

## NetSuite Advanced Customer Support

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

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	ACS Advise	ACS Monitor	ACS Optimise	ACS Architect
ACS Framework:				
ACS Team	Shared Pod	Assigned Lead Consultant and Shared Team	Assigned Delivery Manager and Functional Consultant	Assigned Delivery Manager and Customer Experience Manager
Advisement Focus	Product	Product	Product, Business and Architecture	Product, Business, Architecture, End to End Holistic
Service Hours	15 Hours per Quarter	30 Hours per Quarter	15 Hours per Month	30 Hours per Month
Sample of Services and Support:				
<b>Business Solution Advisement</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>Module Activation and Configuration</b> Receive hands-on, customised implementation of NetSuite modules.	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 utilise 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, customisations, and workflows.			x	x
<b>Scalability Support</b> Ensure your NetSuite environment grows with your business.				x
<b>Enhanced Support Management</b> Expanded team for additional layer of support assistance and ticket management.				x