

# ORACLE NETSUITE

## NetSuite Advanced Customer Support

Advanced Customer Support (ACS) is designed to help you maximize the value of your NetSuite solution and enable your business to grow as it evolves. With four levels of support to choose from, the amount of engagement, proactivity and resource expertise expands as you move up subscription levels.

From the #1 cloud business solution, see what is possible with NetSuite's ACS as you look to fully leverage your new solution, drive user adoption and grow your business.

[Learn More](#)

	ACS Advise	ACS Monitor	ACS Optimize	ACS Architect
<b>Business Solution Advise</b> Business process improvements and hands-on execution	x	x	x	x
<b>Development and Testing</b> Guidance on third-party integrations and managing production environments.	x	x	x	x
<b>Remediation Support</b> Discover and quickly resolve critical issues and prevent them from reoccurring.	x	x	x	x
<b>Account Reviews</b> Comprehensive assessment highlights current gaps and help address them.		x	x	x
<b>Performance Monitoring</b> Review of key metrics against benchmarks to mitigate issues before they occur.		x	x	x
<b>Release Guidance</b> Strategic guidance on how to best utilize the latest features in each NetSuite release.		x	x	x
<b>ACS Playbooks</b> Prescriptive services to help overcome business challenges and support key growth milestones.			x	x
<b>Solution Architecture</b> Adapt NetSuite to meet your unique operational requirements, data migration, customizations, and workflows.				x
<b>Implementation Support</b> Feature implementation support to get your NetSuite solution firing on all cylinders quickly and efficiently.				x
<b>ACS Team</b>	Shared Pod	Assigned Lead Consultant and Shared Team	Assigned ACS Delivery Manager and Functional Consultant	Assigned ACS Delivery Manager, FC, Customer Experience Manager
<b>Solution Advise</b>	Product Focused	Product Focused	Product and Business Focused	Product, Business, and Solution Architecture Focused
<b>Service Period</b>	Quarterly	Quarterly	Monthly	Monthly
<b>Service Hours</b>	15	30	15	30