



# SUPPORT SERVICES

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

From your Go-Live date, you've 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.

## Key paid support benefits include:

- 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
  - Single point of coordination for NetSuite Service and Support.
  - One contract for your maintenance, administration, sustaining and enhancement needs.
  - Named team to meet your needs
  - Responsive results when you need them (no waiting for SOWs)
- Release advisement and recommendations.
- Performance advisement and recommendations.

How can you ensure that your questions are answered and your issues are resolved quickly and effectively? How can you be proactive in keeping your solution fully optimal so you can focus on meeting your business goals? Oracle NetSuite has created a full suite of 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)**—an umbrella offering that provides coverage across all products and all services, from technical to functional.

Each of these options provide specific service levels and capabilities, from online case submissions to 24/7 phone support, to managed services that help maximize the value of your solution.

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:

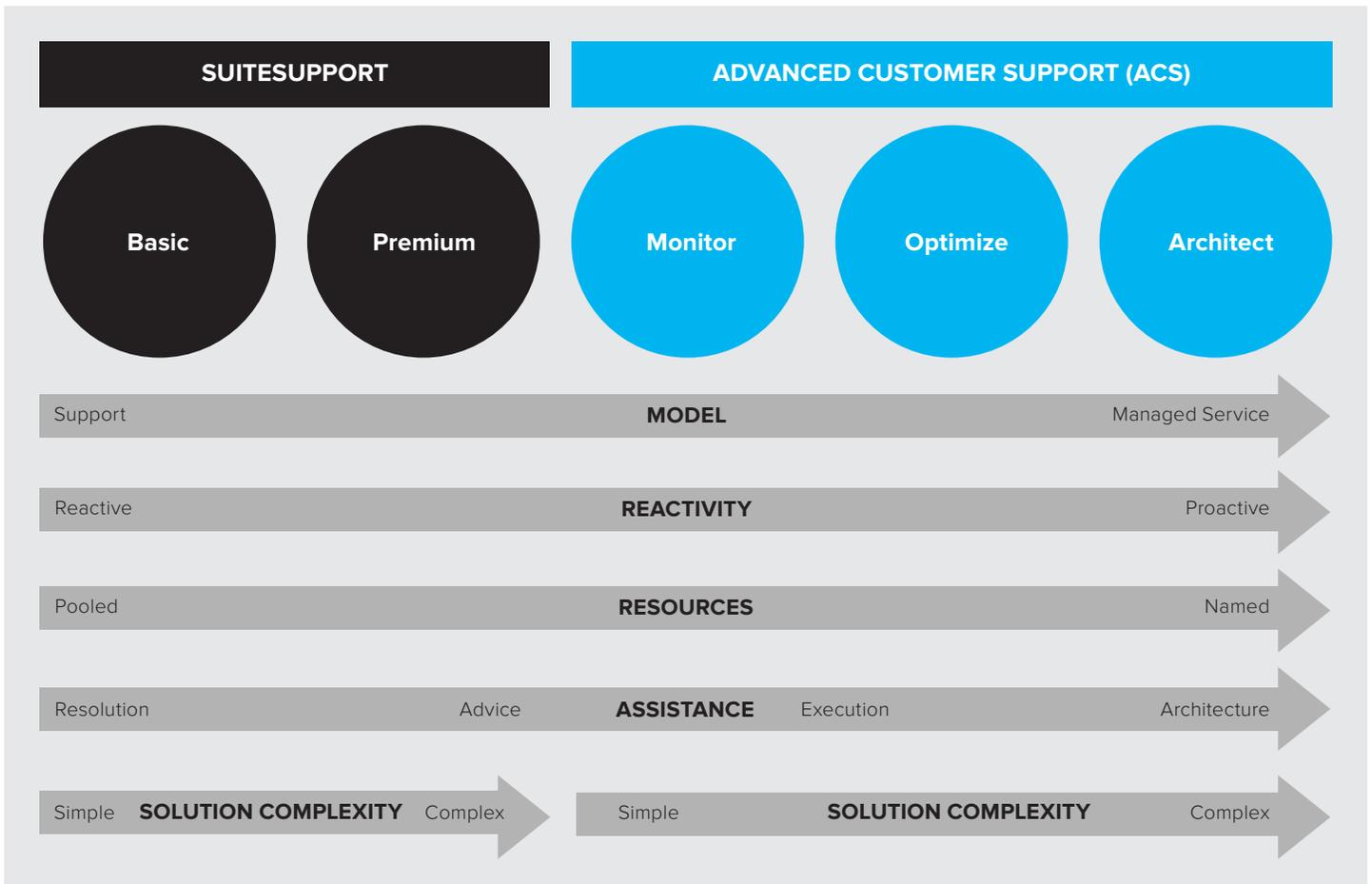
- Online support requests through NetSuite's SuiteAnswers Customer Access Portal
- Access to NetSuite Support User Group

### 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
- Priority queuing
- Online case responses prioritized by severity
- Weekend coverage
- Early notification of new releases
- Advice and assistance with Oracle NetSuite usage and configuration

## Support Services



### Advanced Customer Support (ACS)

Whatever your vertical or NetSuite product—ACS covers it all—from technical to functional—under this subscription-based offering.

In addition to the Premium Support offerings listed on the previous page, ACS includes solution administration, solution configuration, SuiteCloud development, education passes, release guidance and testing, performance

assessment and guidance, and advisement on your platform and environment architecture. With ACS, you receive a named customer success manager, named solution team that retains your business and solution specifics, and provides proactive guidance and preventative services. The results are knowledgeable resources, faster response, optimized performance and reduced risk.

## **Monitor, Optimize and Architect**

ACS offers three levels of support: Monitor, Optimize and Architect. As you move up levels, we increase our level of support across five pillars: Model, Reactivity, Resources, Assistance and Solution Complexity.

### **Model**

ACS moves beyond ticket-by-ticket support needs to managed services that provide more aggressive, ongoing, proactive support.

### **Reactivity**

As you move through the spectrum, ACS provides higher levels of reactivity from proactively generating analysis on your Oracle

NetSuite instance to driving business change based on the latest release.

### **Resources**

As your ACS level increases, your team commitment follows from your Customer Success Manager, to your ACS delivery team to your Technical Support team.

### **Assistance**

ACS goes from providing support and advice to executing on that advice.

For more information on any of these services, please contact your Account Manager.