

# AVT Support for NetSuite Users

Technical support and consultation from our **expert team of developers, trainers and consultants**

**ORACLE**  
**NETSUITE**

## — Access Product & Solutions Support Now —

Our customers get access to best in class support services to streamline and improve their business operations and make the applications run seamless

### AVT SUPPORT PACKAGES

Basic	Silver	Gold	Enterprise Platinum
Includes all these great features	Includes everything in Basic, and:	Includes everything in Silver, and:	Includes everything in Gold, and:
Back to Back NetSuite Support logged by AVT	Extended Support hours from 7am-7pm with a 2hr response time	Dedicated Account Manager	Extended Support hours from 7am-7pm with a 2hr response time
Support is during Business Hours from 9am-5pm	80hrs of Support within a year included	Maintenance of identified Customised Modules in line with NetSuite Bi-Annual Upgrades	80hrs of Support within a year included
4hr Response time during Business Hours from 9am-5pm	Maintain Customised <b>Workflows</b> in line with NetSuite Bi-Annual Upgrades		Maintain Customised <b>Workflows</b> in line with NetSuite Bi-Annual Upgrades
Minimum Pre-Paid blocks of 20hrs used within 6 months	Monthly Payment Option		Monthly Direct Debit facility
Charged in 30min increments			
Remote Support Only			
Support via video conference			

Experience the end-to-end business transformation, deployment & enablement services from experts.

[abvt.com.au/avt-support-packages](http://abvt.com.au/avt-support-packages)

