



NetSuite Silver Support

- On-line support through NetSuite Customer Access Portal
- 4–6 hour response target
- Business hours support

NetSuite Silver Support

Stellar customer support is critical to your company's success. NetSuite wants to make certain that your users attain maximum productivity and that your company optimizes the benefits of our award-winning business management solutions. To that end, our customer support, engineering and quality assurance departments work closely together to ensure that our support staff is always well informed of new product functionality and that defects are quickly resolved.

NetSuite Silver Support Delivers

NetSuite Silver Support provides on-line case submissions with business hour support. It provides call-back responses to your questions and problems, Monday through Friday, excluding holidays.

• On-line Case Submission

You can submit cases easily on-line through your own Customer Portal, saving costly long distance charges. During your local business hours, on-line cases submitted are responded to within 4–6 hours by either telephone call-back or via the NetSuite case management system. In the event we cannot reach our customer, we also respond through our case management system.

• Hours of Support

Silver support is available based on your location in North America, Europe, or APAC from 8AM to 7PM local time.

NetSuite's support options are complemented with a library of extensive, detailed on-line Help and other resources such as Frequently Asked Questions, on-line user guides, sneak peeks at upcoming releases, and tips that will help you get the most from your NetSuite application.