



Global Support to Drive Your Success

SuiteSupport



We understand that customer success means business success. In today's fast-paced world, timing is everything. That's why we are committed to answering your questions and resolving your issues quickly and effectively. NetSuite's global support organization provides you with flexible support options tailored to your business goals. You decide what works, while we provide the help you need to drive your customer success.

Key Benefits

- Global support organization.
- Experienced support personnel.
- Basic support included.
- Tailored offerings based on support level and business need.
- Full range of support offerings.
- Online case submissions, 24/7 phone support, user community and knowledge base.

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ABSOLUTE
VISION
TECHNOLOGIES

Responsive to Your Business Needs

Your success is a top priority at NetSuite and that's why every customer gets Basic Support. When it comes to your NetSuite solution, it can be difficult to navigate unexpected issues without proper product expertise. You want questions to be answered quickly and issues to be efficiently resolved. How can you be proactive in keeping your solution fully optimal so you can focus on meeting your business goals? NetSuite

has created a full suite of support services that addresses these types of questions, ensuring success with your solution, while accelerating ROI and mitigating risks. We prioritize so you don't have to.

NetSuite closely tailors its support times based on your support level and your business need. Our severity levels and response times are:

Severity Level	Basic Support	Premium Support
Severity 1 (Critical)	2 hours	1 hour
Severity 2 (Significant)	NA	2 hours
Severity 3 (Less Significant)	NA	8 hours
Severity 4 (Minor)	NA	2 business days

SuiteAnswers

No matter what SuiteSupport level you select, NetSuite provides the SuiteAnswers portal, which delivers a comprehensive knowledge base, online case submission and much more. Available to all customers and partners, SuiteAnswers is a searchable knowledge center of content that includes:

- **Support Articles:** Address "how do I" questions and often provide step-by-step instructions for unique solutions.
- **Help Topics:** Provide easy access to NetSuite's extensive Help documentation.
- **Training Videos:** Provide visual training and demonstration on core NetSuite administration and end user tasks. Online support cases can be created when search results don't provide the answer you need.

NetSuite Support Community

Your NetSuite subscription also gives you access to the Support Community, where the expertise and experiences of NetSuite professionals worldwide are just a keyboard away. By signing up, you can learn new techniques, share best practices and find technical solutions that work for other members of this resource-rich community.

- Gain access to over 30,000 registered members.
- Get expert advice on all things NetSuite.
- Learn best practices that matter to your business.
- Find technical solutions that work for other NetSuite professionals.
- Ask questions and share ideas with the Support Community.

Support Options and Services

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Each of these options provide specific service levels and capabilities. No matter what NetSuite product you have, if you're looking to maintain, sustain or optimize your solution—our range of support services has you covered.

Basic Support

All customers receive NetSuite Basic Support as part of their NetSuite subscription, which includes:

- 24/7 Support for Severity 1/Critical concerns via toll free number.
- Online support for defects and critical concerns through NetSuite's SuiteAnswers searchable knowledge center.
- Access to NetSuite Support Community group.

Premium Support

NetSuite Premium Support provides many best-in-class services and benefits designed to ensure your company's success with the NetSuite applications you have implemented. For high severity issues, Premium support services are available 24 hours a day, 7 days a week. Premium Support includes:

- Toll-free Technical Center access from 8:00 am to 6:00 pm in your local time zone Monday through Friday, excluding holidays, for non-critical issues.
- Priority queuing.
- Online case responses are prioritized by severity.
- Weekend coverage.
- Early notification of new releases.
- Advice and assistance with NetSuite usage and configuration.

	Basic	Premium
Coverage Hours	24x7 access for Severity 1 Business hours access for Severity 2 (Online only)	24x7 access for Severity 1 and 2 Business hours access for Severity 3 and 4
Eligible to Join the NetSuite User Community	●	●
Access to SuiteAnswers Technical Support Portal	●	●
Online Case Submission	●	●
Telephone Case Submission	For Severity 1/Critical only	●
24x7 Critical Access	●	●
Authorized Support Contacts in your Organization for Non-Critical Concerns		4
8x5 Non-critical Access		●
24x7 Non-critical Access		●
Commerce Response Services		●



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