



cloud solutions

## Operational Support



## Overview

Going live with a new business system is bound to be a testing time. Everything is new and you have the business to run. Within weeks, you'll want to "fine tune" things to get the best out of your system.

Occasionally, you'll come across things that you need help with, maybe something isn't working as you want it to and you can't work out why. Sometimes, you'll have an idea on how to save lots of time and effort and you want to have the system changed. Effective operational support is essential to harnessing the benefits that NetSuite can deliver to your business.

### How can we help?

We can train our support team to understand how your business operates; you have a number to call at any time during business hours and your own customer centre will be provisioned for the logging of and escalation of cases, which will be prioritised according to operational importance.

Our team are great at building dashboards, creating document layouts, building reports and solving problems with accounting and finance. We can even help with your web site.

## Definitions

### 1st Line Support:

Services provided by the Support Team (Support Analysts).

### 2nd Line Support:

Services provided by the core Professional Services Team (Developers, Implementers, Financial Analysts).

### Experience

- NetSuite only practice
- 100+ implementations
- Partner of the Year 2011, 2012, 2013, 2014 & 2016
- Team of 50+
- Professionally Qualified

### Operational Support

- Dedicated Support Number
- Customer Centre
- Case Escalation
- Standard Hours: 8:00 - 18:00
- Extended Hours: 8:00 - 20:00
- Extended Hours Plus:  
Saturday, Sunday & Bank  
Holidays

### Expertise

- Finance
- Searches & Reports
- Dashboards
- Document Layouts
- Web Site