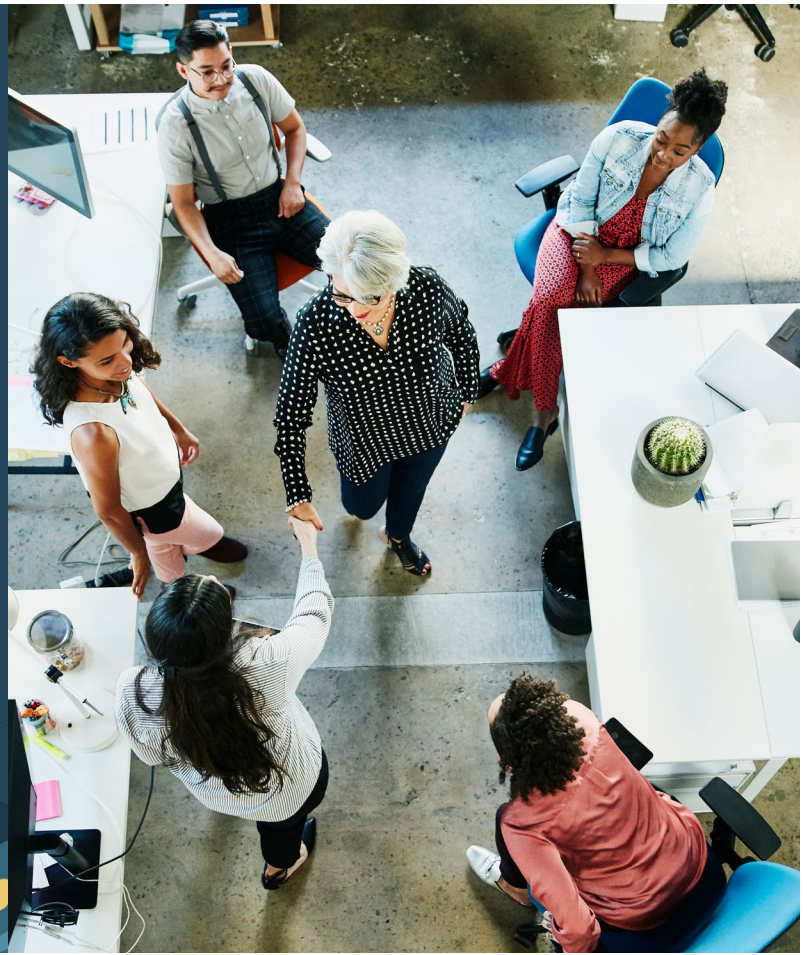




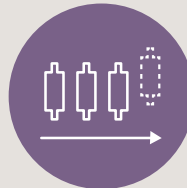
Welcome to the SuiteLife

Reinventing Partner Engagement



Welcome to the SuiteLife!

NetSuite, the leading cloud-based ERP, has reinvented the partner engagement model with SuiteLife. SuiteLife delivers a comprehensive set of resources, certified training, and tools that enable NetSuite partners to develop expertise around specific business functions, product areas, and industries. With SuiteLife, NetSuite partners can quickly and easily gain the knowledge and expertise required to help customers succeed, differentiate their practices, and expand their businesses.



SuiteSuccess
Alignment



Accelerated
Launch



Success
Programs



Unified
Packaging

SuiteSuccess Alignment

SuiteLife gets your team ready to deliver NetSuite. Pre-Sales, Sales, and Delivery each follow their own learning paths. SuiteLife enablement is based on a foundation of SuiteSuccess, a pre-configured cloud solution that is built on industry-leading practices. Individuals will also learn how SuiteSuccess maps to other customer engagement models, providing them with the knowledge to accelerate their productivity and deliver even more value to customers.

Accelerated Launch

Expedite the rollout and delivery of new products. As long as you remain a NetSuite partner, you will receive ongoing training to allow you to “unlock the Suite” and expand your business with additional NetSuite modules including WMS, SuitePeople, SuiteBilling, ARM, and more. In addition, you will be trained on new versions and new features within NetSuite as soon they are launched.

Success Programs

Learning Cloud Support (LCS)

You will receive NetSuite Learning Cloud Support (LCS) passes for your employees. Your LCS subscription grants access to [MyLearn](#), the platform for all the online training needed to enhance your skills and expand your business. All courses cover key concepts, provide guided walkthroughs, illustrate real-life scenarios, and offer hands-on exercises. They include resources, reference materials, and email access to instructors.

SuiteAnswers and Premium Support

SuiteLife Partners are provided with comprehensive support as part of the program. You will have access to SuiteAnswers, NetSuite’s knowledge center of support articles, best practices, help topics, and training videos. With Premium Support, partners receive 24/7 priority response and additional advice and assistance on NetSuite usage and configuration not offered in the basic support package.

Advanced Partner Support (APS)

As part of the SuiteLife, you will receive an allotment of hours each month to leverage Advanced Partner Support. Advanced Partner Support provides post-enablement, implementation, and functional and technical assistance to keep your team productive and your customers satisfied. Included in Advanced Partner Support are 8/5 toll-free technical support; platform integration and delivery support; an assigned partner success manager; online, ecommerce, and POS services; data conversion planning; and additional education benefits.

Other Benefits

Certification

SuiteLife partners will receive credits good toward NetSuite certification through an independent third-party testing provider, ensuring your team is staffed with recognized NetSuite professionals. Your customers will know they are selecting a partner with the expertise to design, implement, and support a solution that they will depend on to run their businesses for years to come.

SuiteLife Milestones

SuiteLife has its perks! When you’re a NetSuite partner, your customers will know you’re official. New partners will receive a welcome kit with NetSuite-branded items to outfit their offices. Future milestones will also be recognized with additional NetSuite-branded products, including attendance at SuiteLife training, first closed deal, and partner program renewal.

Unified Packaging

SuiteLife is integral to the Solution Provider and Alliance Partner programs, providing one subscription for all the enablement tools, assets, and support a partner will need to grow.

| Benefit | SuiteLife Membership Level | | | | |
|---|----------------------------|--------------------|-------------------|------------------------|------------------------------------|
| | Emerging (<30) | Corporate (30-100) | Enterprise (>100) | Associate ¹ | Affiliate/Member Firm ¹ |
| NetSuite Instance | Yes | Yes | Yes | No | No |
| Premium Support | Yes | Yes | Yes | N/A | N/A |
| Advanced Partner Support | 15 hrs/qtr | 30 hrs/qtr | 45 hrs/qtr | 15 hrs/qtr | 15 hrs/qtr |
| LCS Licenses | 40 | 100 | Unlimited | 10 | 10 |
| Onboarding Vouchers | 5 | 15 | 22 | 1 | 3 |
| Certification Vouchers | 5 | 15 | 25 | — | 3 |
| Go-to-Market Focus Designation Applicability ² | | | | | |
| ERP Focus | Yes | Yes | Yes | No | Yes |
| Edge Focus | Yes | Yes | No | Yes | Yes |

¹ See the applicable partner program guidelines for terms, conditions, and restrictions.

² Oracle assigns to partner a Go-to-Market Focus Designation. A partner's Go-to-Market Focus Designation determines which SuiteLife Membership Levels a partner is eligible to purchase. See applicable partner program guidelines for additional details.

