

NetSuite Customer Success Management

Guidance and Advocacy to Accelerate the Return on Your NetSuite Investment

Key Benefits

- Partner with NetSuite Account Managers and Professional Services to optimize implementation.
- Expedite product enhancement opportunities communication to NetSuite product teams.
- Facilitate implementation of recommendations.

You have standardized on NetSuite, the world's No. 1 cloud business suite, joining the growing number of companies moving to the cloud to focus on their business strategy instead of their IT infrastructure.

While lower costs, easier upgrades and seamless access to integrated data were among your reasons for selecting NetSuite, this new way of managing business applications, IT services and delivery models can present unique challenges post-deployment. These challenges include:

- Maximizing and leveraging NetSuite to ensure highest ROI on your investment.
- Increasing company-wide user adoption.
- Planning and optimizing NetSuite rollouts to other regions or subsidiaries and adding additional capabilities.
- Managing turnover of key personnel and loss of internal NetSuite knowledge.
- Managing business growth and process change.
- Leveraging new release features and functionality.

“NETSUITE INVESTMENT, THE CSM IS A PRIMARY NETSUITE FOCAL POINT AND ADVOCATE FOR YOUR SUCCESS. A CSM WILL OFFER GUIDANCE ON BEST PRACTICES GLEANED OVER THE YEARS FROM SUCCESSFUL NETSUITE DEPLOYMENTS WORLDWIDE.”

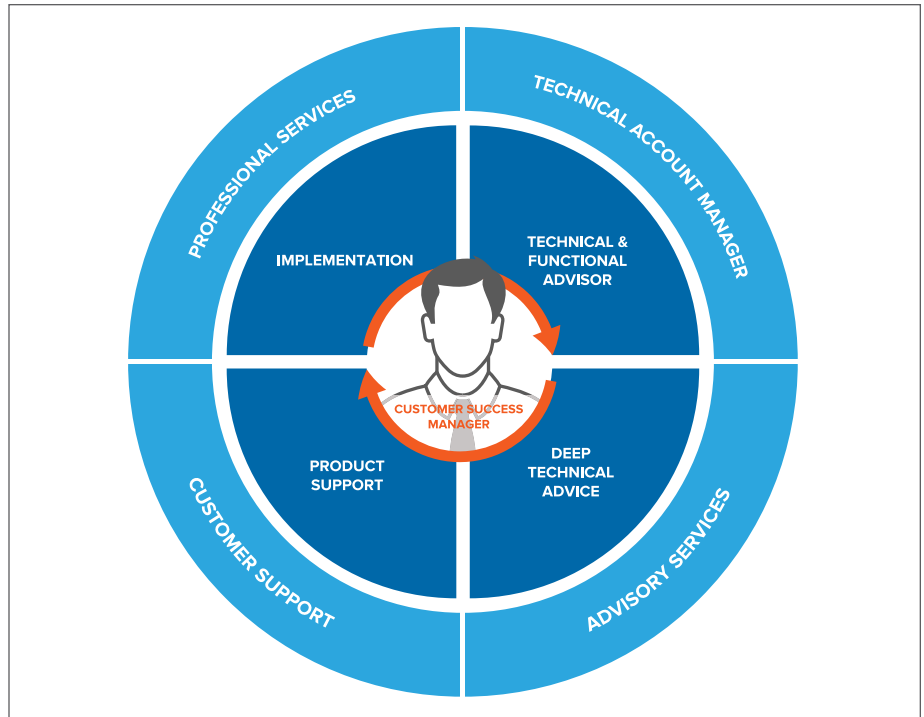
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A NetSuite Customer Success Manager can help customers successfully address these challenges by gaining a deep understanding of their NetSuite implementation in order to drive greater user adoption, business value and satisfaction. NetSuite Customer Success Managers (CSM) leverage their experience, knowledge and connections across the NetSuite and partner ecosystem to help customers identify opportunities to accelerate their return on investment in NetSuite Solutions.

The NetSuite CSM works with NetSuite Account Management, Professional Services, Product Management and Advisory Services to optimize your NetSuite investment. Working with a CSM is strongly recommended for customers that are interested in optimizing their use of NetSuite and expanding their knowledge of NetSuite features and functionality.

Key Deliverables

- Onsite review of business processes and utilization of NetSuite for the following functional areas:
 - Campaign Management
 - Lead to Cash
 - Procure to Pay
 - Billing Management
 - Financial Reporting
 - Analytics and Dashboards
 - Revenue Recognition
 - International Operations (multi-currency, intercompany, etc.)
 - Project Management.
- Identification of key challenges and concerns.
- Tailored recommendations for product education and system optimization.
- Communication of best practices utilizing NetSuite functionality.



NetSuite Customer Support Model

CSM Purpose

The goal of every CSM engagement is to gain an understanding of how the customer is currently using NetSuite, and how they can improve and optimize their use of NetSuite to support their business going forward.

CSM Goals

- Increased customer satisfaction.
- Greater adoption of NetSuite functionality.
- Educate end users on product features and functionality (existing and new release).
- Provide industry expertise and NetSuite Best Practices.
- Maximize value of the NetSuite Investment.
- Identify product enhancement opportunities.

Maximize the Benefit of Your NetSuite Investment

With the assistance of a NetSuite Customer Success Manager you can better optimize your use of NetSuite, increase user adoption and maximize return on investment.

To learn more about the program and determine if it is an appropriate option for your business, please contact your Account Manager.