



SUITESUPPORT

Global Support to Drive Your Success

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.

Your business is unique, and support needed by one organization may not be the support needed by another organization. You decide what works, while we provide the help you need to drive your customer success. NetSuite's global support organization provides you with flexible support options tailored to your business goals.

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, managed services, user community and knowledgebase

Your success is a top priority at NetSuite and we ensure that our customers receive the maximum return on their investment. That’s why every customer gets Basic level of support. As your business grows, you may need additional support.

NetSuite offers a full range of support offerings, from Basic to Premium. Customers who need a greater return on investment

can take advantage of our SuiteOptimize Support offering when they are ready to sustain and advance their solution. Each option provides specific service levels and capabilities, from online case submissions to 24/7 phone support, to managed services that help minimize the gap between your optimal solution and your actual solution. This is called the Value Gap.

Responsive to Your Business Needs

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	PREMIUM
Severity 1 (Critical)	2 hours	1 hour
Severity 2 (Significant)	4 hours	2 hours
Severity 3 (Less Significant)	2 days	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.



Best practices

Orient project team members to the proven steps and methods used by NetSuite's SuiteConsulting team.



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 User Community

Your NetSuite subscription also gives you access to the User 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.

Key Benefits:

- Gain access to over 11,000 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 Subject Matter Experts, NetSuite employees and Solution Providers.

How SuiteSupport Works

Basic Support

All customers are provided with NetSuite Basic Support as part of their NetSuite subscription, which includes:

- Online support requests through NetSuite's SuiteAnswers Customer Access Portal
- Access to NetSuite Support User Group
- Hours of support: 8:00 am to 6:00 pm in your local time zone Monday through Friday, excluding holidays, for non-critical issues

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
- Priority Queuing
- Online case responses are prioritized by severity
- Weekend coverage
- Early notification of new releases

SuiteOptimize

SuiteOptimize provides you access to teams of experts focused on sustaining and advancing your NetSuite solution, from technical support, to scalability and performance, to functional support and business advisement. As a

managed service, SuiteOptimize is an annual subscription, dependent on the amount of coverage you need for support and ongoing application management. You control what support you need to help your company succeed. Click [here](#) for more information on SuiteOptimize.

The Know-How You Need

With deep expertise across NetSuite ERP, CRM, SuiteCommerce, PSA, HCM, as well as all other NetSuite modules, NetSuite’s SuiteSupport specialists will be able to address your NetSuite questions and issues rapidly to keep your business running smoothly.

Support Options and Services

	BASIC	PREMIUM
Coverage Hours	M–F 8am–6pm (Customer local time)	Toll-free 24x7 (Severity 1 & 2) M–F 8am–6pm Customer local time (Severity 3 & 4)
Eligible to join the NetSuite User Community	●	●
Access to SuiteAnswers Technical Support Portal	●	●
Online Case Submission	●	●
Telephone Case Submission		●
Authorized Support Contacts in your Organization	2	4
24x7 Critical Access	●	●
8x5 Non-critical Access		●
24x7 Non-critical Access		●
Commerce Response Services*		●

*For Premium

