

# Oracle NetSuite Support & Managed Services



The Hyper-Care option below is **actively managed** by an ONSHORE dedicated Project Manager. This is supported by our experienced OFFSHORE NetSuite Team. The Steady-State and Pay-as-You-Go options are purely "ticket-based" **support services**, worked by our OFFSHORE Team, available for ad-hoc Zoom meetings as needed.

## Option 1 : NetSuite Managed Services

Duration	Minimum Monthly Hours	Hourly Rate
6 months	20 / 40 / 60+ hours	Custom, per your needs
12 months	20 / 40 / 60+ hours	

\*Ideal for system stabilization post Go Live or those already on NetSuite but are seeking to outsource their NetSuite Administration. The expected initial response time and/ or resolution is within 24 hours, excluding weekends and holidays.

## Option 2 : NetSuite Support Services

Duration	Allocated Hours	Hourly Rate
6 months	50 hours	10% less than Option #3
12 months	100 hours	

\*For ad hoc support when NetSuite is fairly stable. The expected initial response time and/ or resolution is within 48 hours, excluding weekends and holidays.

\*Immediately "top up" as soon as your prepaid 50 or 100 hour bucket is fully utilized.

## Option 3 : NetSuite Support Services

Duration	Terms	Hourly Rate
N/A	As needed; no contract, no minimums	value flexible

\*For on-demand and ad hoc business needs which are lightweight to intensive. This allows you to get support only when you need it because there is no contract; only pay for what you use. The expected initial response time and/ or resolution is within 72 hours, excluding weekends and holidays.

All support packages also come with periodic reports on issue management performance and other observed trends, on top of tracking your usage consumption. We'll also reach out directly to you quarterly for performance reviews and continuous improvements in our operations. We have trained NetSuite support specialists capable of supporting all Product Areas.

**ORACLE<sup>®</sup> NETSUITE**  
Alliance Partner

Excelym is a proud Official NetSuite Partner with years of professional services experience in various industries and across a variety of business challenges.

We are trusted in these key industry verticals:

- Online Retail,
- Manufacturing,
- Services,
- Software/ SaaS,
- Construction/ Property Development,
- Food & Beverage,
- Transportation & Logistics