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NetSuite Next Starts Now

Five ways to get ready for what's ahead

ORACLE
NetSuite

Introduction

NetSuite Next is the next generation of NetSuite that will begin rolling out to you later this year. It's the same NetSuite you rely on to help run your business, but more intuitive, more collaborative, more automated, and equipped with practical built-in AI capabilities to help you achieve strategic outcomes even faster.

NetSuite Next is not something you need to purchase or implement. It is an easy switch from NetSuite to NetSuite Next. When you switch to NetSuite Next, all your data, roles, permissions, customization, and workflows stay the same —*no migration or reimplementation required*. And of course, there's no additional cost to migrate to or use NetSuite Next.

To help you take full advantage of NetSuite Next, we have assembled this ebook which outlines practical ways to optimize your NetSuite environment before the switch. This ebook explores foundational areas including data quality, customizations, roles, permissions, and navigation—the building blocks that will help NetSuite Next deliver the added automation and insights for your organization.

Cleaner data, customizations, and roles make NetSuite easier to use today and will help AI capabilities, like Ask Oracle, to generate summaries, report on business patterns, and recommend commercially-sound next steps. Optimizing these areas now delivers immediate benefits while also preparing you for the future.

1. Build Familiarity With Prompting

NetSuite Next expands how users interact with data through natural language, contextual analysis, and AI-generated insights. Becoming familiar with these interaction patterns helps users understand how insights are formed, how context is applied, and how governance is preserved.

You've probably used a popular large language model (LLM) to help write an email or get advice on personal topics. Now you can bring that kind of conversational interaction into business workflows. NetSuite Next uses Ask Oracle, a natural language assistant that helps users search, navigate, analyze, and act across the entire NetSuite dataset using their own words.

Tips to perfect your prompting skills:

- **Ask clear, business-focused questions.** Use natural language queries that include specific timeframes, metrics, or objectives—for example, "explain revenue changes over the last quarter". This helps AI interpret intent and context, which are central to how NetSuite Next surfaces insights.
- **Observe the impact of roles and permissions.** Have users with different roles ask the same questions and note how access controls shape results. This reinforces how insights remain governed and tailored to user context.
- **Identify analysis tasks suited to conversational interaction.** Look for recurring reporting, variance analysis, or exception reviews that currently require manual effort. These scenarios align well with the AI-assisted insights and workflows introduced with NetSuite Next.

You can also validate AI-generated insights by reviewing summaries and explanations alongside trusted reports and dashboards. This can help users build confidence in AI-generated narratives.

Developing familiarity with these interaction patterns may help users understand how conversational input, governed access, and human oversight work together—and how they underpin NetSuite Next experiences throughout the platform.

GET STARTED WITH ASK ORACLE NOW

With the 2026.2 release, the Ask Oracle conversational AI assistant from NetSuite Next is available within your current NetSuite experience. You can use natural language to ask questions about your data, generate reports, surface insights, navigate records, and complete everyday tasks. This can be turned on by role. Connect with your NetSuite account admin to discuss.

2. Review and Refine Account Customizations

As NetSuite Next surfaces more contextual insights and actions, account customizations play an important role in how data, logic, and business processes are interpreted. Custom scripts, workflows, records, and fields all shape how NetSuite represents what happened and why.

The goal of this review is not to reduce flexibility or remove customizations. It's to improve clarity and consistency so insights can be generated and explained in predictable ways. Outdated or overlapping logic can introduce ambiguity, making it more difficult to surface clear explanations or actionable insights.

The following indicators can help identify customizations that may benefit from refinement:

- **Customizations tied to legacy processes.** Scripts or workflows built around retired approval paths or outdated processes may no longer reflect how work is performed. Updating or removing these elements helps ensure current process flow is interpreted correctly.
- **Overlapping automation.** Multiple scripts or workflows addressing the same requirement can introduce inconsistent logic and make outcomes harder to explain. Consolidating automation improves interpretability and reduces ambiguity.
- **Low-value custom fields and records.** Fields or records that are rarely populated or no longer used in reporting can add noise without providing meaningful context. Removing or refining these elements helps focus insights on the data that matters.

- **Custom logic that duplicates standard functionality.** Some customizations may predate native capabilities and are no longer necessary. Reducing redundant logic helps maintain a consistent system foundation.
- **Alignment with supported SuiteCloud frameworks.** Retained custom scripts should use supported frameworks, such as SuiteScript 2.1, to improve maintainability and support evolving capabilities. Organizations without in-house development resources may choose to work with a qualified NetSuite partner or developer.

These improvements benefit users today and support clearer, more consistent insights as NetSuite Next capabilities are introduced.

3. Improve Data Consistency and Quality

Clear, well-structured data is essential for surfacing insights, explaining outcomes, and supporting informed action. Ensuring that core data is maintained consistently and reflects how the business operates today can improve how information is interpreted and acted on.

Over time, data naturally becomes fragmented as records are created and updated by different users, processes, and integrations. Duplicate records, inconsistent naming, incomplete attributes, or outdated values may not disrupt daily operations, but they can reduce clarity when analyzing trends, drivers, or root causes.

Focus data quality efforts on foundational record types such as customers, vendors, and items. These records are referenced across transactions, reports, and workflows and play a central role in how insights are generated and explained.

Key things to explore to help improve data quality:

- **Resolve duplicate or overlapping records.** Multiple records representing the same entity fragment activity and reduce the accuracy of summaries and comparisons.
- **Standardize data entry across key fields and classifications.** Consistent naming conventions and field use make trends easier to analyze and explain over time.
- **Address incomplete or outdated information.** Missing attributes or legacy values that no longer reflect current operations affect accuracy.
- **Review the use of unstructured data.** Free-text fields or documents that are loosely governed can reduce the reliability of generated summaries.

Improving data quality does not require correcting every historical record. Prioritize the data that most directly impacts current workflows, reporting, and decision-making, and make sure it's maintained consistently going forward.

4. Revisit Roles and Permissions

Roles and permissions determine what information users see, what actions they can take, and how governance is enforced within NetSuite. As NetSuite Next surfaces insights and recommended actions more directly in context, access controls are key to making sure information is delivered to the right users in the right way.

When roles accurately reflect current responsibilities, insights and suggested actions are easier to interpret, trust, and act on. Over time, however, roles can drift as responsibilities change, teams grow, or temporary access is added and never revisited. Reviewing roles and permissions to gain clarity around who can see which data and take which actions creates a more predictable environment.

Things to keep in mind when reviewing roles and permissions:

- **Align roles with current responsibilities.** Confirm that each role reflects what users are responsible for today, including the records they review most often and the actions they are expected to take. This helps ensure insights and guidance are relevant to actual job functions.

- **Remove access that is no longer required.** Identify permissions that were added temporarily or accumulated over time and remove those that are no longer needed. Clear access boundaries help ensure insights and actions are surfaced appropriately.
- **Normalize access across similar roles.** Review roles that represent the same level or responsibility areas, such as multiple finance analyst or operations roles, and confirm they have consistent access. Reducing unintended variations helps deliver comparable insights for users performing similar work.
- **Review approval authority and action-level permissions.** Confirm that approval roles and workflow-driven actions align with current policies and escalation paths. Clear approval structures are especially important as processes become more guided and automated.

Clear, well-aligned roles and permissions support relevant insights and actions while enabling the governance organizations rely on today.

5. Refresh Navigation Menus and Role Centers

In NetSuite Next, Ask Oracle is a new unified AI-powered experience that allows you to search, navigate, ask questions, or launch agentic workflows across NetSuite. Ask Oracle will be the new global search experience. Everything you can search for via global search in your NetSuite account today will still be searchable in Ask Oracle. Your role, permissions, and centers determine what you can search for and what you can see in search results, helping Ask Oracle to understand what actions and destinations are relevant to each role.

Over time, navigation menus and role centers often expand to accommodate new features, reports, and one-off workflows. While this flexibility is valuable, it can make navigation more difficult to use and slow users down when action is required. Refreshing navigation focuses on improving clarity and relevance, not redesigning the interface. In NetSuite Next, this clarity also helps Ask Oracle interpret user intent and recommend the right actions for each role.

Key areas to review to help improve navigation and intelligent searches:

- **Review role centers through the lens of action.** For each role, confirm that the actions users are most likely to take in response to insights or alerts are easy to find.
- **Remove or deprioritize outdated navigation items.** Eliminating rarely used or obsolete links helps users focus on current workflows.
- **Align navigation for users with similar responsibilities.** Consistent menus and shortcuts create a more predictable experience when users perform comparable work.
- **Confirm access to commonly used reports and tasks.** Aim for saved searches, reports, and actions used to investigate and resolve issues to be easy to locate and reflect current processes.

Switching these menus to NetSuite Next helps reduce search time, improve focus, and make it easier for users to move from insight to action.

NetSuite Next Starts Now

NetSuite Next builds on the NetSuite you use today, enhancing insights and productivity. By strengthening key foundational areas in your NetSuite environment today, these improvements deliver immediate benefits that will help you take full advantage of NetSuite Next when it comes time to switch.

Supporting You Along the Way

NetSuite Learning Cloud Support (LCS) provides on-demand lessons, best practices, and resources to help administrators and teams reinforce the foundational areas covered in this ebook, from understanding generative AI concepts to reviewing customizations, data quality, roles and permissions, and navigation.

Customers can also engage with the NetSuite Support Community, where NetSuite professionals share practical guidance and real-world experience. Ask a Support Guru, join discussions, and learn from peers.

Join today!

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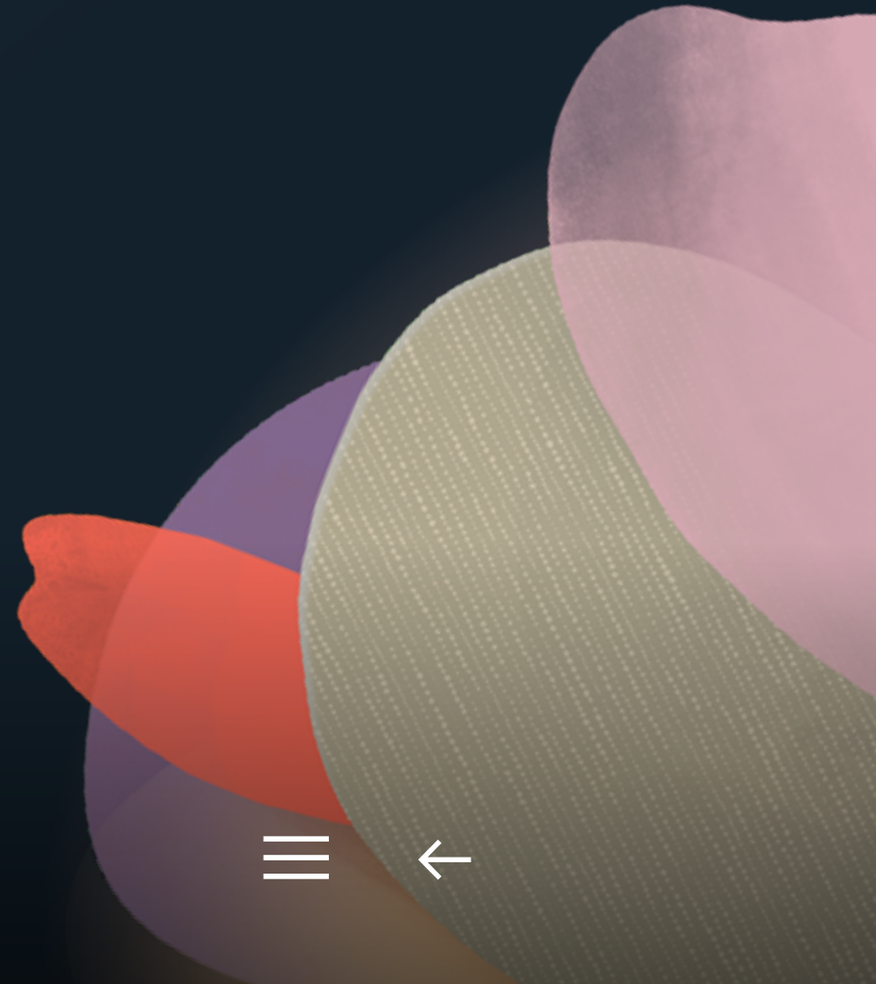
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