



# SCALING NETSUITE SERVICE TIER AND SUITECLOUD PLUS FACT SHEET

## Overview

This document provides an overview of NetSuite Service Tiers and SuiteCloud Plus licenses. Choice of Service Tier affects service characteristics such as upgrade schedule, data size limits, maximum number of users, availability characteristics, and maximum number of SuiteCloud Plus licenses. SuiteCloud Plus licenses control the number of concurrent operations an account can perform and therefore the transaction throughput for the account. Beyond customization and other implementation decisions related to the specific business processes a company

follows, Service Tier selection and number of SuiteCloud Plus licenses are the two largest factors that impact the performance a company experiences with NetSuite.

To understand how implementation decisions impact performance, please speak with a member of the [CIO Center of Excellence](#) or your Technical Account Manager.

Service Tier	Shared	3	2	1	1+/0
Availability	Standard	Standard	Standard	Standard	Enhanced/Premium
Business Data	10GB	100GB	500GB	1TB	3TB
File Cabinet Data	10GB	25GB	200GB	200GB	400GB
Premium Sandbox	No	No	Required	Required	Included
SC+ Licenses <sup>1</sup>	1	2	3	5	10
Upgrade Phase <sup>2</sup>	Fixed	Selectable	Selectable	Selectable	Selectable
Users (maximum)	100	150	800	1,200	3,600

**Table 1:** NetSuite Service Tiers

<sup>1</sup> SuiteCloud Plus licenses are not included with a Service Tier and must be purchased separately.

<sup>2</sup> Selectable upgrade phase applies to Sandbox and Production, but not Development accounts.

## NetSuite Service Tiers

Table 1 provides an overview of key attributes for each Service Tier (Shared, 3, 2, 1, 1+ and 0).

Production NetSuite data centers replicate to a regional disaster recovery data center in each region. Regional disaster recovery data centers provide data mirroring, disaster recovery and failover capabilities should the primary data center become non-operational.

For Service Tiers with *standard* availability, NetSuite will make all reasonable business efforts to restore a failed service as quickly as possible. *Enhanced availability* (Tier 1+) provides a live backup in the primary data center with 4-hour *Recovery Time Objective* (RTO) and 30-minute *Recovery Point Objective* (RPO) in the primary data center. *Premium Availability* (Tier 0) provides a live backup in both primary and recovery data centers with 4-hour RTO and 30-minute RPO in both the primary and recovery data centers.

## SuiteCloud Plus Licenses

In conjunction with Service Tiers, NetSuite offers SuiteCloud Plus (SC+) licensing to increase throughput by allowing greater concurrency (web services threads, threads for running scheduled scripts, and importing records via CSV). Additional business and file data storage can also be purchased. Table 2 shows how SuiteCloud Plus licenses increase concurrency.

For the purposes of this discussion, a *transaction* is an operation on an entire business object representing a financial event, such as sales order, vendor payment, or invoice and includes all line-level detail and custom field information; as such it is different from, and larger than, a row or minimal RDBMS transaction. The maximum transaction counts assume an average line count per transaction of 5 or fewer. When determining the number of SuiteCloud Plus licenses required for a

SC+ Licenses	1	2	3	5	10
CSV Import Queues/ Threads Per Queue	5/2	5/5	5/10	5/10	5/10
Script Queues	5	10	15	25	25
Web Service Threads <sup>3</sup>	10	20	30	50	100
Daily ERP Transactions/ Commerce Transactions	15,000/1,500	30,000/3,000	60,000/6,000	100,000/10,000	300,000 <sup>4</sup> /30,000 <sup>4</sup>
Monthly ERP Transactions/ Commerce Transactions	150,000/15,000	300,000/30,000	600,000/60,000	1,000,000/100,000	3,000,000 <sup>4</sup> /300,000 <sup>4</sup>

**Table 2:** NetSuite SuiteCloud Plus Licensing

<sup>3</sup> Threads limited to 10 threads per assigned user and cannot be shared across multiple integration points.

<sup>4</sup> For Tier 1+ and Tier 0, significantly higher daily and monthly transaction volumes are possible in specific scenarios. Consult with the [CIO Center of Excellence](#) for more information.

particular business process, be sure to account for the growth in transaction volumes that occurs when transactions like sales orders generate additional transactions, such as invoices, payments and remittances.

Customers often require the flexibility to handle higher transaction volumes during periodic peaks, such as the end of a financial period or Cyber Monday for a commerce site. NetSuite Service Tiers are designed to accommodate periodic increases in volume up to the daily maximum as long as monthly transaction counts remain below the specified levels. Service Tiers and SuiteCloud Plus licenses cannot be purchased for a limited period of time and must be directly associated with each account's NetSuite license agreement.

### Which Service Tier Is Right for Me?

In straightforward implementations you can select a Service Tier based directly on the daily and monthly transaction limits above. For more complex implementations, you should work with the [CIO Center of Excellence](#) or your Technical Account Manager to select the right Service Tier based on a close examination of your business needs and implementation plans. Complex implementations include implementations that use custom records for transaction data, involve more custom records than native records, require more custom fields than native fields on any given record, or rely on advanced capabilities (including Advanced Revenue Recognition, Warehouse Management System, Multi-Book Accounting, Recurring Billing, Fixed Asset Management of over 1,000 assets, an average order size over 5 lines, or more than 3 SuiteCloud Plus licenses).

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