



Accelerate Implementation. Stay on Budget.

NetSuite Customer Success



In the ERP purchasing process, the team that implements your solution and the methodology used are two of the most important decisions. It is critical that your implementation partner knows the product inside and out, is aligned with your business goals, and can configure the system to best suit your unique organisational needs. Your team must also be able to impart best practices and run training to help with user adoption and quicker time to value. NetSuite Customer Success delivers best-in-class NetSuite ERP and add-on module implementation services through our SuiteSuccess methodology.

Key Benefits

- Collaboration with the world's leading NetSuite implementation experts.
- Seamless handoff providing continuity from the sales stage.
- Set timeline that avoids scope creep and business downtime.
- Fixed project rate that eradicates ballooning costs and budget overruns.
- Customisation for unique business needs.

A Proven Implementation Methodology

Unlike anything else in the industry, SuiteSuccess provides the ability to go live in a short period of time for a fixed cost. SuiteSuccess pulls best practices from thousands of successful implementations — allowing Customer Success to focus on your unique NetSuite configuration, so you can focus on your business growth.

Seamless Project Handoff

With Customer Success, handoff from the sales team to the implementation team is simply a continuation of the process already in motion. Consultants can quickly access information from the sales cycle, which can jumpstart the activation process, assess your unique needs, and guard against misaligned goals.

Unrivaled Industry Expertise

Experience matters. And with Customer Success, over 20 years of NetSuite implementation experience guides your project. Their deep subject matter understanding in a wide range of industries and organisation sizes offers you the product wisdom no one else can provide.

Dedicated Project Resources

Depending on your implementation scope and complexity, the Customer Success team will range from two to five people, and may include project management, training staff, and functional and technical consultants. Customer Success enjoys proximity to the product and support teams — providing quick resolution to any questions that arise during the implementation process.

Fixed Timeline and Rate

Setting implementation goals and expectations at the beginning of the process allows for reliable delivery without developing the kitchen sink syndrome or going over budget.

Efficient Data Migration Tools

NetSuite data migration tools make the process of data mapping and importing customer, vendor, item, and transactional information easier and faster.

Unique Solution Configurations

Based on the individual needs of your organisation, NetSuite can be configured for a variety of unique requirements. So no matter what your business requires, Customer Success can deliver.

To find out more, contact NetSuite on Infopac_WW@oracle.com

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