment-management automation.
- Deep NetSuite expertise; modules purpose-built for service businesses.
- Proven with Fortune 1000 clients across aviation, medical, and tech-hardware.

What It Takes to Manage Customer-Owned Inventory (COI) in NetSuite

Managing customer-owned parts isn't about inventory control — it's about ownership, visibility, and accountability at every movement

1. **Location & Movement Control**
   - Define the 'Place': Ability to record *where* every customer-owned part physically resides — a service depot, technician van, customer site, or staging area.
   - Track Movement Between Places: Seamlessly move parts across virtual or physical locations without breaking audit traceability.

2. **Financial Integrity Without Distortion**
   - Assign Value Without Balance-Sheet Impact: Recognize operational value for customer-owned stock while keeping it off the company's asset ledger.
   - Enable Zero-Cost Transactions: Reflect consumption, returns, and transfers in NetSuite accurately, without inflating financial statements.

3. **End-to-End Traceability**
   - Full Part History: Track every event — receive, consume, repair, return — with a complete audit trail.
   - Warranty, Coverage & Entitlement Management: Link each part to its service contract or warranty coverage for accurate renewals and claims.
   - Repair & Mfg BOM Integration: Connect repair BOMs to customer-owned parts so serialized items can move through production or rework seamlessly.

4. **Complex Lifecycle Management**
   - Track Single-to-Multiple Transformations:One part becomes many — *a tree → lumber → pieces (usable vs scrap).* Maintain traceability and valuation of every derivative part.

Why are you here? What benefits you?

**Right to Repair: Driving Change Across Europe**

Context: The EU's Right to Repair directive — already in motion across Germany and the broader European market — is reshaping how manufacturers design, sell, and service products.

It promotes longer product life cycles, access to repair information, and availability of spare parts — shifting service from a cost center to a core customer value.

The Five Key Benefits for Manufacturers

1. Higher Customer Satisfaction
   → Products last longer, repairs are faster, and customers gain confidence that their investment is supported beyond the warranty period.
2. Enhanced Brand Reputation
   → Companies seen as *responsible and customer-focused* build trust and loyalty through transparent repair policies.
3. Improved ESG & Sustainability Reporting
   → Lifecycle-based repair strategies reduce waste, align with EU environmental standards, and strengthen sustainability disclosures.
4. Greater Product Reliability by Design
   → Building for repairability naturally improves product durability and long-term performance metrics.
5. Digital Enablement Opportunities
   → Adoption of tools like augmented reality, digital twins, and remote "see-what-I-see" assistance empowers customers and field technicians to complete successful repairs efficiently.
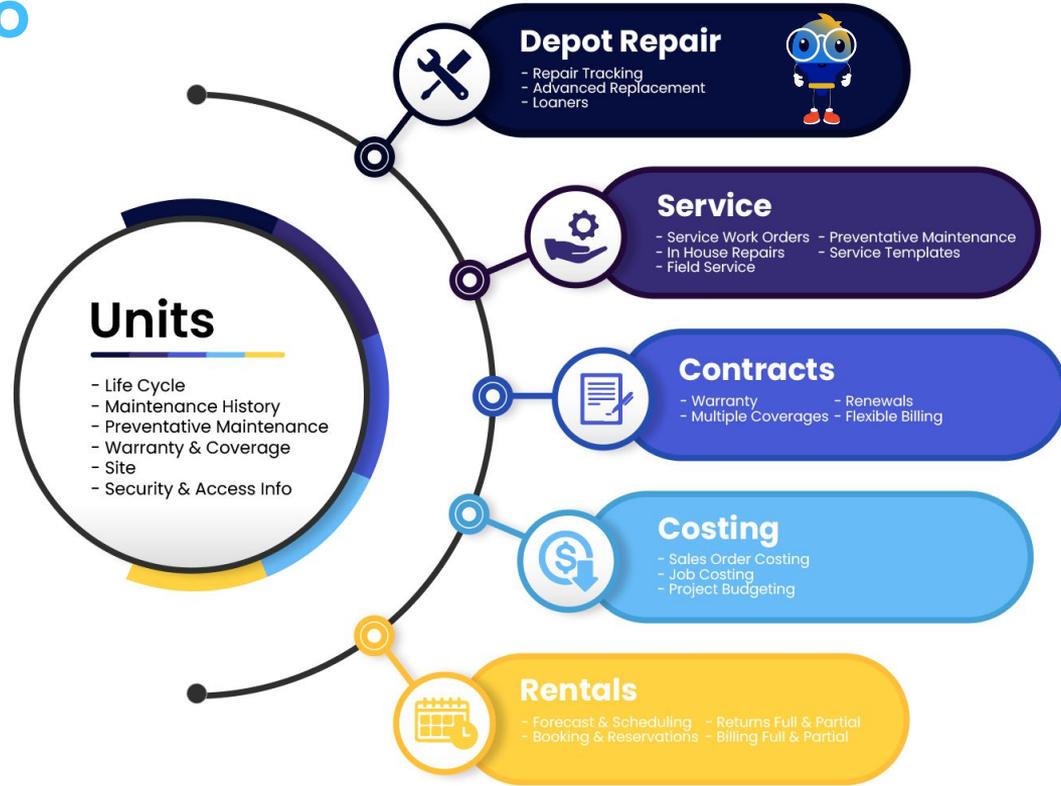
SM Unit

143-982 Unserviceable 5668

Edit | Back | Print Label | Move | 🖨 | ⏏ Actions

ADD SUB-UNITS | **CREATE WO** | **DISPOSITION**

⌄ Status

UNIT STATUS	RETURN/REPAIR STATUS	INSPECTION STATUS	CONDITION
Available / On Shelf		Inspection Pending	Unserviceable

⌄ Main

SERIAL NUMBER	CUSTOMER	SM SUBSIDIARY	ID	NAME
143-982	Acme Control	US - West	5668	143-982 Unserviceable 5668
LOT NUMBER				

⌄ Unit Location

SITE	UNIT CURRENT LOCATION	WAREHOUSE LOCATION	WAREHOUSE PLACE
	Warehouse	01 US - West Coast Warehouse	Acme - COI

⌄ Item

ACTUAL ITEM	ITEM DESCRIPTION	ITEM BASE PRICE	
Chromebook Lenovo New	Duet 5 13"	249.99	
ITEM TEXT		UNIT CATEGORY	
		Laptop	
		UNIT TYPE	
		Chromebook	

⌄ Links

MASTER WORK ORDER	WORK ORDER SET	PARENT UNIT

⌄ Configuration Fields

BOM / CONFIG TEMPLATE	CONFIG PARENT	BOM / CONFIGURATION LINE	ALIAS PART NUMBER	LEVEL	CONFIG QUANTITY
A0001					

SM Config Header
A0001

Edit | Back | 🖨 | ⤓ | Actions

TREE TABLE - VIEW

⌄ Main

NAME
A0001

ALIAS PART NUMBER
A0001-02

ITEM
Chromebook Lenovo New

VERSION
2025.11

STATUS
In Production

⌄ System

ID
5

DATE CREATED
11/15/2024 9:19 am

LAST MODIFIED
11/16/2025 5:46 pm

BY
Priscilla Goines

☐ INACTIVE

UDF Lines | **UDF Lines - Tree View**

Expand All | Collapse All

Count: 8

Part #	Config	Level	QTY	Dummy Part	Parent	Type	Mark	Section	Module #	Actions
− RNZ-85X PRIMUS	A0001	1	1	RNZ-85X PRIMUS						Expand / Collapse
− NV-850 NAV Receiver Module	A0001	2	1	NV-850 NAV	RNZ-85X PRIMUS					Expand / Collapse
⊕ NV-850 - COMPONENT 1	A0001	4	1	NV-850 - COMPONENT 1	NV-850 NAV Receiver Module					Expand / Collapse
NV-850 Component 2	A0001	4	1	NV-850 Component 2	NV-850 NAV Receiver Module					
XN-850 NAV Cluster Module	A0001	2	1	XN-850 NAV	RNZ-85X PRIMUS					

MRO Planning

PLAN-732

Edit   Back   🖶   ↴   Actions

⌄ Status

ID
PLAN-732

STATUS
Completed

ASSIGNED TO
Priscilla Goines

FULLY APPROVED
Yes

› Preferred Vendor Info

⌄ Main

TYPE
Note

TRANSACTION TYPE
Create Purchase Order

DEPARTMENT
Supply Chain

INSPECTION INTERNAL NOTES

VENDOR - ONLY FOR PO'S
VEN132 AERO PRODUCTS AND
SERVICES

ORDER TYPE - ONLY FOR PO'S
01 Material

MRO PLANNING NOTES
Attention Procurement please create a
Purchase Order for this Part Master

⌄ Links

SM UNIT
111-113-TEST

MASTER WORK ORDER
CA616

WORK ORDER
CA30146

REPAIR WORK ORDER

SHORTAGE ID
8238

DUMMY PART NUMBER
LM6PC-HPCR-1-5

⌄ Part Number Fields

PART RECORD
Blade, HPC Stage 1 Scrap - Rejected
70017

QUANTITY
2

ITEM
K024G01 BLADE, COMPRESSOR
ROTOR-STAGE 1

SERVICE ITEM

LOT NUMBER

SERIAL NUMBERS

BIN NUMBER

INVENTORY STATUS

LOCATION

Return To Criteria   Edit this Search

FILTERS

WAREHOUSE PLACE
- All -
- None -
Acme - COI
Bereft - COI

TYPE
- All -

SERIAL NUMBER

STYLE
Normal

EDIT ✓

TOTAL

NEW	EDIT | VIEW	INTERNAL ID	QUANTITY ✎	CUSTOMER ▲	SERIAL NUMBER/LOT # ✎	TYPE	WAREHOUSE PLACE	DATE BROUGHT IN
	Edit | View	5668	1	Acme Control	143-982	Chromebook	Acme - COI	1/21/2025 11:26 am
	Edit | View	5669	1	Acme Control	K98552233NN	Part	Acme - COI	1/22/2025 8:56 am
	Edit | View	5670	1	Acme Control	K98552244NN	Part	Acme - COI	1/22/2025 11:24 am
	Edit | View	5671	1	Acme Control	K98552245NN	Part	Acme - COI	1/22/2025 11:48 am
	Edit | View	5672	1	Acme Control	K98552247NN	Part	Acme - COI	1/22/2025 12:20 pm
	Edit | View	5673	1	Acme Control	K98552248NN	Part	Acme - COI	1/22/2025 12:21 pm
	Edit | View	5697	1	Acme Control	K98552249NN	Part	Acme - COI	1/22/2025 4:19 pm
	Edit | View	5698	1	Acme Control	K98552250NN	Part	Acme - COI	1/22/2025 5:07 pm
	Edit | View	5699	1	Acme Control	K98552251QQ	Part	Acme - COI	1/22/2025 5:13 pm
	Edit | View	5700	1	Acme Control	K98552253QR	Part	Acme - COI	1/23/2025 4:50 am
	Edit | View	5701	1	Acme Control	K98552254WB	Part	Acme - COI	1/23/2025 4:52 am
	Edit | View	5702	1	Acme Control	K98552255WX	Part	Acme - COI	1/23/2025 4:55 am
	Edit | View	5706	1	Acme Control	K98552260ZZ	Part	Acme - COI	1/23/2025 10:22 am
	Edit | View	5709	1	Acme Control	K99662280ZZ	Part	Acme - COI	1/23/2025 2:57 pm
	Edit | View	7161	10	Acme Control	Lens P001-00		Acme - COI	7/15/2025 7:49 am
	Edit | View	392	1	Bereft Pax Crafts	T6	Transformer	Bereft - COI	5/10/2022 9:38 pm
	Edit | View	615	1	Bereft Pax Crafts	T23	Transformer	Bereft - COI	5/12/2022 9:28 am
	Edit | View	2386	1	Bereft Pax Crafts	TWR1010211	Part	Bereft - COI	10/10/2024 5:47 am
	Edit | View	2415	1	Bereft Pax Crafts	ISS - NAV - 001	RNZ-85X	Bereft - COI	11/15/2024 8:49 am
	Edit | View	2416	1	Bereft Pax Crafts	ISS - DM - 001	RNZ-85X	Bereft - COI	11/15/2024 8:54 am
	Edit | View	614	1	Hoover Supply	T22	Transformer	Hoover - COI	5/12/2022 9:28 am
	Edit | View	620	1	Hoover Supply	T25	Transformer	Hoover - COI	5/24/2022 1:15 pm

Quick Links

193
Contracts

Repair WO
New

0
Install/Deliveries - Pending

151
Work Orders to be Scheduled

BOM
Link

eCal 11
Calendar

Unit
Search

Work Orders

(none)(1) ▼ ‹ › TOTAL: 7

Edit	View	Work Order	SO	SO Status	Percent Billed	Amount	Amount Unbilled	Amount Paid
✏	◉	2995	2999	⏳ Pending Billing	50%	24,000.00	12,000.00	0.00
✏	◉	2948	2952	$ Billed	100%	250,000.00	0.00	0.00
✏	◉	2919	2923	〜Partially Fulfilled	88%	12,500.00	1,500.00	0.00
✏	◉	2908	2912	📦Pending Fulfillment	0%	29.94	29.94	0.00
✏	◉	2500	2503	⏳ Pending Billing	0%	3,400.00	3,400.00	0.00

Open POs from SM Work Orders

6/9/2020 — 4/19/2021 ▼ ‹ › TOTAL: 58

New	Edit	View	Document Number	Date ▲	Due Date/Receive By	Amount	Status	SM Work Order	Created From
	✏	◉	138	6/9/2020		14.00	Pending Receipt	Francois Lillybear : 2 COMPLETED	
	✏	◉	139	6/9/2020		12.00	Pending Bill	Francois Lillybear : 2 COMPLETED	
	✏	◉	142	6/9/2020		105.00	Fully Billed	WO1013	
	✏	◉	143	6/9/2020		6,016.00	Fully Billed	WO1013	
	✏	◉	140	6/10/2020		868.00	Fully Billed	WO1007	
	✏	◉	141	6/23/2020		1,760.00	Fully Billed	WO1007	
	✏	◉	146	6/25/2020		3,710.00	Fully Billed	WO1005	
	✏	◉	151	6/29/2020		1,176.00	Pending Receipt	WO1024	
	✏	◉	152	6/29/2020		1,008.00	Pending Bill	WO1024	
	✏	◉	181	4/19/2021		37.21	Pending Receipt	Betsy Hughes : 1695	
			Overall Total			**2,145,453.48**			

Partially Received • Pending Receipt • Pending Approval • Pending Billing

Reminders

| 0 Operations \| Item Fulfillment Search | 0 Operations \| Item Receipts Search | 0 Operations \| Open Purchase Orders Search |
| 0 Operations \| Open Sales Orders Search | 0 Operations \| WO to be scheduled - Sales Orders ... | 2,101 Open SM WO Sets |
| 3 Open SM WO Sets - Inspection | | |

Epiphany eModules and NetSuite Financials

Best practices in NetSuite that doesn't affect transactions

1. How do you do this in NetSuite without affecting financials?
2. What are the best practices when doing this work?

Best practices in NetSuite
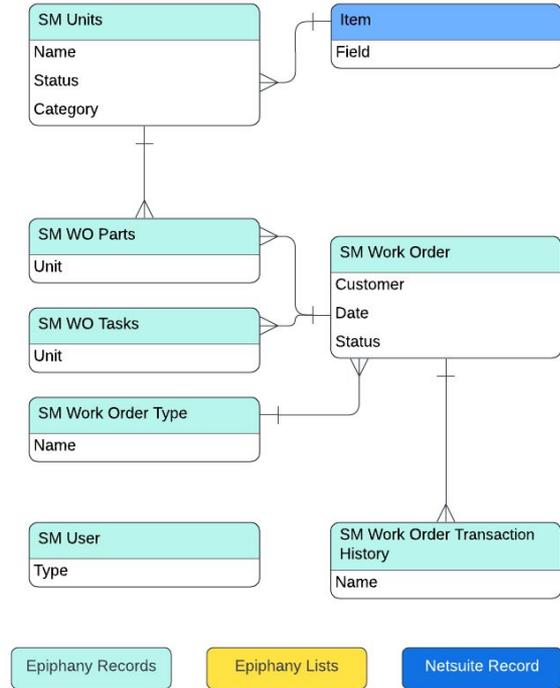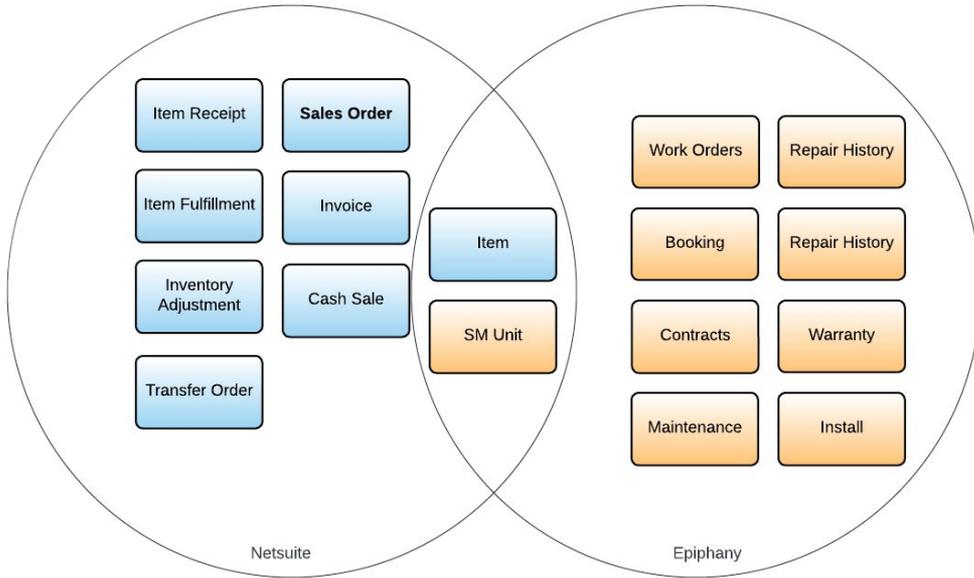
Best practices in NetSuite

UNIT CREATED	UNIT SOLD	UNIT RETURNS	UNIT REPAIRS	UNIT RENTALS	UNIT
Units can be Created via:	Units are sold via:	Units are Returned via :	Units are managed via these Work Orders:	Rentals can show:	Unit Life Cycle
Item Receipt	**Sales Order**	Case	In House Repair	Booking Records	Purchase & Acquisition History
Item Fulfillment	Invoice	RMA w/Advanced Replacement	Customer Site Repair Work Order	Unit Pick Up	Case History
Inventory Adjustment	Cash Sale	RMA w/Loaner Unit	Scheduled Maintenance	Unit Returns	Customer & Location Details
Invoice		Vendor Return	Preventative Maintenance		Return History
Cash Sale			Install Work Order		Repair History
Assembly Builds					Warranty
			Mobile Tech Work Orders		Costing
					Contract & Coverage

Best practices in NetSuite

Q & A

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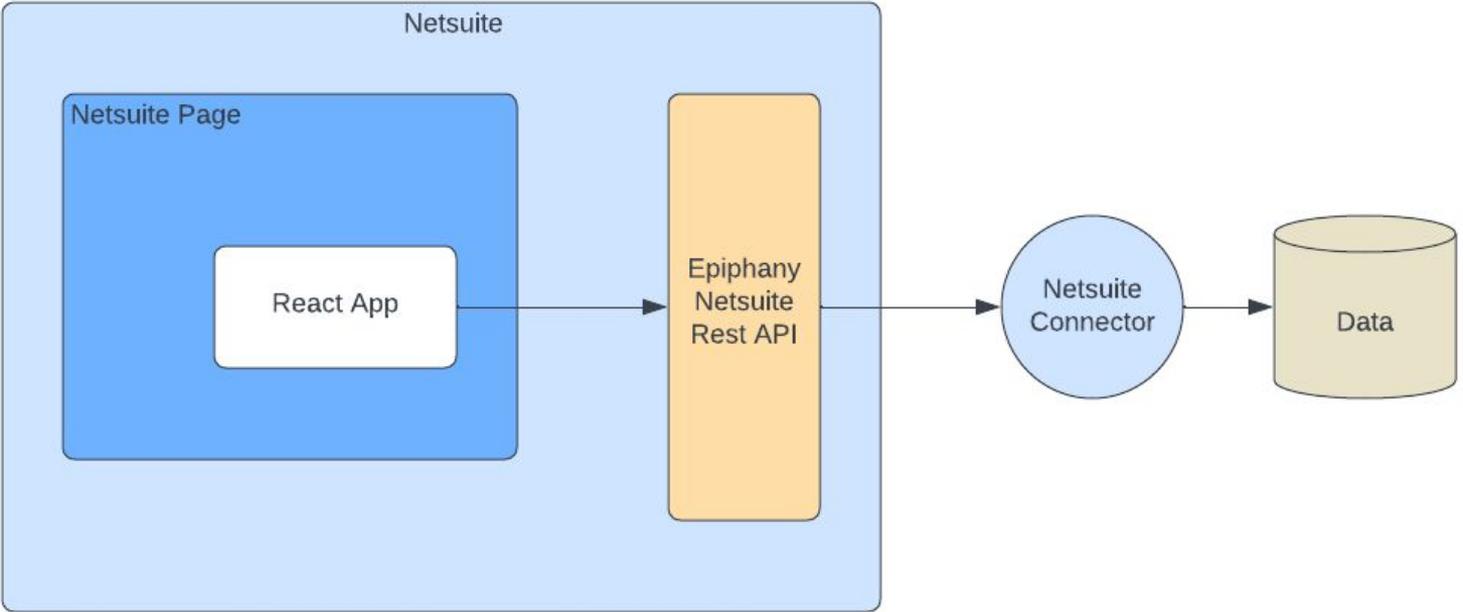
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European NetSuite User Days
#NetSuiteUserDays