TECHNICAL ACCOUNT MANAGEMENT

Ensuring Customer Success

As a NetSuite customer, you've joined the growing number of companies moving to cloud to focus on business strategy instead of IT infrastructure. But your unique business needs set you apart from those other companies—and you need your solution to function in a way that meets those needs. After more than two decades of implementing NetSuite for tens of thousands of customers worldwide, we've heard a lot of what you have to say. You've told us:

- You have two or more integrated systems and you need them to work seamlessly together;

- Or you might have unique processes that require significant customizations;

- Perhaps you deal with thousands of transactions daily and face a large number of technical challenges;

Key Benefits

- **Environment Management:** Provide guidance to customers with the variety of accounts NetSuite offers (i.e., production, sandbox, development, release preview).

- **Performance & Scalability:** Review, analysis and optimization of customizations to ensure desired system performance and scalability.

- **Architecture/Integrations:** Assist with critical integration designs for system success and technical coordination with partners.

- **Release Readiness:** Help with major releases, which includes review of test plans and advance planning for new releases or Go-Lives.

- Or you're simply a fast-growing company, and you need your solution to be nimble and efficient;

- Or maybe it's more than one or all of the above.

Whatever the case is, we've listened—and we're delivering.

Technical Account Management (TAM) services can help you successfully address these challenges by serving as trusted advisors, providing proactive guidance and strategic insight. As a unit of NetSuite's Customer Success Team, our TAM experts are focused on the business success and satisfaction of customers, by leveraging their experience, knowledge and connections across NetSuite and the NetSuite partner ecosystem.

How It Works:

TAM is a paid premium service that ensures customers are successful in solving technical challenges during implementation projects and post Go-Live. Our team is designed to work in close partnership with your designated team members to execute your vision for NetSuite, as well as with NetSuite's Account Management, taking the lead on all technical matters. Think of us as your trusted advisors, providing proactive technical guidance and insider insight to ensure your overall NetSuite solution success.

Flexible Model Structures

With TAM services, you have the flexibility and the choice of two engagement models depending on your needs: 1) short-term, project-based activities; or 2) managed-service basis with the ability to have continued assistance during the lifecycle of your solution usage.

Some project based deliverables might include:

Activity	Description
Technical Design Review	Ensures that intended design adheres to best practice, optimized and scalable.
Performance Profiling	Analysis of current performance and cause of undesirable overhead.
Website Performance Audit	SCA implementation, front-end and back-end performance analysis of websites.
SuiteScript Review	Identify design issues of scripts and optimization thereof.
SuiteFlow Review	Identify workflow configuration scripts and optimization thereof.
Customization Review	Identify customization that can add performance overhead and optimization thereof.
Production Support	Provide maintenance support and assistance on scripts and workflows.
Optimization Support	Implementation of optimization recommendations.
Usage Review	Analyze current and projected transaction volume and usage to help determine appropriate tier of service.
FLODocs	Install, implement and train users on use of FLODocs for change management, environment comparison, and customization documentation and clean-up.

A sustaining, long-term engagement enables you to continue using TAM as a standalone service, or combine it with other functional sustaining activities as part of NetSuite's SuiteOptimize managed services. SuiteOptimize serves as a unifying umbrella, bringing all Customer Success capabilities together and giving customers access to them as needed.

TAM = Ensuring customer success >
Conquering any technical issues or challenges!

For more information please contact your Account Manager or TAMinfo@netsuite.com.