

ContinuedSuccess^o

Realize the value of NetSuite

You made an investment in NetSuite – and a big one at that. With hopes and guarantees that the previous challenges you faced and the things that kept you up at night, would all go away.

Perhaps they did not, or things aren't progressing as quickly as you thought they would. Well, here at Techfino, we enable clients to fully realize the ultimate value of NetSuite, justify the annual expense, and/or recover from a key IT resource departure. And we do that with our proprietary support service – **ContinuedSuccess**.

ContinuedSuccess Key Benefits:

- **Realize the investment** in NetSuite almost immediately
- **Dedicated team** with industry vertical expertise
- **Proactive**, on-going consultation
- Around the clock **optimization**
- **Cost effective** solution to support the IT, Finance and Operation groups

What Industry Verticals does ContinuedSuccess serve?

- Retail
- Apparel, Fashion, Accessories
- Home Furnishings
- Nonprofit
- Wholesale
- Manufacturing
- Software
- Professional Services

What is ContinuedSuccess?

ContinuedSuccess by Techfino is a proprietary service that takes NetSuite consultation to the next level by augmenting your IT team with Techfino specialist(s). This subscription-based support model was designed to be your one-stop shop for all things NetSuite including IT strategy, managing an IT roadmap, SCA support, industry expertise and contextual guidance.

Leading with techno-functional and vertical expertise, our NetSuite advocates will provide your leadership team with the highest quality advisement and day-to-day operations. Ultimately, enabling you to make immediate decisions, implement change, enhance productivity, reduce costs and put your organization on the path to continuous upward growth.

What If I already have NetSuite?

No matter if you self-implemented, worked directly with NetSuite for an initial SuiteSuccess implementation, utilized a NetSuite Partner, or just had a key internal resource leave the company, Techfino is prepared to dive in immediately and get you moving in the right direction.

But what's the different between ContinuedSuccess and SuiteSuccess?

We go further than consulting. We become fully integrated into your IT department. Our active role in your organization enables us to roll up our sleeves, unveil critical details, navigate the best course forward, do the grunt work when necessary and get you where you want to be. This approach ensures that we have all of the right information to get it right the first time.

OK. But How Much Support Do I Really Need?

With multiple levels of ContinuedSuccess Support, we can easily jump into immediate projects as well as plan for long term management. With three flexible support levels, you always have the option to swiftly shift between models as you grow or customize a model that fits your needs best.

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THE support service that will dramatically enhance NetSuite performance

Guide

BASE-LEVEL SUPPORT

- Upgrade readiness
- Day-to-day administration
- Basic monitoring
- Performance monitoring
- Script optimization
- Integration monitoring

Enhance

FOR MID-SIZED COMPANIES READY FOR THE NEXT LEVEL

Includes all Guide features

- Moving up the SuiteSuccess stairway
- New feature guidance
- Off-site user training

Innovate

ENTERPRISE-LEVEL

Includes all Guide and Enhance features

- Able to support complex organizations with heavy customization and integration needs
- Upgrade test planning and execution
- Environment management
- Change management
- On-site training
- SuiteCommerce Support

	Guide	Enhance	Innovate
Resources			
	Pooled Team	Named Team	Named Team
Commitment			
	Annual	Quarterly	Quarterly
Advisory			
Review & Plan NetSuite Roadmap	○	○	○
Business & Technical Advisement and Execution	○	○	○
Script Monitoring and Optimization	○	○	○
Solution & Integration Architecture Advisement			○
NetSuite Administration, Reporting & Training			
Day-to-day Administration	○	○	○
Integration Monitoring & Advisement	○	○	○
Off-site Recorded Training		○	○
Onsite Recorded Training			○
NetSuite Upgrades			
New Release Notification & Impact Analysis	○	○	○
Walk-thru Presentation of new relevant Features		○	○
Create Regression Test Plan			○
Regression Testing			○
System Monitoring			
Annual Performance Assessment	○	○	○
Quarterly Performance Assessment		○	○
Monthly Performance Assessment			○
Environment & Change Management (Strongpoint)			○
SuiteCommerce Support			
SCA Monitoring & Optimization			○
CleanSweep File Manager			
Complementary License			○

More Than Just A Vendor

We do not function as your typical vendor – we are a true, **natural extension** of your in-house team. We become embedded in your processes and believe in **100% integration**. This enable visibility for our team and ensures you that we are equally as invested in your business outcomes as you are.

What else can you expect?

- Single point of coordination for NS Service and Support
- One contract for your maintenance, administration, sustaining and enhancement needs
- Consistent contextual team to meet your needs providing advice on best solution usage and execution against that advice
- Responsive results when you need them (no waiting for SOW's)
- Release advisement and recommendations
- Performance advisement and recommendations
- Multi-vendor environment advice and structure
- Complete team of platform, solution and development personnel at a fraction of the cost



New release? No problem.

We are here to guide you through those changes without tacking on additional fees.

This is what you've been looking for to secure your investment, see ROI and have a true impact on your business today, tomorrow and beyond. It's time to enable your company to be what you always knew it could be.



Still not sure if ContinuedSuccess is right for you?

- Are you looking for a NetSuite partner who understands your business and provides **contextual advice and support**?
- Do you need a more **hands-on support model** instead of NetSuite Premium Support?
- Do you need **future planning** after a NetSuite SuiteSuccess implementation?
- Do you have on-going NetSuite **performance challenges** requiring a solution?
- Do you have a **complex NetSuite environment** with multiple vendor arrangements?
- Do you want a single, **"go to" Partner** to manage it all?
- Do you need a **NetSuite Administrator**?

If you answered 'yes' to any of the above questions, you need a better support program - ContinuedSuccess.

Contact Techfino

Contact Techfino today to learn more about how our products and services can take your business where you want it to go.



+1(877)563-1405



sales@techfino.com



www.techfino.com

A triple threat NetSuite Solutions Provider

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SuiteCloud Developer
Network