



A SuiteLife Component

Partner Support



As a trusted SuiteLife partner, NetSuite is committed to making sure that your success is our success through Partner Support. Your organization will become faster, nimbler and more able to tackle any challenges customers may throw your way.

With NetSuite Partner Support, you will receive the necessary support to ensure you are providing the best recommendations to your clients. As a NetSuite partner, you shoulder a certain level of responsibility in guiding new NetSuite customers to their scheduled go-live date. NetSuite Partner Support's expert advice can provide the peace of mind you need to ensure successful implementations and satisfied customers.

Key Benefits

- **Increase customer satisfaction** and reduce time to go-live by leveraging NetSuite experts to provide functional and technical implementation guidance.
- **Optimize the performance of your organization** by improving your team's skills, resulting in increased capacity and process efficiencies.
- **Expand your business** across all NetSuite solutions with advisory consultation for new releases and complex functionalities.
- **Get responsive results** from your designated partner Engagement Manager, a single point-of contact who facilitates your support activities.

NetSuite's Partner Support subscriptions provide your organization with the assistance you need, when you need it most.

Premium Support

Premium Support is the path by which a customer can receive assistance with critical issues associated with their instance of NetSuite. With Premium Support under SuiteLife, a partner can log cases for their own production environment. Partner practitioners also have the option of logging cases on behalf of their customers as long as the customer has a valid Premium Support license and have authorized the partner practitioner as an authorized caller.

Advanced Partner Support

As a part of SuiteLife, partners receive up to 15 hours per quarter of Advanced Partner Support (APS). APS provides you with functional and technical assistance to answer your questions and ensure you are providing the best services to your customers. With APS, partners receive assistance with configuration guidance, performance management and release planning for all NetSuite solutions including SuiteCloud, SuiteScript, SuiteCommerce, data conversion and platform integrations.

Enterprise Partner Support

Included in SuiteLife Enterprise, partners receive up to 15 hours per month of Enterprise Partner Support (EPS). EPS is NetSuite's most comprehensive partner support program, providing assistance with enterprise-class pre-sales, implementation guidance and post go-live optimizations. To supplement EPS, partners have the option of purchasing ACS Platform which provides additional technical integration assistance and proactive scalability performance services. From solution architecture design to scalability assessments and customization reviews, ACS Platform is designed to support the most complex customers, large-scale implementations and multi-vendor environments.

Partner Support Services	Premium Support	Advanced Partner Support	Enterprise Partner Support
24x7 assistance with critical issues, outages and unexpected behaviors	•		
User Group access and assistance	•		
Online case submission	•		
Telephone case submission	•	•	•
Advice and assistance with usage and configuration		•	•
Leading practices for SuiteScript and SuiteCloud development		•	•
Product expertise and guidance		•	•
Data conversion strategy		•	•
Performance troubleshooting and assistance		•	•
Release guidance and awareness		•	•
Unlimited authorized users		•	•
Named Partner Engagement Manager		•	•
Access to enterprise pre-sales technical support and implementation methodologies			•
Release impact assessments and testing plans			•
Scalability, load testing, performance and capacity evaluations			•
Solution and architecture design review			•