



NETSUITE COMMERCE AGENCY PROGRAM

World Class Agency Expertise

NetSuite's Commerce Agency Program (CAP) is an alliance of leading digital and creative agencies and system integrators.

They provide NetSuite Customers with superior interactivity, functionality and aesthetics for great online experiences, using the highly flexible web store and unique back-office integration of the SuiteCommerce platform.

Key Benefits

- **Exclusive access** to a self-service resource center, including the latest news about SuiteCommerce and early access to roadmap and product beta program information.
- **Promotion** of your CAP partnership and SuiteCommerce deployments to raise awareness of your success and drive leads.
- **Prioritized**, commerce-specific, technical support to ensure your projects run smoothly and direct access to the SuiteCommerce product team.

Your business should include the following team members to successfully implement a SuiteCommerce solution:

- **Account/Client Manager.** First line of contact with SuiteCommerce clients and NetSuite stakeholders to identify client needs, provide solutions and manage escalations throughout each project.
- **Project Manager.** Responsible for managing complex project teams (ERP and ecommerce) throughout the entire project life-cycle from problem definition, requirements definition, design, development, testing and implementation.
- **Creative Lead.** Owns the overall vision and strategy of the project. Oversees each phase for research, strategy development, conceptualizing, product definition and design.
- **UX Designer.** Leads design of the interface and experience, including the business analysis, conceptual sketching, information architecture, wireframing, prototyping and usability testing.
- **Visual Designer.** Responsible for the final, visual design and elements of a project, including story

and mood boards, images, typography, logos, icons and interfaces across multiple platforms.

- **Front-end Web Developer.** Builds, tests and debugs standards-compliant code and is an expert in JavaScript frameworks, CSS, SEO and performance best practices.
- **QA Service Delivery.** Drives the quality and performance of site development, including testing, code review, compliance with performance standards, documentation of customizations and reporting of issues to be completed post live.

The CAP authorization process requires completing the relevant SuiteCommerce Advanced training: SuiteCommerce Advanced: Fundamentals and SuiteCommerce Advanced for Developers. In addition, a prospective Commerce Partner must implement a demonstration site that meets NetSuite's established requirements before entering the program.

| STEP | DURATION | ACTIVITY |
|------------------------------------|--|---|
| Introduction Call | <1 hour | NetSuite's CAP team and the agency learn about each other, answer any outstanding questions and agree on next steps. |
| Training | 2-4 weeks | If the prospective Commerce Partner has already completed training, skip to next step. |
| Authorization Kick-Off Call | 1 hour | Closer look at CAP authorization requirements, answer any outstanding questions. Prospective Commerce Partner presents project plan for a demo site. CAP team provisions a demo account to prospective Commerce Partner. |
| Demo Site Implementation | 6+ weeks (dependent on skills and workload) | Prospective Commerce Partner builds demo site according to requirements. The demo site must be submitted for review within 6 months. |
| Demo Site Review | ~2 weeks | CAP team reviews the demo site, assessing its performance and frontend checkpoints before issuing a pass/fail result. The agency is entitled to a maximum of three attempts. |
| New Member Call | <1 hour | Welcome call outlining next steps. The new partner is authorized to use the demo site as sales tool for prospective clients. |

Ready to get started? If your team has the right skills and experience and is interested in becoming an authorized partner, contact us at cap@netsuite.com.