SUITECORNER
NETSUITE SOLUTION PROVIDER

COSTUMER CARE

Long-term support, personal guidance and proactive development for those who want to get more out of NetSuite.

Trusted guidance with NetSuite

As your business grows, your ERP system should keep up. With SuiteCorner's Customer Care program, you get reliable, long-term support that ensures NetSuite continues to serve your organization, even as your needs evolve.

At SuiteCorner, we believe in close partnerships. As a smaller, customer-focused company, we take the time to truly get to know every client. For us, partnership is about more than just technology – it's about people, relationships, and results. When you choose to invest in NetSuite with us, you gain a partner who is there for you long after the implementation is complete.

Key benefits

- Reliable access to our NetSuite experts – available when you need them, with fast, personal and solution-oriented support.
- For growing businesses, we offer strategic forums where we plan improvements and future development together.
- Gain continuity and control through operational meetings and clear follow-ups – available in selected levels of CustomerCare.

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Get more out of NetSuite with CustomerCare

Customer Care is our long-term support program for companies using NetSuite. Here, it's not just about resolving support tickets – it's about building strong relationships and being a true partner in your growth journey. Many of our clients describe the weekly operational forums as a reliable touchpoint: a time to quickly get answers, track progress in ongoing projects, and always feel in control of what's next.

Customer Care is an add-on service for those who want more than traditional support.You get a dedicated team that understands your business and actively works with you on advising, planning, and prioritizing every week. The goal is simple: for you to feel confident, stay in control, and get maximum value from your NetSuite investment.

A dedicated team that knows your business and is there when you need it.

Advisory and planning that help you grow with full control and confidence.

Customer Care ties everything together and ensures everything runs seamlessly.

SuiteCorner supports you all the way – from analysis and design to development and implementation. Being there for you after GoLive goes without saying.

Petra Nolby, CEO SuiteCorner

Your consultant is by your side, ensuring the work progresses smoothly with security and continuity every step of the way.

Expert support within reach

- Fast feedback and clear prioritization
- Flexible levels that grow with your business
- Close collaboration with experienced consultants

CustomerCare in Practice

As a CustomerCare client, you're assigned a main point of contact responsible for your ongoing NetSuite development. We work in a structured and proactive way—planning ahead, following up, documenting progress, and ensuring every hour is used efficiently. Your dedicated consultant is available on agreed days and leads the operational meetings. When needed, other specialists from our team are brought in, and in case of extended absence, a back-up is always assigned to keep the work moving without interruption.

A central part of the collaboration is the operational forum. This is a recurring meeting between you and our team where we review current issues, set priorities, and plan for future needs. This ensures that all actions align with your business goals and that you always have full visibility into what's going on. The operational forum is included from the Small level and up. You can easily log your requests and questions in our case management system, which acts as a shared channel for all communication. Here, you can track status, history, and upcoming actions—all in one place. We continuously monitor incoming cases, follow agreed processes, and ensure timely responses to every issue.

For scheduling, we use a digital booking calendar that makes it easy to plan consulting sessions at your convenience. After each session, you'll receive a summary of what was completed and what the next steps are—giving you full control over the ongoing work.

Features that create structure & security

Customer Care includes several components that together ensure an efficient collaboration:

Case Management: A clear channel where you can register, track, and prioritize all issues.

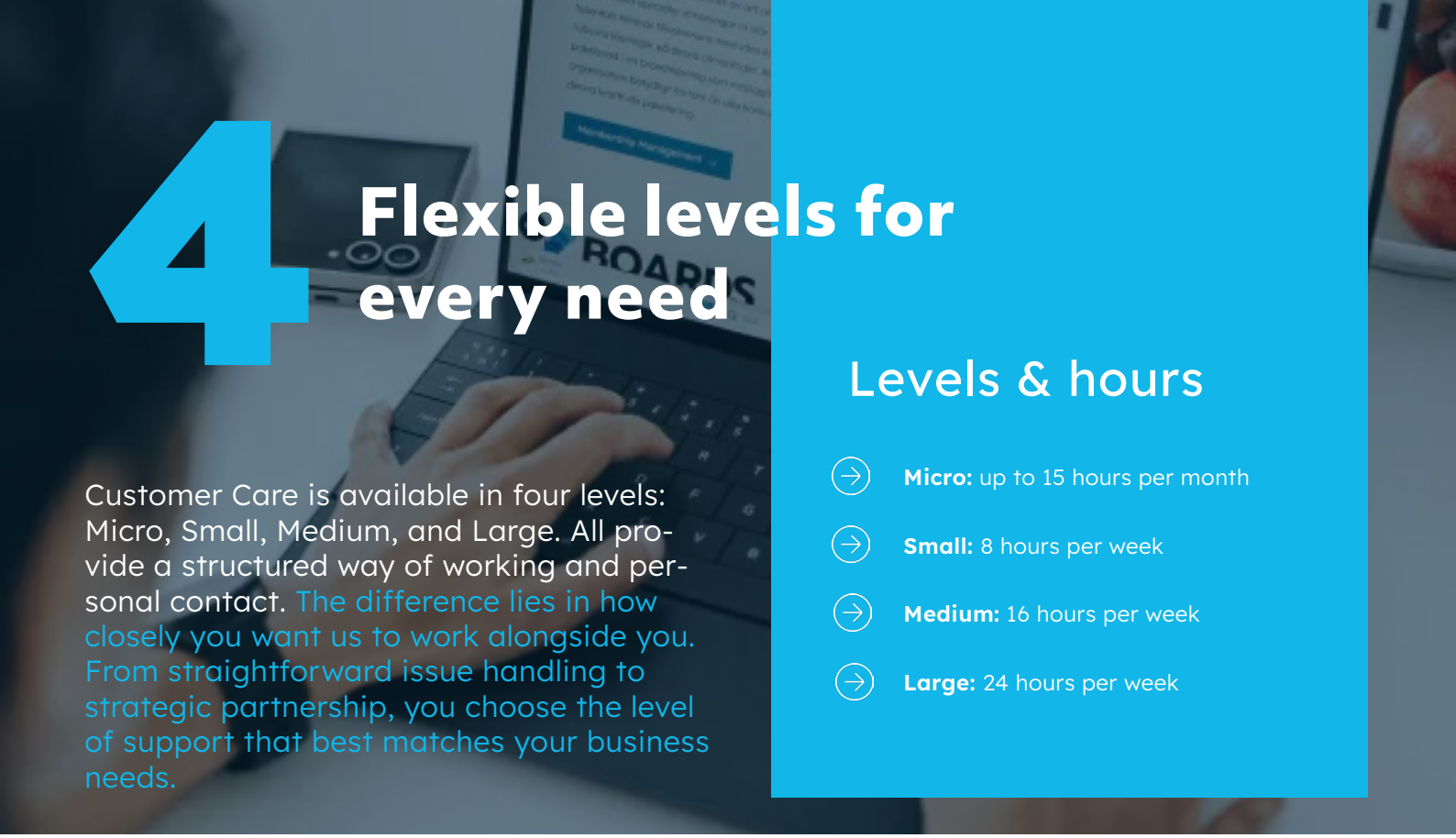
Operational Forum: Weekly meetings where we plan and prioritize work together. (Included from level Small and up.)

Escalation Routine: A safety function that provides quick help during downtime or critical issues. You'll receive a response within two business hours during office hours. (Included from level Small and up.)

Customer Portal: Your hub for contracts, documentation, time reporting, and full transparency into everything related to our collaboration.

Knowledge Base: Available from level Medium and up. A centralized space for FAQs, guides, and solutions.

Strategic Forum: Included in level Large and used for long-term planning, resources, and future development. This is where business goals and system development meet — we analyze the current state, set shared goals, and plan concrete steps to maximize the value of NetSuite.



4 Flexible levels for every need

Customer Care is available in four levels: Micro, Small, Medium, and Large. All provide a structured way of working and personal contact. The difference lies in how closely you want us to work alongside you. From straightforward issue handling to strategic partnership, you choose the level of support that best matches your business needs.

Levels & hours

- **Micro:** up to 15 hours per month
- **Small:** 8 hours per week
- **Medium:** 16 hours per week
- **Large:** 24 hours per week

Micro

For those who want easy access to help. Log your cases, book time in the calendar, and solve as much as possible in each session. For Micro, the minimum billable time is four hours per session.

Included:

- Case management
- Booking calendar

Medium

For organizations looking to work long-term and efficiently with standardized documentation and access to self-service.

Included:

- Case management
- Escalation procedure
- Operational forum
- Solution documentation
- Knowledge base
- Customer portal
- Key Account Manager

Small

For those who want a consultant closely involved with the business every week. We plan, prioritize, and handle urgent needs through escalation.

Included:

- Case management
- Escalation procedure
- Operational forum

Large

For growing businesses that want to work strategically with NetSuite as a driving force – from analysis to execution.

Included:

- Case management
- Escalation procedure
- Operational forum
- Strategic forum
- Automated KPIs
- Solution documentation
- Knowledge base
- Customer portal
- Key Account Manager

Choose the right level for you

Every business has different needs and conditions. That's why we've created four levels of Customer Care that can grow with your organization. If you're unsure which level is right for you, we're happy to help you find the right balance between scope, availability, and strategic support.

We always start from your goals, how you currently work in NetSuite, and what kind of support will create the most value for your organization moving forward. Together, we'll develop a plan that fits your business, whether you need a sounding board, ongoing support, or a strategic partnership.

SuiteCorner is responsible for ensuring that all systems and tools included in Customer Care work as agreed. This includes case management, booking calendar, customer portal, and knowledge base. We make sure everything runs smoothly, monitor tickets, and provide timely feedback.

Customer Care in brief

SuiteCorner Customer Care is an add-on service to NetSuite that provides weekly expert support tailored to your needs. With a short notice period and customized pricing, it offers a simple path to a more secure and reliable business system.

- Weekly support from NetSuite specialists
- Only six weeks' notice period
- Pricing upon request

Our vision is to collaboratively find the optimal solution together with our customers and partners.

Boglarka Jacso, Head of Customer Care SuiteCorner

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