



Maintain, Sustain, Optimize: All the Support You'll Need to Ensure Your Business Success

Support Services



From your Go-Live date, you have been free to focus on your business strategy instead of IT infrastructure. As the world's No. 1 cloud business suite, NetSuite has meant lower costs, easier upgrades and seamless access to integrated data. But as your company continues to grow and evolve, your solution needs may also change. You need your solution to scale alongside your business—and you need support to make that happen.

When it comes to your NetSuite solution, it can be difficult to navigate through unexpected issues without proper product expertise. You want questions to be quickly answered and issues to be efficiently resolved. How can you proactively optimize your solution so you can

Key Paid Support Benefits

- Comprehensive, prioritized, timely issue resolution.
- Access to informative, solution-focused resources.
- Flexible plans to align with your needs from self-sufficiency to managed service.
- Access to Advanced Customer Support.
- Release advisement and recommendations.
- Performance advisement and recommendations.

focus on meeting your business goals? NetSuite has created a full suite of activation and support services that addresses these types of questions, ensuring success with your solution, while accelerating ROI and mitigating risks.

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who need a greater return on investment can take advantage of **Advanced Customer Support (ACS)**, a service that provides you with a designated solution team for all your technical, functional and performance needs, as well as a Success Manager to ensure alignment with your business goals. No matter what NetSuite product you have, if you're looking to maintain, sustain or optimize your solution—our range of support services has you covered.

SuiteSupport

Basic Support

All customers are provided with NetSuite Basic Support as part of their NetSuite subscription, which includes:

- 24/7 Support access for Severity 1/Critical concerns via toll-free number.
- Online support for defects and critical concerns through NetSuite's SuiteAnswers searchable knowledge center.
- Access to NetSuite Support User Group.

Premium Support

NetSuite Premium Support provides many best-in-class services and benefits designed to ensure your company's success with the NetSuite applications you have implemented. For high

severity issues, Premium Support services are available 24 hours a day, 7 days a week. Premium Support includes:

- Toll-free Technical Center access from 8:00 am to 6:00 pm in your local time zone Monday through Friday, excluding holidays, for non-critical issues.
- Priority queuing.
- Online case responses prioritized by severity.
- Weekend coverage.
- Early notification of new releases.
- Advice and assistance with Oracle NetSuite usage and configuration.

Advanced Customer Support (ACS)

NetSuite's ACS subscription offerings provide all the hands-on product guidance, configuration support and ongoing optimization assistance a NetSuite user could ever need. ACS includes platform and environment architecture, solution configuration, SuiteCloud development, education passes, release guidance and testing, performance assessment, and monitoring. With a dedicated solution team available for all technical, functional, performance and consultative services and a Success Manager to ensure all goals are met, businesses can get the help that is needed, when it is needed the most.

ACS takes businesses from reactive to proactive, keeping NetSuite at an optimal level, mitigating risks and increasing ROI as the business continues to grow and change. Unlock the potential of your NetSuite solution by leveraging ACS for all NetSuite-related products and services.