



Proactive Approach to  
Optimize Your NetSuite Solution

## Advanced Customer Support



Your business is not static. It adopts new strategic initiatives. Software that supports the business continues to change and businesses need their software solution to adapt alongside them. But without the proper assistance, it can be difficult for a business to keep up with software enhancements and maximize the investment made on a continuous basis. When you are ready to go beyond basic support, your one-stop shop to advance and optimize your NetSuite solution is right here with Advanced Customer Support (ACS).

### Key Benefits

- Maximize the value of your NetSuite investment.
- Get responsive results when you need them (no waiting for SOWs).
- Optimize the performance of your solution to its highest capability.
- Proactively monitor solution to mitigate risks and increase performance and ROI.
- Leverage software releases for maximum functionality.
- Single point of coordination for NetSuite Service and Support.
- Complete team of platform, solution and development personnel at a fraction of the cost.

## Maximize the Value of Your NetSuite Investment

NetSuite's ACS subscription offerings provide all the hands-on product guidance, configuration support and ongoing optimization assistance a NetSuite user could ever need. With a designated solution team available for all technical, functional and performance services, as well as 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.

### Subscription Services to Meet Your Needs

ACS offers five levels of support: Advise, Monitor, Optimize, Architect and Platform. As you move up subscription tiers, the level of engagement, proactivity and resource expertise increases, providing you with the time and resources needed to successfully manage more complex solutions.

#### Advise

Our entry-level ACS offering, Advise is available for emerging businesses who are new to NetSuite. With access to a shared pool of NetSuite specialists to provide you with basic product guidance, system troubleshooting and limited configuration execution, Advise still has plenty to offer.

#### Monitor

For established companies looking for hands-on assistance, Monitor includes a designated Customer Success Manager (CSM) to assist with and coordinate your activities. Monitor delivers technical and functional support along with hands-on execution.

#### Optimize

For more sophisticated organizations, Optimize grants expert solution management with performance assessments and guidance on new product upgrades. In addition to your CSM, Optimize includes a designated technical and functional support team to provide a deeper and more proactive engagement. Your CSM will conduct annual business reviews to ensure alignment with your business goals.

#### Architect

For enterprise corporations, Architect provides comprehensive support with a senior CSM and a named team of expert technical and functional resources. Architect delivers best-in-class solution design for optimal scalability and performance.

#### Platform

Platform delivers a set of technical advisory services designed to identify and mitigate performance and scalability risks commonly associated with large data volumes or complex customizations. Platform provides comprehensive technical support to guide NetSuite Professional Services, a partner or your internal team.

	Advanced Customer Support				
	Advise	Monitor	Optimize	Architect	Platform
<b>Support Services</b>					
24x7 Email/Online System Issue/Bug	●	●	●	●	●
24x7 Email/Online High Severity Assistance	●	●	●	●	●
24x7 Phone-Based Technical Support	●	●	●	●	●
Remediate Services (4 hours a month)		●	●	●	●
Assigned Technical Support Team				●	●
<b>Education</b>					
On-Demand Class Content (# of LCS Passes)			1	2	
Public Class Attendance (# of attendees)			1	2	
<b>Release Management</b>					
Release Awareness		●	●	●	●
Release Guidance			●	●	●
Release Regression Testing			●	●	●
<b>Performance and Scalability</b>					
Performance Monitoring – Quarterly		●	●	●	
Performance Assessment			●	●	●
Scalability Assessment			●	●	●
Environment Management			●	●	●
<b>Optimization and Sustainment</b>					
Designated Customer Success Manager		●	●	●	●
Designated Optimizing Team			●	●	
Business Solution Advisement and Assistance	●	●	●	●	
Technical Development Support and Assistance	●	●	●	●	●
Activation Services	●	●	●	●	
<b>Annual Review</b>					
Initial Review Included		●	●	●	
Annual Review Included			●	●	
<b>Platform Environment and Architecture</b>					
Solution Architecture Advice and Input				●	●
Integration Architecture Review and Advisement				●	●
Governance Architecture Review and Advisement				●	●