

ennVee's NetSuite Managed Services

"Use More, Pay Less"

"Enjoy the Diminishing Bill Rates as your Business needs more support"

Overview

Support demand in NetSuite environments rarely stays constant. Periods of stability are often followed by spikes – driven by enhancements, integrations, reporting needs, or release cycles.

Traditional support models, however, don't always align with this reality. Costs are either locked in upfront or increase as demand grows, creating a disconnect between usage and value.

ennVee's **"Use More, Pay Less"** model is designed to address this directly – enabling support to scale with your environment while improving cost efficiency over time.

The Approach

At its core, the model is simple:

As support demand increases, the effective billing rate reduces continuously – not increases or stay constant.

This allows IT teams to scale support confidently, without being penalized for higher usage or forced into rigid contracts.

The model is delivered through three flexible engagement structures, each aligned to different operational requirements.

Flexible Support Models with **"Use More, Pay Less"**



Dedicated Resource Model

Best suited for: Steady support needs month on month with a preference for continuity on a long term

- ◆ Dedicated resources aligned to your NetSuite environment
- ◆ Deep understanding of your business processes over time
- ◆ Managed by an assigned Project Manager
- ◆ Immediate response during support hours
- ◆ Ability to pull in senior expertise as needed (without additional overhead)
- ◆ Weekly reporting and structured delivery governance

What this means: Consistent ownership, faster resolution cycles, and reduced ramp-up time for ongoing support.



Flexible Hourly Model

Best suited for: Variable workloads over a period of one year with a need for cost optimization

- ◆ Predefined annual hours with dynamic, volume-based pricing
- ◆ Assigned Point of Contact (POC) for coordination and support
- ◆ On-demand ticketing through a structured tracking system
- ◆ Access to the right skill set based on requirement
- ◆ Same-day or next-day response cycles
- ◆ Periodic reporting on usage and support trends

What this means: As support usage increases, your effective cost per hour decreases, aligning spend with actual demand.



On-Demand Support Model

Best suited for: Ad-hoc needs without minimum commitments for a support period or specialized scoped development / support requirements for a short period

- ◆ Access to a shared pool of NetSuite specialists
- ◆ Ticket-based engagement via email or support tools
- ◆ Skill-based resource allocation per request
- ◆ Estimated effort provided for enhancements or changes
- ◆ Flexible billing based on actual consumption
- ◆ Continuity maintained where possible across engagements

What this means: Immediate access to expertise without long-term commitment – ideal for handling spikes or niche requirements.

Where This Model Applies

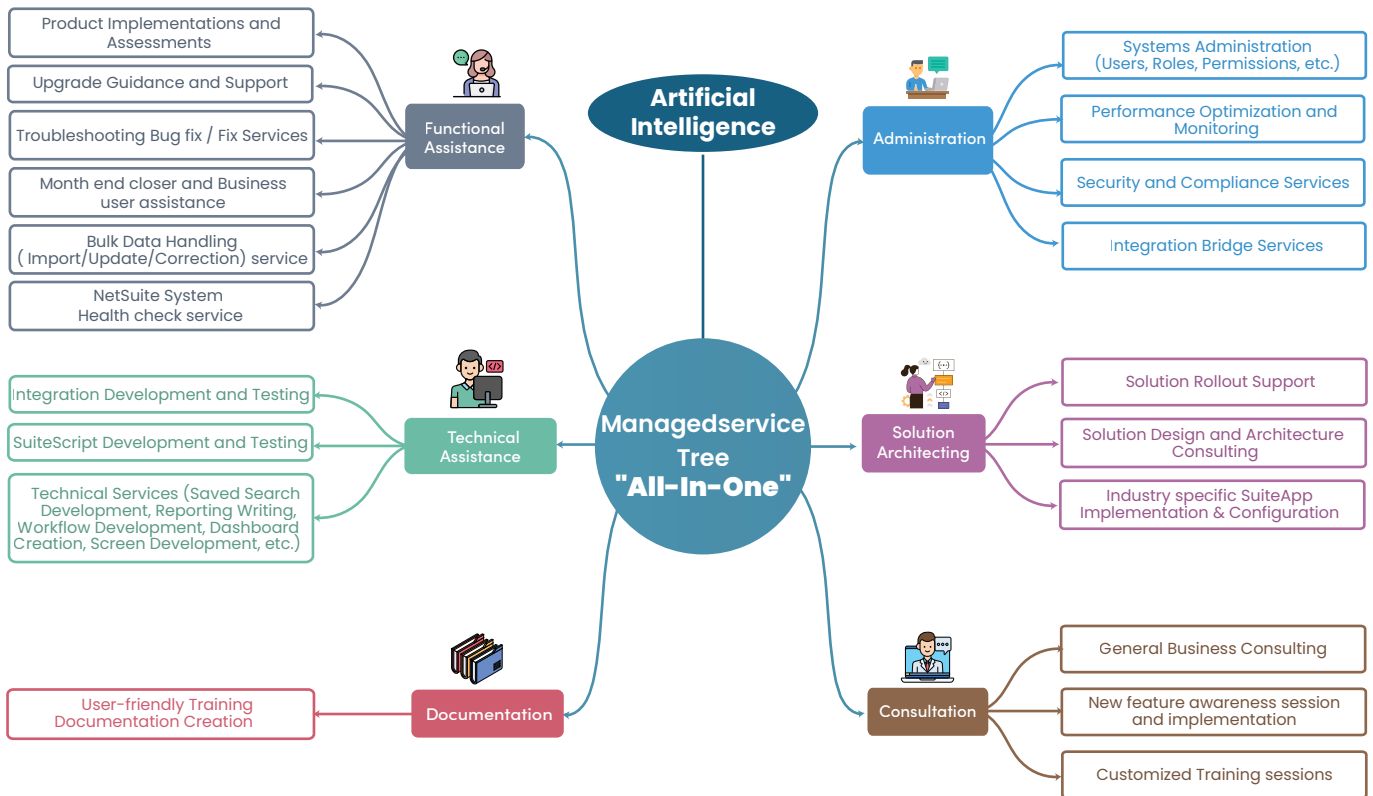
This approach is typically leveraged across:

- ✔ Support Consultancy
- ✔ Enhancements and change requests
- ✔ Integration support and issue resolution
- ✔ Data handling (imports, corrections, bulk updates)
- ✔ Reporting and dashboard improvements
- ✔ System administration and performance monitoring
- ✔ Release cycles and workload spikes

ennVee Support Tree – One Roof Managed Service

Our single support contract goes beyond the boundary with all these technological areas

Oracle NetSuite + Celigo + Boomi + Salesforce + Web & Mobile Apps + AI + Data Analytics – Power BI +++



Key Value

- ✓ **Cost Efficiency at Scale**
Increased usage leads to lower effective rates
- ✓ **Flexibility Without Lock-In**
Choose the model that fits your operational needs
- ✓ **Continuity and Context**
Dedicated or aligned resources reduce rework and ramp-up time
- ✓ **Access to Broader Expertise**
Pull from a wider NetSuite practice without added overhead
- ✓ **Structured Delivery**
Process-driven support with clear ownership, tracking, and reporting

ennVee's **"Use More, Pay Less"** model rethinks how NetSuite support is consumed – shifting from fixed or reactive cost structures to a **scalable, demand-aligned approach**.

It enables IT teams to expand support coverage as needed, while maintaining control over cost, quality, and delivery.

To understand how this model can align with your current NetSuite environment and support structure, connect with our team for a focused walkthrough.

Connect with us



www.ennvee.com