

TOP FIVE REASONS WHY ADVANCED CUSTOMER SUPPORT IS GOOD FOR YOUR BUSINESS





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Read Time: 4 minutes

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When people think of NetSuite, they automatically associate it with the company that ushered in a new age of software delivered in the cloud. Investing in the platform is a game-changer for companies seeking ways to streamline processes and increase revenue and productivity. Just as revolutionary is the fact that NetSuite has designed a solution that can be configured to meet your specific needs, as well as streamline transitions of modifications between releases.

But we didn't stop there. Business needs change over time—growth, evolving business strategies, changing markets. You start to realize there is a growing gap between what your solution is and what you need it be. The reality is you need support services that can

get you up quickly, enable self-sufficiency and empower you to adapt to rapid changes in your business, as well as releases of additional functionality. This is the only way to truly leverage your platform and maximize your investment.

Oracle NetSuite has created a single offering to meet all your support and ongoing sustainment and optimization needs across all products. As the next step in your support continuum, Advanced Customer Support (ACS) is available to any Premium Support customer. This managed service takes a proactive approach in keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to scale.



“Most customers engage with a cloud-managed service provider because they lack cloud expertise, are seeking to optimize their operations or are seeking to scale their staffing.”

Gartner

Forecast: Cloud Managed Services, Worldwide, 2017-2022

The following are the top five reasons why ACS is good for business.

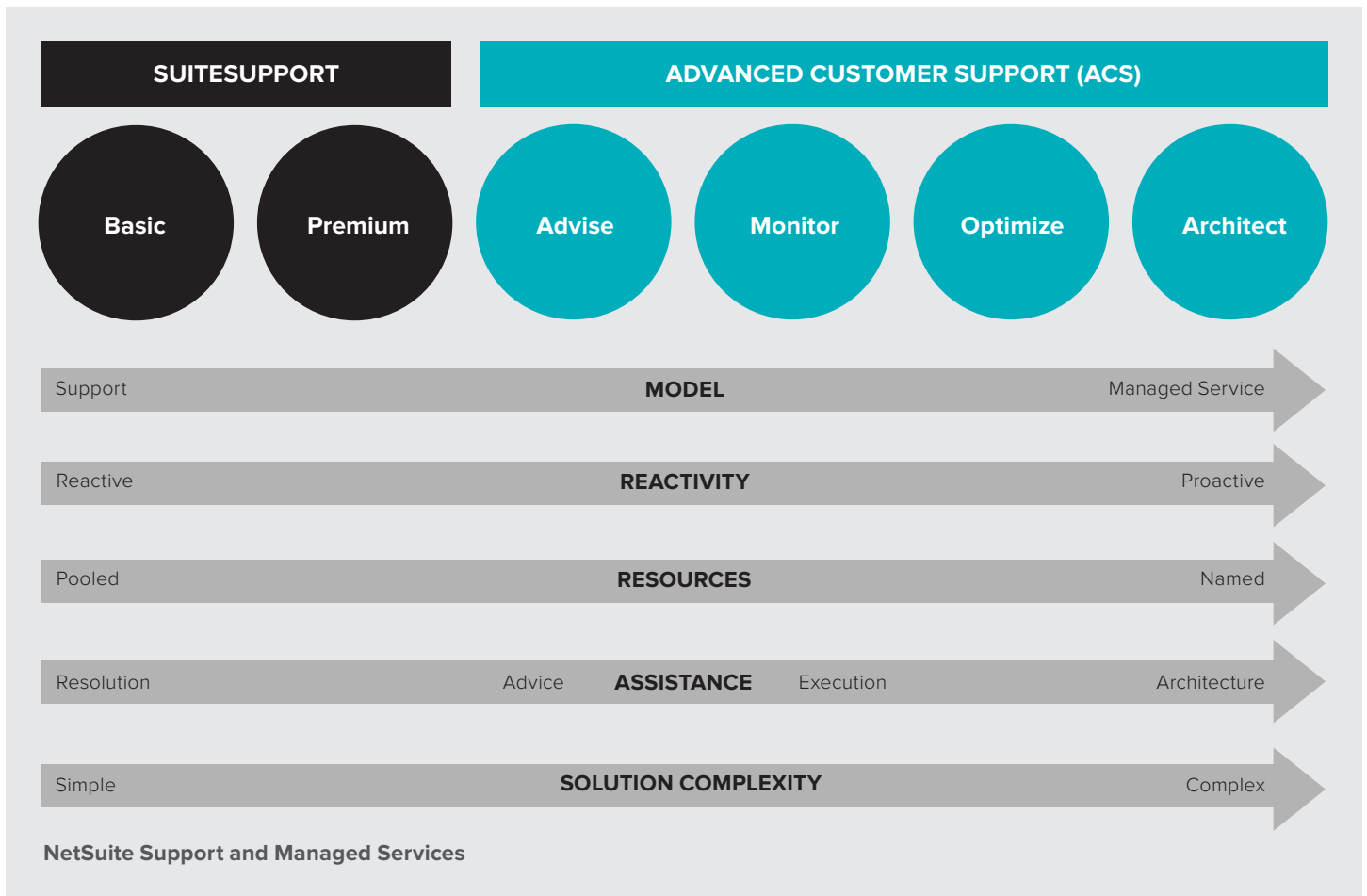
- 1. Single point of coordination.** This is your one-stop shop. You are assigned a named person to coordinate all your activities, and are given one contract for all your administration, maintenance, sustainment and enhancement needs. Continuity and consistency are key—this single point of coordination ensures that all of the Support, Managed Services and Professional Services activities are coordinated and performed with you in mind.
- 2. Consistent customer knowledgeable team.** A team that’s invested in your business. You are assigned a named solution team that understands your business and solution environment, who will adapt to your business, application and growth needs. This will ensure continuous customer knowledge, updates and sharing.
- 3. Solution advice, optimization assistance, development and usage recommendations.** Guidance for your success. Your assigned team will provide proactive engagement that provides business, application and

improvement advice, customer-specific advice on best solution usage, and execution against advice. You receive response, advice, execution and results when you need them (no waiting for SOWs).

- 4. NetSuite Release Assistance.** Keeping you release-ready. Your assigned team will provide release regression testing, release impact identification and customer-specific release advisement for continuous NetSuite leverage. We want to make sure that you are leveraging all of the capabilities that NetSuite has to offer with each release.
- 5. Performance Assistance.** Maximize your investment. Our team of experts will help you optimize the performance of your solution to its highest capability by preparing a quarterly report detailing current performance indicators, an assessment and analysis of performance, and identifying changes to improve performance or scalability.

ACS is the ideal solution for your business after go-live. The ACS team and the entire NetSuite ecosystem are available to you when you need it. That simply cannot be provided by anyone as cost effectively as NetSuite.





Our experienced ACS team helps you transition after the post go-live period to ensure you receive the highest level of satisfaction and resource availability we believe your business deserves. We continuously transition case knowledge across all team members, and review the team supporting you to solidify that they are best positioned for your organization based on:

- Market/business segment
- NetSuite modules
- Complexity and speed of change of your solution
- Location

ACS is truly a one-stop shop after you go live. The service is in place to ensure that we can continuously help maximize the value of your solution by responding to your changing business needs, additional software functionality and changing solution usage. It is designed to meet your needs across all NetSuite products and modules, across all verticals, across all customer sizes, and across all service disciplines (technical, functional, application, performance).

If you want ongoing responsive assistance with your solution across any area—ACS is it.

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