



CUSTOMER SUCCESS SERVICES – POINT OF SALE

Optimize and Enhance your Point-of-Sale Solution

Oracle's NetSuite Customer Success Services – Point of Sale program is designed to help maximize your use of the NetSuite POS (NSPOS) module, improving the quality of service and delivering exceptional customer experiences to your in-store shoppers.

Customer Success Services is a subscription-based program available in several cost-effective versions to suit your business needs. Each plan provides you with an allocation of hours which can be used for enhancements, upgrade assistance, register staging and system monitoring. To get the most out of your plan, a Success Manager will be assigned to you, dedicated to driving your success.

Key Benefits

- **One-stop-shop** for NetSuite Point of Sale (POS) product expertise, development and consultancy.
- **Leverage NetSuite POS industry and product expertise** to optimize your in-store business and deliver engaging experiences to your shoppers.
- **Maintenance and sustainment services** to ensure your POS solution continues to run at its best.

Success Manager. As your primary point of contact, your Success Manager is a product and industry expert who will assist with building a customized delivery plan for your subscription.

POS maintenance and sustainment. Address your NSPOS development needs and get assistance with customization and scripting, updates, new release versions and enhancements.

Strategic planning sessions. Regular sessions with your PSM to facilitate alignment of enhancements and capabilities with your short-term and long-term business goals.

System review. A review of your POS solution to verify and improve data communication. By auditing logs and data, we can help resolve issues and provide recommendations on how to prevent future occurrences.

Activities monitoring. System activity monitoring and health checks, prior to and during sales events, keep you on top of issues that could affect your business.

	ANNUAL PLANS		
FEATURES	STARTER	STANDARD	PREMIUM
Hours available for POS Maintenance and POS Sustainment Services	36 hours	96 hours	144 hours
Success Manager Engagement	•	•	•
Strategic Planning Sessions	•	•	•
System Review (quarterly)	n/a	•	•
Activities Monitoring (quarterly)	n/a	n/a	•