Optimize Your NetSuite Solution

Advanced Customer Support

Business needs change over time—due to growth, evolving strategies and changing markets. You may start to realize there is a growing gap between what your business software does and what you need it to do. Additional support may be required to keep up with software enhancements and empower you to adapt to rapid changes in your business. With Advanced Customer Support (ACS), you go beyond basic support, working with NetSuite product and industry experts to holistically optimize your solution throughout your use of NetSuite.

Key Benefits

- Maximize the value of your NetSuite investment.

- Collaborate with the world's leading NetSuite experts.

- Proactively optimize the use and performance of your solution.

- Adopt new features from upcoming NetSuite releases.

- Rapid issue resolution when you need it most.

- Tailored, strategic roadmaps that align with your business goals.

ORACLE
NETSUITE

www.netsuite.com

Partnering With the Experts

ACS is a subscription-based service that provides all the hands-on product guidance, configuration support and ongoing optimization assistance your business needs to improve efficiency and productivity. With a designated solution advisement team available for all functional, technical and development services, as well as a Success Manager to ensure all strategic goals are met, organizations receive the help that is needed, when it is needed the most. Throughout your NetSuite journey, ACS takes your business from reactive to proactive, providing solution assurance and increasing ROI. Unlock the potential of your NetSuite solution by leveraging ACS for all NetSuite-related products and services.

Business Solution Advisement

Providing product and leading practice guidance, ACS outlines business process improvements and coordinates hands-on execution to implement them. ACS focuses on your strategic priorities as they mature.

Annual Account Reviews

ACS conducts initial and annual account reviews to better understand your business goals, your NetSuite goals, and how these two align. This comprehensive assessment highlights current gaps in your solution and includes a tailored action plan to address them.

Solution Architecture

Through in-depth consultation, ACS designs system architecture to adapt NetSuite to meet your unique operational requirements. ACS develops strategies for data migration, customizations and workflows to optimize system use and performance.

Technical Development, Testing and Maintenance

Designing and building innovative solutions? ACS helps overcome technical challenges by providing guidance on third-party integrations and managing your production and sandbox environments.

Performance Monitoring and Tuning

Ensure your key business processes are optimized and working as expected. We review key metrics against benchmarks to mitigate challenges before they disrupt your business.

Release Guidance

To take full advantage of new NetSuite releases, ACS delivers strategic guidance on how to best utilize the latest features and assist with solution adoption. They identify the potential impacts of a release on your specific environment and can assist with automated testing to ensure a smooth upgrade.

Remediation Support

Time is money. ACS discovers and quickly resolves critical, time-sensitive issues affecting your NetSuite solution and prevents them from reoccurring again.

Subscription Services to Meet Your Needs

ACS offers four levels of support: Advise, Monitor, Optimize and Architect. 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 tailored specifically to your business goals.