

NetSuite SuiteSupport

Flexible Global Support to Drive Customer Success

SuiteSupport™

SuiteAnswers

NetSuite’s global support organization provides you with flexible support options tailored to your business needs to maximize your satisfaction with your NetSuite investment. With deep expertise across NetSuite ERP, CRM, Ecommerce, PSA, SuiteCloud as well as specific NetSuite modules, NetSuite’s SuiteSupport specialists will be able to address your NetSuite questions and issues rapidly to keep your business running smoothly.

NetSuite’s SuiteSupport portfolio offers your organization a choice of support offerings to match your business needs, from Silver to Gold to Platinum level support. Each provides specific service levels and capabilities, from online case submission to 24x7 phone support.

No matter what SuiteSupport level you select, NetSuite provides as standard the SuiteAnswers portal, which delivers a comprehensive knowledge base, online case submission and much more.

“ NetSuite has first-rate customer support. Their helpfulness and patience have been exceptional. ”

—MindJet

SuiteAnswers: Your Online Portal to Get Your Questions Answered Fast

- NetSuite provides SuiteAnswers as a standard service for every NetSuite SuiteSupport customer and is your go-to place to get the support you need when you need it. With one-click access to online case submission, tutorial videos, a searchable knowledge base and much more, SuiteAnswers makes it easy to resolve your issues and keep your employees productive with NetSuite.
- The SuiteAnswers knowledge base provides access to 3,000+ searchable answers to common NetSuite issues, enabling you to get instant answers to a broad range of questions and issues.
- With SuiteSupport experts adding SuiteAnswers at a rate of over 500 per quarter, each SuiteAnswer knowledge base article provides detailed steps to resolution, and even includes video tutorials to common issues.
- It’s easy to view ranked search results to your question, see them sorted by relevance and even rate and provide feedback on knowledge articles and training courses.
- The SuiteAnswers Learning Center provides an extensive self-paced training catalog covering everything from financial management to sales force automation to administration and customization. Simply navigate by category and take the course.

“ Always a good experience working with NetSuite’s support team. They not only handle the cases but bring the right resources who RESOLVES issues at hand. The best I’ve seen in Business Application. ”

—DriveCam Inc



SuiteAnswers Provides Thousands of Answers at Your Fingertips

“ We know the on-site instruction and follow-up support would always be just a phone call away. Their Support Team keeps us on top of their product so we can focus on our priorities. ”

—MRN

“ Great experience with the Customer Service Rep... great, patient and hands on to test for an effective solution real time. ”

—Ser-Mat Corp

SuiteSupport Silver: Online Case Submission, Normal Business Hours Support

- NetSuite’s SuiteSupport Silver is geared for customers that want support during normal business hours, providing online case submission to raise issues.
- SuiteSupport Silver operates on a follow-the-sun support level, ensuring that the support team is available when your team needs them most, covering extended business hours from Monday to Friday, 8 a.m. to 6 p.m., all in your local time zone.
- SuiteSupport Silver supports up to two named contacts.

SuiteSupport Gold: Online and Phone Submission with 24x7 Support

- NetSuite’s SuiteSupport Gold provides 24x7 support for high severity issues that’s especially valuable for global businesses or those with operations that simply demand support when the business demands it.
- For lower severity issues, SuiteSupport Gold covers extended business hours from Monday to Friday, 8 a.m. to 6 p.m., all in your local time zone.
- With toll-free access from most countries, SuiteSupport Gold enables your named contacts to cost-effectively reach a support representative whether from work or from home, as well as submit a case online.
- With SuiteSupport Gold, NetSuite provides additional pre-release planning, providing you with effective planning tools by ensuring the communication of the NetSuite release schedule as soon as it is available.
- SuiteSupport Gold supports up to four named support contacts.

SuiteSupport Platinum: 24x7 Support with a Dedicated Support Team

- NetSuite’s SuiteSupport Platinum provides NetSuite’s highest level of technical support for NetSuite’s largest customers with the most demanding business needs.
- In addition to 24x7 support that’s especially valuable for global businesses, SuiteSupport Platinum provides both a dedicated support team and a dedicated Platinum Support manager.
- With SuiteSupport Platinum, NetSuite provides additional pre-release planning, providing you with effective planning tools by ensuring the communication of the release schedule as soon as it is available. Platinum support also offers assistance in release preview testing for up to 10 key user process workflows.
- NetSuite’s Platinum Support supports up to six named support contacts.

Responsive to Your Business Needs

- NetSuite closely tailors its support response times based on your business need, ranging from an industry-leading one-hour response time for a critical issue that may be affecting business operations to two business days for the most minor issues.

	Severity 1 Critical	Severity 2 Significant	Severity 3 Less Significant	Severity 4 Minor
Response Time	1 hour	2 hours	8 hours	2 business days

NetSuite Tailors Its Response Times to Your Business Needs

	Silver	Gold	Platinum
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)	24X7 Case Submission (All severity levels) M-F 8AM-6PM Customer local time (All other services)
Access to SuiteAnswers Technical Support Portal	Standard	Standard	Standard
Online Case Submission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telephone Case Submission		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Authorized Support Contacts in Your Organization	2	4	6
Dedicated Platinum Team			<input checked="" type="checkbox"/>
Support Account Manager			<input checked="" type="checkbox"/>

Comparison of NetSuite's SuiteSupport Options