



ADVANCED CUSTOMER SUPPORT

Proactive Approach for All Your Solution Optimization Requirements

Which verticals are covered by Advanced Customer Support (ACS) offerings? All of them. Which Oracle NetSuite products are covered? All of them.

What technical development assistance does ACS provide? All. What performance and scalability support comes with ACS? You get the picture.

When you're ready to go beyond basic support, your one-stop shop to advance and optimize your solution is all right here.

Key benefits include:

- Maximize the value of your Oracle 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.
- Complete team of platform, solution and development personnel at a fraction of the cost.

Maximize the Value of Your Oracle NetSuite Investment

Your business is not static. Software continues to change. Your initiatives continue to change. Your knowledge of the solution continues to change. You need your solution to scale alongside your business—and you need a proactive managed service to make that happen. ACS allows you to react to all of these changes and maximize the value of your Oracle NetSuite investment on a continuous basis.

Oracle Netsuite has created a single offering to meet all support and ongoing sustainment and optimization needs across all products and all markets. As the next step in your support continuum, ACS is available to any Premium Support customer. This managed service takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to grow and change.

In addition to what Premium Support provides, ACS includes solution administration, solution configuration, SuiteCloud development, release guidance and testing, performance assessment and guidance, and advisement on your platform and environment architecture. With ACS, you receive a named customer success manager and a named solution team that understands your business and solution environment, and provides proactive guidance and preventative services. And as

Key features include:

- Single point of coordination for Oracle NetSuite Service and Support.
- One contract for your maintenance, administration, sustaining and enhancement needs.
- Consistent contextual team to meet your needs.
- Contextual advice on best solution usage and execution against that advice.
- Release advisement and recommendations.
- Performance advisement and recommendations.
- Multi-vendor environment advice and structure.

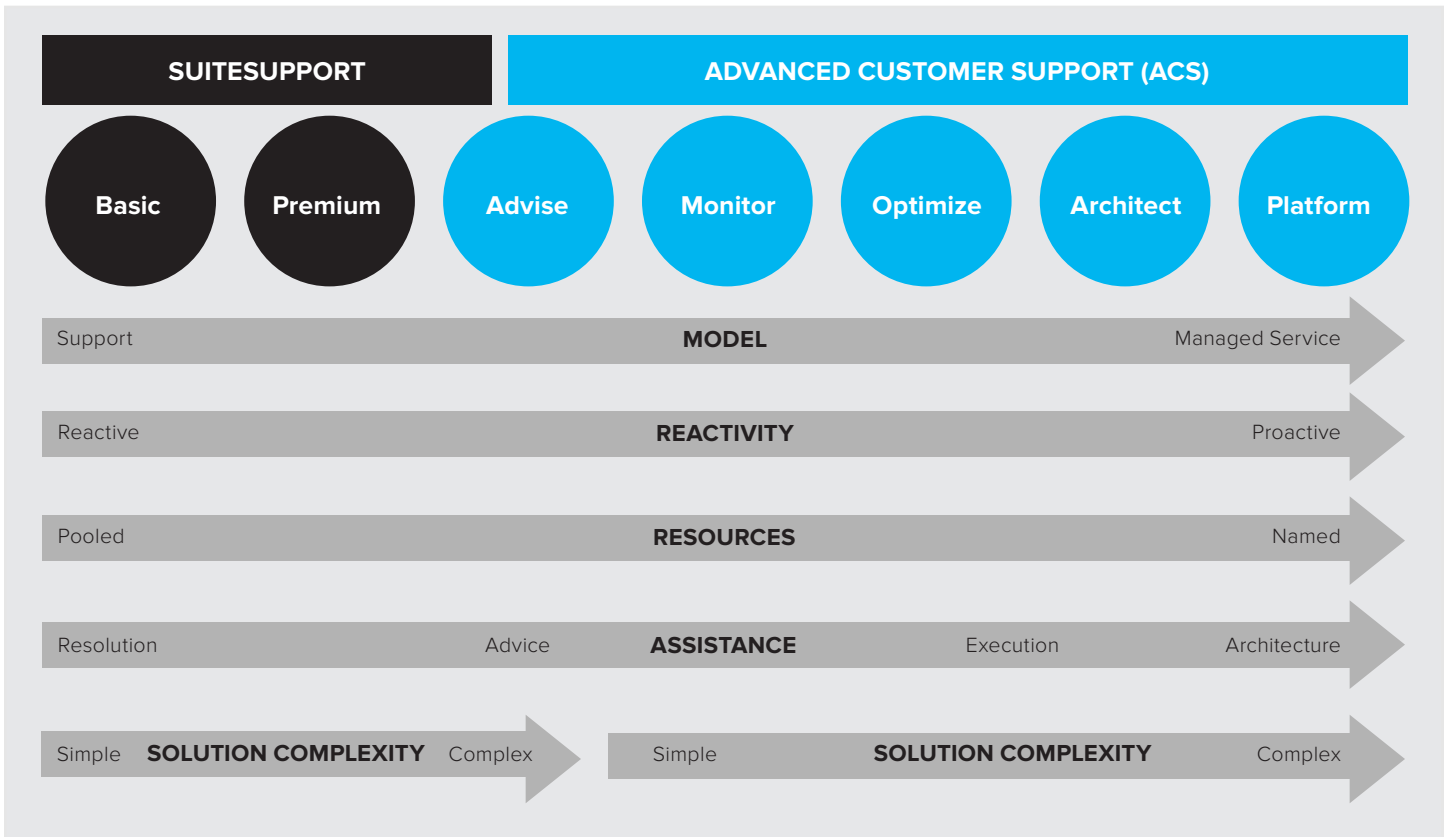
part of our full breadth of advanced support offerings, ACS also provides retail customers with expertise in growing your online business and delivering engaging experiences to your shoppers.

In short, ACS provides support for all products and provides customers with everything from advice on maintaining and optimizing your solution, to executing against that advice, to finding the best way to plug your NetSuite solution into a multi-platform environment.

The results are knowledgeable resources, faster response, optimized performance and reduced risk.

Support Services

Oracle NetSuite provides a full spectrum of Support Services—from Basic and Premium support, to Advise, Monitor, Optimize, Architect and Platform levels of ACS. As you move up levels in ACS, we increase our level of support across five pillars: Model, Reactivity, Resources, Assistance and Solution Complexity.



Model

ACS moves beyond ticket-by-ticket support needs to managed services that provide more aggressive, ongoing, proactive support.

Reactivity

As you move through the spectrum, ACS provides higher levels of reactivity from proactively generating analysis on your Oracle NetSuite instance to driving business change based on the latest release.

Resources

As your ACS level increases, your team commitment follows from your Customer Success Manager, to your ACS delivery team to your Technical Support team.

Assistance

ACS goes from providing support and advice to executing on that advice

Solution Complexity

From starter to enterprise businesses, each level of ACS is designed to meet the complexity of your solution needs.

ACS provides the time and resources needed for the unique challenges that come with more complex solutions.

| | Advanced Customer Support | | | | |
|--|---------------------------|---------|----------|-----------|----------|
| | Advise | Monitor | Optimize | Architect | Platform |
| Support Services | | | | | |
| 24x7 Email/Online System Issue/Bug | ● | ● | ● | ● | ● |
| 24x7 Email/Online High Severity Assistance | ● | ● | ● | ● | ● |
| 24x7 Phone-Based Technical Support | ● | ● | ● | ● | ● |
| Remediate Services 4 hours a month | ● | ● | ● | ● | ● |
| Assigned Technical Support Team | | | | ● | ● |
| Education | | | | | |
| On-Demand Class Content (# of Passes) | | | 1 | 2 | |
| Public Class Attendance (# of attendees) | | | 1 | 2 | |
| Release Management | | | | | |
| Release Awareness | | ● | ● | ● | ● |
| Release Guidance | | | ● | ● | ● |
| Release Regression Testing | | | ● | ● | ● |
| Performance and Scalability | | | | | |
| Performance Monitoring – Quarterly | | ● | ● | ● | |
| Performance Assessment | | | ● | ● | ● |
| Scalability Assessment | | | ● | ● | ● |
| Environment Management | | | ● | ● | ● |
| Optimization and Sustainment | | | | | |
| Named Customer Success Manager | | ● | ● | ● | ● |
| Named Optimizing Team | | | ● | ● | |
| Business Solution Advisement and Execution | ● | ● | ● | ● | |
| Technical Development Support and Execution | ● | ● | ● | ● | ● |
| Annual Review | | | | | |
| Initial Review Included | | ● | ● | ● | |
| Annual Review Included | | | ● | ● | |
| Platform Environment and Architecture | | | | | |
| Solution Architecture Advice and Input | | | | ● | ● |
| Integration Architecture Review and Advisement | | | | ● | ● |
| Governance Architecture Review and Advisement | | | | ● | ● |

Your Business is Our Business

Successfully advancing and sustaining your solution means going beyond a one-size-fits-all approach. Your business is unique, and your support services should reflect that. Our team of experts are invested in understanding your business, its unique environment and your specific solution needs. That's why we conduct a review prior to implementing your ACS services and annually refresh it to get your latest perspective.

Through a series of one-on-one interviews and workshops with key users and stakeholders on your team, we focus on your business goals, your future plans, the key processes and policies to support these goals.

We look at your solution and understand how you are using it, how it is configured, customized, integrated, where there is complexity, where you've invested and finally the quality of the data in the solution. By understanding all of this, we can better determine how your solution can support your business needs now and where to take it in the future. Then we make sure to refresh this annually with all your stakeholders to make sure we are always on the right path for you and your business. This holistic approach to understanding your business and your future will enable us to document an action plan, target functionality and any existing gaps in your solution.

For more information on ACS, please contact your Account Manager.