CUSTOMER SUCCESS: SUITEOPTIMIZE

Sustaining and Advancing Your NetSuite Solution

You have standardized on NetSuite, the world's No. 1 cloud business suite, joining the growing number of companies moving to the cloud to focus on their business strategy instead of their IT infrastructure.

While lower costs, easier upgrades and seamless access to integrated data were among your reasons for selecting NetSuite, this new way of managing business applications, IT services and delivery models can present unique challenges post-deployment.
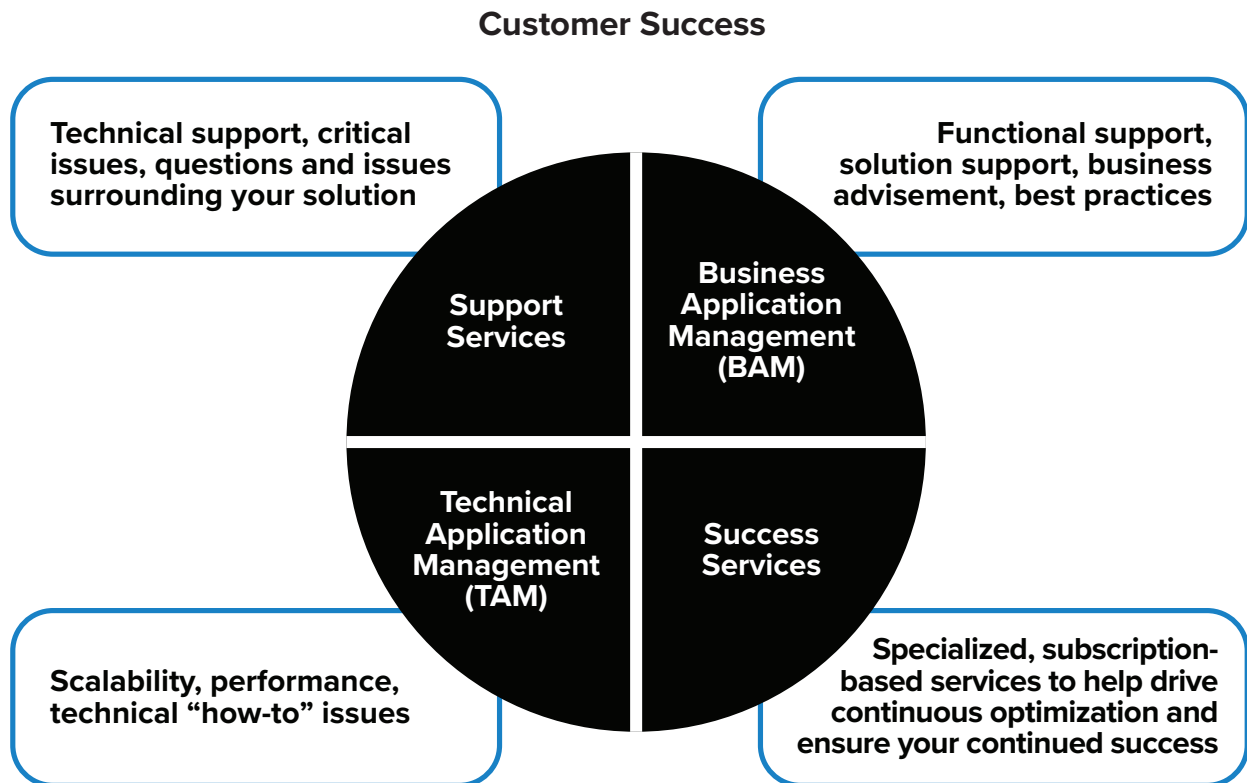
Key Benefits

- Managed service to ensure the Value Gap is minimized.
- Knowledge assistance for:
  - Solution coordination
  - Business advice
  - Functional insight
  - Technical leverage
- Single point of coordination for all needs.
- Available assistance for entire lifecycle, depending on desired investment.

These challenges include:

- Maximizing and leveraging NetSuite to ensure highest ROI.

- Increasing company-wide user adoption.

- Planning and optimizing NetSuite rollouts to other regions or subsidiaries and adding additional capabilities.

- Managing turnover of key personnel and loss of internal NetSuite knowledge.

- Managing business growth and process change.

- Leveraging new release features and functionality.

How can you ensure that the solution continues to meet your business needs? How can you make your solution scalable as your business continues to grow? NetSuite has created a full suite of resources that addresses these types of questions, ensuring success with your solution, while accelerating ROI and mitigating risks. From ongoing technical support to business advisement to product support, customers can leverage our Customer Success resources to customize a support system that works best for their unique business needs. In short, Customer Success is about providing you with options for ongoing support so that your solution continues to help your business grow and thrive.

Customer Success

Technical support, critical issues, questions and issues surrounding your solution

Functional support, solution support, business advisement, best practices

Support Services

Business Application Management (BAM)

Technical Application Management (TAM)

Success Services

Scalability, performance, technical "how-to" issues

Specialized, subscription-based services to help drive continuous optimization and ensure your continued success
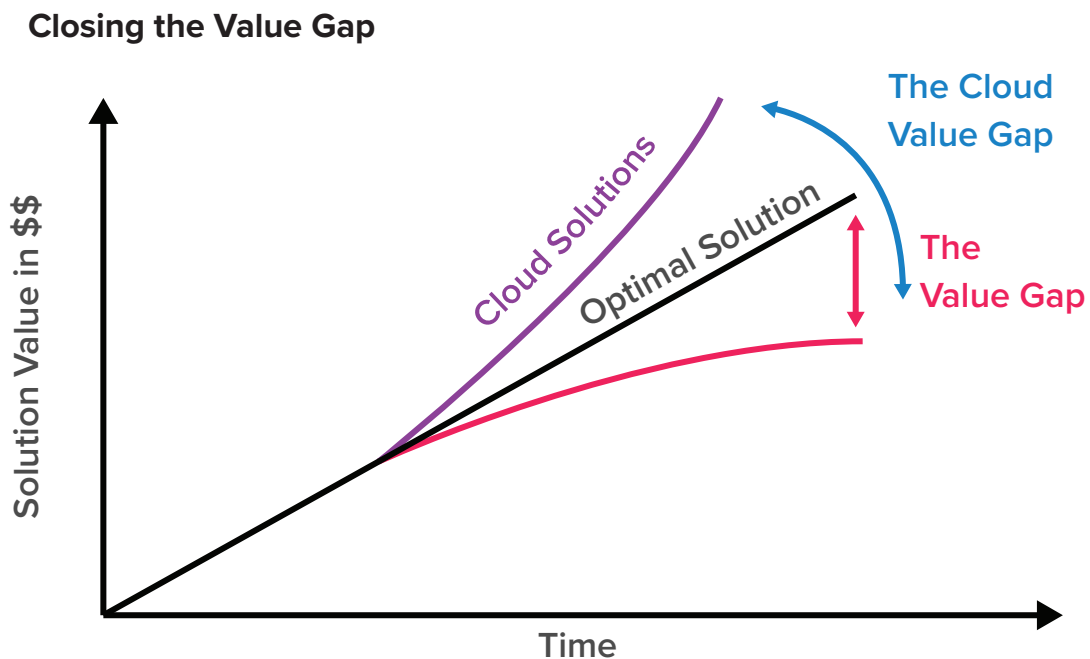
SuiteOptimize

As part of NetSuite's Customer Success offerings, SuiteOptimize was created to help customers successfully address unique challenges post-deployment, and ensure that your solution continues to meet your business needs. This starts with "minding the gap."

The Value Gap

Technology and business are constantly evolving, which means all applications, no matter how well-designed or how functional, lose their value over time, creating a gap between the optimal solution and the *actual* solution. This is called a "Value Gap". The Value Gap can come about for a number of reasons, but is mainly caused by a natural function of changing business needs, evolving user knowledge and new functionality with your solution.

The goal of SuiteOptimize is to prevent or minimize this potential gap by understanding your business and its specific needs, providing continuous monitoring of those needs and providing expert guidance on workflows, features, customizations and integrations

Closing the Value Gap

Optimizing Your Options

SuiteOptimize serves as the unifying umbrella, bringing all the Customer Success capabilities together and giving customers access to them as needed. You control what support you need to help your company succeed. Customers have access to teams of experts who can leverage their experience, knowledge and connections across NetSuite and the partner ecosystem to ensure that your questions are answered and that your needs are met. With SuiteOptimize, you can choose from a variety of offerings that are targeted toward sustaining and advancing your NetSuite solution.

As a managed service, SuiteOptimize is an annual subscription, dependent on the amount of coverage you need for support and ongoing application management, whether business or technical.

Access to Ecosystem

SuiteOptimize includes optional services with teams of experts at your disposal, in addition to Support Services and Success Services it includes:

- TAM Services
  - Technical design review focused on best practice, optimization and scalability.
  - Performance analysis with focus on cause of undesirable overhead.
  - Customization review to ID customization that can add performance overhead and optimization.

- BAM Services
  - Ensure a seamless release upgrade process.
  - Support existing systems integrations, and modify them as your business grows and changes.
  - Implement new business processes within NetSuite and related systems.
  - Track user adoption/experience.
  - Recommend new features and best practices.

Our Experience Can Be the Key Piece to Your Success

- Business insight: Deep business and solution experience (including controllers, consultants, technologists)

- Scale: From start-ups to enterprise

- One-stop shop: Full-service provider (processes, policies, configuration, integrations, conversions, scripting)

- Industry know-how: Software, Manufacturing, Professional Services, Services, Consumer Goods, Wholesale Distribution