



NetSuite Gold Support

- Toll-free Call Center
- Priority call routing
- 24x7 telephone support worldwide
- On-line support through NetSuite Customer Access Portal
- Weekend coverage
- Notification of new releases

NetSuite Gold Support

Stellar customer support is critical to your company's success. We at NetSuite want to make certain that your users attain maximum productivity and that your company optimizes the benefits of our award-winning business management solutions. To that end, our customer support, engineering and quality assurance departments work closely together to ensure that our support staff is always well informed of new product functionality and that defects are quickly resolved.

NetSuite Gold Support Delivers:

NetSuite Gold Support provides a number of best-in-class services and benefits designed to ensure your company's success with the NetSuite applications you have implemented. All Gold support services are available 24 hours a day, 7 days a week.

• Unlimited, Front of the Line Phone Support

You'll have access to a toll-free line with priority call routing to a technical support specialist 24x7 worldwide. There is never any limit on the number of calls you can place.

• On-line Case Submission

You can submit cases easily on line through your own Customer Portal. Online case submissions are responded to within 2-4 hours by either a return telephone call or via the online case management systems.

• Timely Responses

We know time waiting on the telephone is time lost in the productivity of your business. NetSuite Gold users can expect that 85% of the time, their calls will be answered within three minutes.

• Pre-release Planning

With NetSuite Gold Support, the release schedule will be communicated to you as soon as it is available. You will have access to the release notes and new Help documents as soon as they are available.

NetSuite's support options are complemented with a library of extensive, detailed on-line Help and other resources such as Frequently Asked Questions, on-line user guides, sneak peeks at upcoming releases, and tips that will help you get the most from your NetSuite application.