



Optimise Your NetSuite Solution

Advanced Customer Support



Business needs change over time—due to growth, evolving strategies, and changing markets. You may start to realise there is a growing gap between what your business software does and what you need it to do, or additional support may be required to keep up with software enhancements. With NetSuite Advanced Customer Support (ACS), you go beyond basic support, receiving prescriptive product optimisation guidance and hands-on configuration help from NetSuite product and industry experts to holistically fine tune your NetSuite solution.

Key Benefits

- Proactively optimise the use and performance of your NetSuite solution.
- Collaborate with the world's leading NetSuite experts.
- Overcome common business challenges with prescriptive solutions.
- Adopt new features from upcoming NetSuite releases.
- Rapid issue resolution when you need it most.
- Tailored, strategic roadmaps that align with your business goals.

Partnering With the Experts

ACS is a subscription-based service that provides the hands-on product expertise, strategic guidance, configuration support, and ongoing optimisation assistance your business needs to tackle business challenges and improve efficiency and productivity. With a designated solution advisement team, as well as a Success Manager to ensure all strategic goals are met, organisations receive the help that is needed, when it is needed the most.

ACS assists businesses with:

- **Business Solution Advisement:** Providing product and leading practice guidance, ACS outlines business process improvements and coordinates hands-on execution to implement them.
- **Remediation Support:** Discover and quickly resolve critical, time-sensitive issues affecting your NetSuite solution and prevent them from reoccurring.
- **Development and Testing:** Designing and building innovative solutions? ACS helps overcome technical challenges by providing guidance on third-party integrations and managing your production and sandbox environments.
- **Account Reviews:** Having initial and annual account reviews help to better understand and align your business goals with NetSuite capabilities. This comprehensive assessment highlights current gaps and how to address them.
- **Performance Monitoring:** Ensure your key business processes are optimised and working as expected. ACS reviews key metrics against benchmarks to mitigate issues before they occur.
- **Release Guidance:** Get strategic guidance on how to best utilise the latest features in each NetSuite release. Identify the potential impacts of a release with automated testing to ensure a smooth upgrade.
- **Solution Architecture:** ACS designs system architecture to adapt NetSuite to meet your unique operational requirements and assists with data migration, customisations and workflows to optimise system performance.
- **Implementation Support:** Taking advantage of all NetSuite has to offer is critical to success. ACS provides feature implementation support to get your NetSuite solution firing on all cylinders quickly and efficiently.

Services to Meet Your Needs

With four levels of support to choose from, the amount of engagement, proactivity, and resource expertise expands as you move up subscription levels.

	ACS Advise	ACS Monitor	ACS Optimise	ACS Architect
Business Solution Advisement	✓	✓	✓	✓
Remediation Support	✓	✓	✓	✓
Development and Testing	✓	✓	✓	✓
Annual Account Reviews		✓	✓	✓
Performance Monitoring		✓	✓	✓
Release Guidance		✓	✓	✓
ACS Playbooks			✓	✓
Solution Architecture				✓
Implementation Support				✓

Tackling Growth Challenges

Every business is unique; however, many have the same hurdles to overcome as they grow. ACS Playbooks guide organisations along their growth journey with expert direction and leading practices based on over 20 years of helping businesses of all shapes and sizes achieve their goals. ACS Playbooks offer a set of prescriptive services to help overcome prevalent business challenges and support key growth milestones—ensuring that NetSuite can enable your business growth.

The following ACS Playbooks are exclusively available to ACS Optimise and Architect customers.

- **Financial Management:** Helps improve operational efficiencies by optimising key financial methodologies such as planning and budgeting, forecasting, accounts payable and accounts receivables automation, revenue recognition, and month-end closing.
- **Human Capital:** Helps simplify key processes with HR, such as payroll, workforce management, compensation, performance management, and onboarding new employees.
- **Supply Chain Operations:** Helps increase efficiencies across the supply chain in areas such as inventory and warehouse management, demand and supply planning, costing, outsourcing, procurement, and production management.
- **Customer 360:** Helps improve customer engagement tactics around deploying omnichannel ecommerce, mobile and point of sale revenue streams, customer relationship management, order management, and customer analytics reporting.
- **Project Profitability:** Helps simplify key project-related processes, such as project accounting and billing, project and resource management, timesheet, and expense management.
- **International Expansion:** Helps handle the financial complexities of entering international markets with guidance on transacting in multiple countries, managing multiple currencies and languages, tax compliance, bank automation, and localisation.
- **Performance and Risk Management:** Helps ensure NetSuite maintains peak performance and security as the business scales, providing guidance on system architecture, capacity planning, integrations, access controls, environment management, and script reviews.
- **Capital Markets:** Helps prepare for a public listing or merger/acquisition by establishing and optimising required governance and internal controls or developing the financial reports needed to comply with audit requirements and tax regulations.

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