NETSUITE CONSULTING SERVICES

NetSuite Services

You are transitioning from an on-premise system to a cloud platform that can reduce costs, increase productivity and streamline your disparate processes. Just as important as the software you choose is the implementation partner you work with. You need a partner who understands that implementing a new system can be extremely disruptive, and that it takes time to adjust to the change. That change does not end when you go live.

Industries evolve over time, impacting business strategies and processes needed to implement them. As your company continues to grow, so do your demands on your solution. How can you navigate these challenges with limited in-house expertise?

Key Benefits

- Seamless implementations
- Maximized productivity
- Increased goal achievement
- Faster time to value
- Reduced implementation risk

You need a solution partner who understands your unique business needs, who can offer leading practices in your industry, who understands that software and services go hand-in-hand, and is with you for the long haul.

That solution partner is NetSuite Consulting Services.

From start-up, to emerging, to midmarket, to corporate—no matter where your company falls in the spectrum, NetSuite is committed to partnering with you for the full lifecycle of your solution. That means seeing your company through go-live, adjusting for improvements for implementation and implementing a new module that meets your specific business needs. We understand change is not always easy—and with NetSuite, you won't have to go through it alone.

SuiteSuccess Implementation

ENGAGE ➡ **DRIVE** ➡ **ENABLE** ➡ **CONVERT**

Learning and experience from
25,000+
deployments over 18 years into a proven methodology.
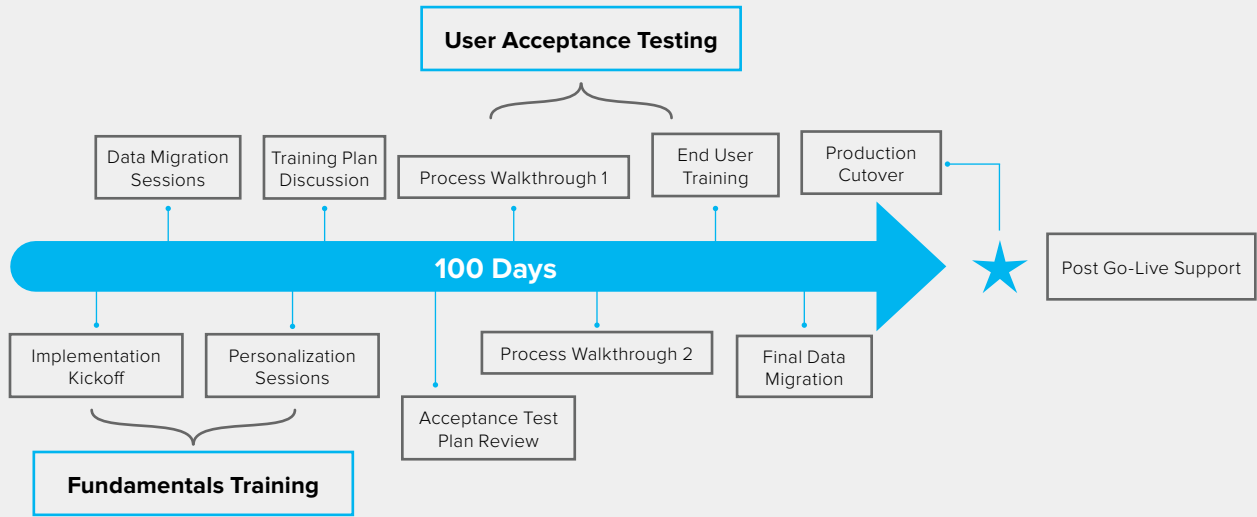
Ability to immediately adopt
250+
roles, reports, dashboards and business intelligence built on Leading Practices for your industry.

Predictable Go-Live with
LEADING PRACTICES
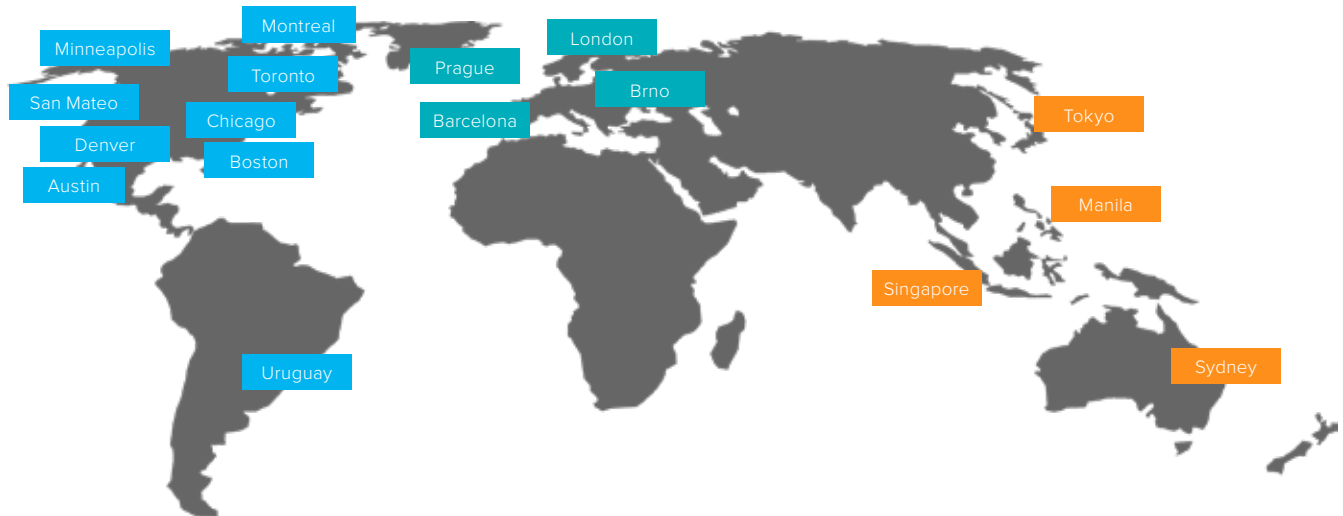to drive quicker time to value, better ROI and faster user adoption.

Our Plan for Your Go-Live

User Acceptance Testing

Data Migration Sessions · Training Plan Discussion · Process Walkthrough 1 · End User Training · Production Cutover

100 Days

Post Go-Live Support

Implementation Kickoff · Personalization Sessions · Acceptance Test Plan Review · Process Walkthrough 2 · Final Data Migration

Fundamentals Training

Our global cloud professional services consulting team is comprised of a deep bench of consultants with extensive training experience and expertise as well as industry and NetSuite application experience. With our proximity to product development and the highest number of NetSuite certified consultants in the industry, we understand the product like no other. The results are seamless implementations, maximized productivity, faster time to value and reduced implementation risk.

Global Delivery Center

Montreal · Minneapolis · Toronto · London · Prague · San Mateo · Chicago · Brno · Barcelona · Tokyo · Denver · Boston · Austin · Manila · Singapore · Sydney · Uruguay

NetSuite's global cloud professional services consulting team offers a variety of resources you can choose from to optimize your state of operations:

- SuiteSuccess: SuiteSuccess is the culmination of a multi-year transformation effort to combine the NetSuite unified suite, 20 years of industry leading practices, a new customer engagement model and business optimization methods into a unified, industry cloud solution. Through SuiteSuccess, our company mission is to make software easier to implement and run. SuiteSuccess is a core tenet that crosses all lines of business and was developed to ensure complete integration of our sales, product, delivery and services teams so that we sell what we deliver and deliver what we sell. With SuiteSuccess, we changed the way we work as a company—how we build software, how we deliver software and services, and how we manage the relationship. We

have different delivery methodologies for each industry by market segment—Starter, Emerging, Midmarket and Corporate.

- Packaged Services: Our consulting team will apply their years of experience and best practices in the industry to help your company through customizations, workflows, integrations and Planning and Budgeting Cloud Service (PBCS). These processes are all part of getting the most out of your investment. The secret is in getting the solution to work for you, not the other way around. Our team of experts invest time in understanding your unique business needs and works with you to make sure those needs are met.

- Custom Services: For companies that deal with more complex transactions and processes, we help you with more tailor-made solutions for your specific needs. Even within one industry, companies can vary widely when it comes to business models, processes, daily
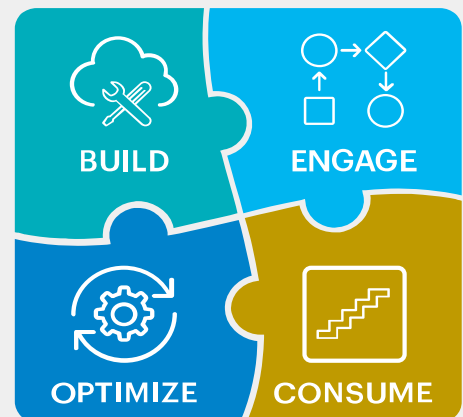
SuiteSuccess

Our company mission is to make software easier to implement and run. SuiteSuccess is a core tenet that crosses all lines of business.

SuiteSuccess was developed to ensure complete integration of our Sales, Product, Delivery and Services teams so that we sell what we deliver and deliver what we sell.

We changed the way we work as a company—how we build software, how we deliver software and services, and how we manage the relationship.

We transitioned from asking clients what they want to being more advisory— we offer leading practices in their industry.

We have different sales and delivery motions for each vertical and sub-vertical by market segment—Starter, Emerging, Midmarket and Corporate.

BUILD ENGAGE OPTIMIZE CONSUME

"Our NetSuite Professional Services implementation process was very smooth and super fast. Working with the Global Deliver Center team was just excellent—it was seamless from end to end, as if they were side by side with us in our office." **Teresa Kotwis,** CFO, Mighty AI

operations and goals. It's no wonder, then, that one solution does not fit all. Companies that deal with more complex transactions and processes may need a solution more tailor-made for their specific needs. Custom Services includes custom engagements, SuiteReview and Platform Optimization.

NetSuite Services – For the Full Lifecycle of Your Business

NetSuite Services is successful in meeting the unique needs of your business because of the holistic approach we take with every industry. From Consulting Services, to Education Services, to Support Services, to Partner Services, NetSuite Services offers industry-specific support both before and long after you go live.

NetSuite Services: The Numbers

2,100+
Global Services team members worldwide

1000+
New customer go-lives in FY18

+1.3M
Hours of services delivered annually

2,300+
NetSuite Certifications

850+
Advanced NetSuite Certifications

80%+
Customer reference ability

28
Offices in 11 Countries

In addition to Consulting Services, NetSuite Services provides a full suite of offerings that includes the following:

Industry Expertise

At NetSuite, we lead with industry. We have deep expertise and experience in the software industry and we leverage that expertise to configure and customize the software uniquely to your business. This expertise is integrated into our SuiteSuccess implementation methodology and our exclusive industry-specific add-on service offerings.

Education Services

NetSuite Adoption Services, Product Training, End User Training, Learning Cloud Support

One of the most critical factors impacting your success with NetSuite is the proficiency of your users. Our Education Services offerings help ensure your users take full advantage of NetSuite's features and capabilities. Our expert NetSuite education and adoption consultants will develop a comprehensive plan designed to fit your users' learning and business transformation needs, empowering them to drive business results. Our Learning Cloud Support offering provides access to learning content anytime, anywhere.

Support Services

SuiteSupport, Advanced Customer Support (ACS)

SuiteSupport offerings range from Basic to Premium to provide you with the answers you need, when you need them. Customers who require a greater return on investment can take advantage of Advanced Customer Support (ACS)—an umbrella offering that provides coverage across all products and all verticals, from technical to functional. ACS is a managed service that takes you from reactive to proactive, keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to grow and change.