



Resources for Business Success

Support Services



After your NetSuite go-live, access to efficient, effective support is imperative. When unexpected issues arise, the right expertise at the right time allows your organization to keep moving forward, avoiding hurdles that may otherwise cause your business to stall. NetSuite Support Services delivers a full range of support offerings. Each option provides specific service levels and capabilities, from online case submissions to 24x7 phone support, to managed services that help minimize the gap between your optimal solution and your actual solution.

Key Benefits

- Flexible plans to align with your business needs.
- Best in the industry global support team.
- Comprehensive, prioritized and timely issue resolution.
- Proactive solution optimization recommendations.
- Experienced guidance on features within new NetSuite releases.
- Prescriptive solutions to overcome common business challenges.

Responsive to Your Business Needs

NetSuite Support Services offers three levels of assistance: Basic, Premium and Advanced Customer Support (ACS). Each level provides specific capabilities—meeting your support needs and business goals as your organization grows and evolves. Support Services delivers the technical help and optimization know-how required to achieve the most from your NetSuite investment and increase ROI.

Basic Support

Included in all NetSuite subscriptions, NetSuite Basic Support provides toll free help for critical concerns 24x7. The basic level also offers online support for defects through SuiteAnswers—delivering a comprehensive knowledge center, online case submission and more, along with access to NetSuite’s Support Community group.

Premium Support

NetSuite Premium Support provides everything Basic Support includes plus toll free help for non-critical issues, priority case queuing, weekend support, early notification of new releases, and commerce response services. Premium Support also offers assistance with your NetSuite solution usage and configuration.

Advanced Customer Support

If your business requires support beyond Premium, ACS is the level for you. ACS is a subscription-based service designed to proactively keep NetSuite running at its best, ensuring it scales alongside your business. Using ACS Playbooks, organizations can take advantage of decades of experience and proven leading industry practices to guide them through challenging growth milestones.

Support Severity Levels and Response Times

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