SOCIAL IMPACT SUITE PRO BONO PROJECTS – FAQs

Have questions about the NetSuite Pro Bono program or need additional information? Social Impact customers are encouraged to read these FAQs for potential answers to your questions.

General Information

What is the quarterly Suite Pro Bono Program?
Pro bono describes the free support that NetSuite employees provide to organizations who need assistance. On a quarterly basis, eligible nonprofits and social enterprises who are using NetSuite software can apply for a variety of pro bono projects. At the same time, NetSuite employees who wish to provide pro bono support to organizations also apply to lend support. These specific projects are designed to help an organization use NetSuite software effectively—we have additional skilled pro bono programs designed to help Social Impact customers with non-NetSuite related projects.

How does the program work?
Projects take place during a given quarter, and each organization is expected to have one consistent point of contact on the project (who may spend up to 30 hours during the quarter, depending on project complexity). Engagement takes place remotely using conference calls and webinars. The project team delivering the support will ultimately make the decision on what can and cannot be done for the project. A project scoping document serves as the guide for deliverables and project expectations. Pro bono services are not a replacement for implementation services, professional services or paid consulting.

What are the benefits of participating in the Suite Pro Bono program?
The opportunity to learn from experts how to best utilize the NetSuite system to streamline and make your work more efficient.

Who should participate on a project?
Organizational staff participating in a pro bono project generally utilize the NetSuite system, or are responsible for NetSuite on behalf of their organization. Some individuals have strong technical knowledge of NetSuite or

other systems, while others might have very little. Individuals applying will need to disclose their technical expertise so that we can match them to the correct team.

Am I guaranteed Suite Pro Bono program participation if I sign up?

No. The Suite Pro Bono program is a competitive application process, and each quarter some organizations are not selected. Common reasons why organizations might not be selected are: a lack of volunteers to support the request, a project request that is too complicated, or the organization is not yet ready to engage due to a lack of bandwidth or dedicated point of contact availability.

What are the different ways I can provide or receive pro bono support?

As an organization, you have an opportunity to receive support from a team in a variety of ways.

- Discovery: Learn about a module or functionality of something specific in NetSuite. Generally, these are short projects where teams will explain or demo how something works.

- Consultation: A Pro Bono team will review a specific challenge your organization faces which could be mitigated with NetSuite. The team will help you identify potential solutions that involve the NetSuite system.

- Configuration/Build-out: An organizational point of contact works with a Pro Bono team configuring or building an element in NetSuite. For all projects, the team will create a project scope to determine what can and cannot be accomplished within the quarter.

Project Specific Questions

How long will projects take to complete?

NetSuite encourages its employees to donate time and expertise to the Suite Pro Bono program, providing up to 20 hours per quarter to work with a nonprofit or social enterprise on a NetSuite project. Organizations should expect to spend 5-30 hours of time on a project during a given quarter, depending on project complexity. It is important to know that the point of contact for the organization is expected to be actively involved on the project.

What types of projects are available for those who are not technical?

If you are representing your organization on a pro bono project and do not have a strong technical background, please indicate this in your application. Should your request be accepted, we will let the team assigned to your project know. We ask that one person on your team be the staff person responsible for working with NetSuite, or have NetSuite knowledge.

What is the selection criteria to participate?

We grant projects to organizations based on a few criteria:

- Complexity of the project

- Pool of pro bono employees available to match project needs

- Quality of application

- Time zone

- Vacation schedule

When does the Quarterly Pro Bono program take place?

Most projects take place during a given quarter: Q1 Jun-Aug, Q2 Sep-Nov, Q3 Dec-Feb, Q4 Mar-May. Most project work takes place the last two months of the given quarter. At times, we offer opportunities to create projects that are off-cycle; if that is the case then we notify participants about the timing.

Will I be provided tools to use for the project?

The Pro Bono team provides specific tools related to the project, such as templates and relevant resources. NetSuite also uses specific communication related tools (WebEx) to host meetings, which the team can use to set up regular meetings.

I have a project that is mission critical to my organization. Can I apply for Suite Pro Bono?

Because we cannot guarantee the outcome of a given project, we recommend that your organization explore an alternative solution to your challenge.

What is the 'Project Scoping' process?

Once projects have been initially discussed, the Pro Bono team, together with the organization, will create a 'project scope'. The project scope is a document that includes a timetable, work expectations from each party and project deliverables. A project scoping document is created to assure that expectations are understood by all parties, and agreed upon.

What is the difference between Professional Services and Suite Pro Bono?

Professional Services is a paid service which all NetSuite customers may purchase to optimize their NetSuite system. Suite Pro Bono is a free program connecting individuals with NetSuite experience to nonprofits and social enterprises looking for help with NetSuite. NetSuite pro bono employees may work in a variety of departments and groups, with differing experience levels.

What is the difference between Configuration and Build-out, and can I request one or the other?

A 'Configuration' is generally a project focused on editing or revising an existing component within a system. A 'Build-out' is generally a project where a team may add something brand new to an organization's instance such as a module or brand-new feature. In the notes section of the application you can let us know if you have a preference for a 'Configuration' or 'Build-out' project.

Do I need to have completed Discovery or Consultation before applying to do Configuration and/or Build-out?

The short answer is no, though we feel that going through a discovery and or consultation before applying for a configuration/build-out is a best practice for the organization.