Your business is not static. It adopts new strategic initiatives. Software that supports the business continues to change and businesses need their software solution to adapt alongside them. But without the proper assistance, it can be difficult for a business to keep up with software enhancements and maximize the investment made on a continuous basis. When you are ready to go beyond basic support, your one-stop shop to advance and optimize your NetSuite solution is right here with Advanced Customer Support (ACS).

**Key Benefits**
- Maximize the value of your NetSuite investment.
- Get responsive results when you need them (no waiting for SOWs).
- Optimize the performance of your solution to its highest capability.
- Proactively monitor solution to mitigate risks and increase performance and ROI.
- Leverage software releases for maximum functionality.
- Single point of coordination for NetSuite Service and Support.
- Complete team of platform, solution and development personnel at a fraction of the cost.
Maximize the Value of Your NetSuite Investment

NetSuite’s ACS subscription offerings provide all the hands-on product guidance, configuration support and ongoing optimization assistance a NetSuite user could ever need. With a designated solution advisement team available for all technical, functional, and performance services, as well as a Success Manager to ensure all goals are met, businesses can get the help that is needed, when it is needed the most. ACS takes businesses of all sizes from reactive to proactive, keeping NetSuite at an optimal level, mitigating risks and increasing ROI as the business continues to grow and change. Unlock the potential of your NetSuite solution by leveraging ACS for all NetSuite-related products and services.

Subscription Services to Meet Your Needs

ACS offers five levels of support: Advise, Monitor, Optimize, Architect and Platform. 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 and tailored specifically to your business size.

ACS Advise

Advise is the entry-level ACS offering and is available for those just getting started on NetSuite. Advise has access to a shared pool of NetSuite specialists to provide reactive product guidance and system troubleshooting.

ACS Monitor

For established organizations seeking simple technical and functional support, Monitor includes more hands-on execution. A designated functional consultant will assist with business solution activities to ensure key milestones are met in a timely fashion.

ACS Optimize

Optimize provides expert solution management to provide a deeper and more proactive engagement. You will partner with a designated Customer Success Manager (CSM) to ensure strategic milestones are accomplished and work with a functional consultant to optimize your solution.

ACS Architect

For enterprise businesses with complex international or subsidiary configurations, Architect delivers a best-in-class solution designed for optimal scalability and performance. Architect also provides comprehensive support with a senior CSM and a named team of expert technical, functional and support resources.

ACS Platform

Platform delivers a set of technical advisory services designed to identify and mitigate the performance and scalability risks commonly associated with large data volumes or complex customizations. Platform support can be utilized during a NetSuite implementation as well as with ongoing infrastructure optimizations.
Specialized Expertise Whenever You Need It

Development Services

• **Customizations.** Design and build new custom solutions and provide ongoing maintenance.

• **Turnkey Integrations.** Seamlessly connect third-party solutions with the NetSuite platform.

• **Environment Management.** Provide guidance on managing your NetSuite production, sandbox, development and release preview environments.

• **Solution Health Checks.** Conduct analysis of your NetSuite solution performance and scalability by reviewing your backend, integrations, customizations and events.

Testing Services

• **Functional Testing.** Accelerate testing based on a pre-built scenario library of regression and user acceptance testing.

• **Performance Optimizations.** Simulate multi-user interactions to verify system behavior on predetermined load points to provide optimization improvements.

• **Performance Monitoring.** Observe website uptime and certify key functionality is working as expected with hourly performance monitoring.

• **Break Fix.** Identify and quickly resolve time-sensitive critical issues affecting your NetSuite solution or third-party SuiteApp extensions.

• **Solution Documentation.** Review and document your NetSuite solution's customizations and business processes to reference as needed.

Commerce Services

• **Performance Reporting.** Analyze your website's performance against key benchmarks.

• **UI/UX Design Review.** Conduct an in-depth website review to identify usability improvements to customer engagement and conversion.

• **SEO Audit.** Assess website content and structure to ensure industry and SEO best practices.

• **Email Marketing.** Collaborate with marketing strategists, digital designers and deliverability analysts to provide guidance or fully execute campaigns in the Bronto Marketing Platform.