



CUSTOMER SUCCESS SERVICES – ECOMMERCE

Optimize and Enhance your Ecommerce Solution

Leverage Oracle's NetSuite Customer Success Services for ecommerce to grow your online business and deliver engaging experiences to your shoppers. Customer Success Services (CSS) are subscription-based plans available in several cost effective versions to suit your business needs. Each plan provides you with an allocation of hours every quarter which can be used for website enhancements and optimization. To ensure effective use of your plan, a Success Manager will be assigned to you, dedicated to drive your online success.

Key Benefits

- [Work with your Success Manager](#) to plan your online engagement strategy and ensure the most effective use of your subscription.
- [Leverage the expertise](#) of SuiteCommerce web developers and consultants.
- [Get prescriptive, ecommerce-specific services](#) designed to promote engagement and conversion on your site.
- [Access all ecommerce services](#) with a single subscription. No separate SOWs or sales process required.

Success Manager. As your primary point of contact, your Success Manager will assist with building a customized delivery plan for your subscription.

CSS hours. An allocation of hours every quarter to be used to deliver enhancements and optimizations for your ecommerce solution.

Development and consultancy. An assigned web development team will assist you with your ongoing site enhancements.

Performance monitoring. Hourly site monitoring to assess uptime and ensure all key site functionality is working as expected.

Website KPI health check. A year-over-year analysis of the industry standard ecommerce KPIs for your website. KPIs reported on include traffic, transactions, revenue, conversion rate, channel group and device type.

Performance reporting. A summary of your website's performance including homepage, search, category, item, proceed to checkout and log in. These pages are compared to NetSuite development standards, as well as current industry benchmarks.

Optimization services:

- **UX/UI design review.** An in-depth review of your website to determine recommended improvements based on ecommerce best practices and usability to boost conversion.
- **KPI review.** A comprehensive analysis of your business KPIs, focusing on site visitor conversion, on-site behaviors, the checkout process and device performance to determine areas of improvement.
- **SEO audit.** An on-page analysis of your website, leveraging industry best practices to ensure effective use of SEO best practices.
- **SuiteScript audit.** Identify and reconcile SuiteScript design and performance issues.
- **Site performance audit and report.** Website performance analysis and optimization recommendations and Built-to-Perform services.

Available Services (consumes hours)	Starter	Standard	Premium	Ultimate
Named Success Manager	●	●	●	●
Assigned Technical Team	●	●	●	●
Development Support and Execution	●	●	●	●
Performance Optimization	●	●	●	●
Performance Monitoring		●	●	●
Usability and User Experience Reviews		●	●	●
Business KPI Assessments			●	●
Checkout Analysis				●
Total Hours (Annual)	54	132	204	300
Hours/Quarter (must be used every quarter)	13.5	33	51	75

