

NETSUITE MANAGED SERVICE

for the **MANUFACTURING &
DISTRIBUTION** Industry

**Taking your NetSuite
environment to the next level
with end-to-end NetSuite Support.**



ennVee's Distinctive Managed Services Offerings

- Proven expertise in the manufacturing and distribution industry
- Ability to support all NetSuite related service requests
- Highly competitive rates
- Flexible contracts
- One flat rate for all resources & services offered
- Roll-over of unused hours to the new contract
- Guaranteed SLA response time of (1) hour
- Round-the-clock support
- No surprises – the scope, resources and costs defined and approved prior to work commencing
- Dedicated senior level support manager and account manager assigned to each customer
- ennVee-built manufacturing & distribution solutions

ennVee's NetSuite Support Services Catalogue

Administration

- Systems Administration
- Performance Optimization & Monitoring
- Security and Compliance Services

Functional Assistance

- Product Implementations and Assessments
- Upgrade Guidance and Support
- Troubleshooting Bug fix/Error fix Services
- Month end close and user assistance
- Bulk Data Handling (Import/Update/Correction) service
- NetSuite System Health check service
- New feature awareness session and implementation

Technical Assistance

- Integration Development and Testing
- SuiteScript Development and Testing
- Technical Services (Saved Search Development, Reporting Writing, Workflow Development, Dashboard Creation, Screen Development, etc.)

Consultation

- General Business Consulting
- Customized Clarification/Training sessions

Documentation

- User-friendly Training Documentation Creation

Solution Architecting

- Solution Rollout Support
- Solution Design and Architecture Consulting
- SuiteApp implementation & Configuration

ennVee's Customers benefit with

- Lowered Total Cost of Ownership
- Access to highly trained & experienced Support Team
- Increased operational efficiency, visibility and control
- System upkeep with minimized disruptions
- Enabling IT to focus on strategic initiatives
- Access to NetSuite Knowledge Repository

