NETSUITE SERVICES

For the Full Lifecycle of Your Business

Imagine having a single service provider for your business platform who offers software and services. Imagine a provider who stays with you throughout the full lifecycle of your business—from implementation to optimization to continuous support, and who boasts a rich history in the Cloud.

Sound too good to be true?

With NetSuite Services, it's not.

Why NetSuite Services Works

- **Complete Solution: Platform, Software and Services** – NetSuite offers both software and services in a single provider.

- **Full Lifecycle Services** – We stay with you throughout your entire business lifecycle—from implementation to optimization to continuous support with our exclusive managed services.

- **Unique Cloud Heritage** – We pioneered the cloud computing revolution in 1998. We understand cloud and can enable your cloud transition and cloud-to-cloud integration like no other.

- **Industry Expertise** – We have deep expertise and experience across all the verticals and micro-verticals that NetSuite supports.

Whether you are a new customer implementing NetSuite or a long-time customer looking for ways to optimize your solution, our industry experts guide you using best practices from years of experience in your specific industry. From Consulting Services, to Education Services to Support Services, NetSuite Services offers industry-specific support both before and long after you go live.

One-Stop Shop

NetSuite is the only solution provider that is integrated with the NetSuite product teams and understands the path of development. With the highest number of certified consultants in the industry, we understand the product like no other. Our SuiteSuccess methodology offers an agile and staged pathway for you to succeed by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory. Our Learning Cloud Support services offer on-demand training resources that are comprehensive and accessible anytime, anywhere. Our exclusive Advanced Customer Support managed service takes you from reactive to proactive, keeping your solution at an optimal level, mitigating risks and increasing ROI as your business continues to grow and change.

NetSuite's Services provides a full suite of offerings that includes the following:

- **SuiteSuccess** – SuiteSuccess is an agile and staged pathway for you to succeed by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory tailored specifically to your industry. SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery, and Services teams so that we sell what we deliver and deliver what we sell.

- **NetSuite Experience** – We have the highest number of certified consultants in the marketplace with the highest level of experience through the highest number of NetSuite engagements by industry vertical and micro-vertical. We are also the only solution provider who is integrated with the NetSuite product team.

- **Rapid Time to Value** – Through our SuiteSuccess approach, we operate our scoping process on the solution you will use, with the goal of successfully delivering your solution to bring you the ROI you require rapidly and with as little complexity as possible.

- **Advanced Customer Support** – ACS is a managed service that meets all support and ongoing sustainment and optimization requirements across all products and markets. This 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.

Industry Expertise

Advertising and Digital Media Agencies, Manufacturing, Media and Publishing, Nonprofit, Retail, Services, Software, Wholesale Distribution and more

At NetSuite, we lead with industry. We have deep expertise and experience in all the verticals and micro-verticals that we support. We leverage that expertise to enable us to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry-specific add-on service offerings.

Consulting Services

SuiteSuccess, Packaged Services, Custom Services

You've invested in us, so we're investing in you. Our team of experts help ensure that you're not paying for any software that you don't need. Our SuiteSuccess methodology offers an agile and staged pathway for you to succeed by engaging you continuously throughout your lifecycle and keeping you on an upward growth trajectory. And with NetSuite's Global Delivery Centers, our costs remain competitive.

Education Services

NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support services offer comprehensive resources that you can access anytime, anywhere.

Support Services

SuiteSupport, Advanced Customer Success (ACS)

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater return on investment can take advantage of Advanced Customer Support (ACS)—an umbrella offering that

provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that 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.

Partner Services
Enablement and Training, Implementation Services, Managed Services

As a partner, you have access to NetSuite's vast ecosystem of experts and resources—all designed to ensure your ongoing business success. Through Partner Services, we focus on enabling and supporting partners through a variety of offerings, depending on your needs.

Enablement and Training: Leverage our partner services and product training materials and benefit from partner implementation enablement within 90 days of product training.

Implementation Services: Benefit from SuiteSuccess add-ons designed for partners who require more complex modules and have access to our best-practice configurations/ models acquired through years of experience and thousands of implementations.

Managed Services: Benefit from both our Learning Cloud Support and Advanced Customer Support, giving you access to comprehensive, accessible training resources and bringing you to another level of support to meet your business needs.