

NetSuite Application Support Services

Flexible, on-demand support the way you want it

At ennVee, we don't try to be all things to all people. Our focus has always been and always will be to provide top-notch managed application managed support services for NetSuite and Oracle ERP. ennVee helps organizations remove the complexity and tediousness of managing their NetSuite platform, so they can focus on strategic initiatives that grow their business.

ennVee supports organizations via three best-of-breed support models — on-site/remote, off-shore, or on-site/off-shore. Each model can be bundled with however many support hours you need per day, week, month, or year. Any unused support hours can be rolled over, so you won't "lose it if you don't use it". Our off-shore model provides access to a team of NetSuite-certified employees at a fraction of the cost of an on-site staff.

How We Support

- Onsite/Remote
- Offshore
- Onshore + Offshore
- Flex Hours
- On-Demand
- 24x7

What We Support

- ERP — All modules
- SuiteCommerce Standard & Advanced
- PSA

Why ennVee?

Pick & Choose

Pick the type of support and team you want.

No "Use it or lose it"

Roll over unused support hours within a 6-month period.

Cost-Effectiveness

Blue chip support at a fraction of the cost of on-site rates.

Executive Sponsorship

Work directly with a dedicated ennVee Account Director.

Off-Shore Model

A dedicated off-shore team of NetSuite-certified consultants.

On-Site/Remote Model

Local resources available on-demand to work on-site or remote.

3 Tiers of NetSuite Support

	Level 1 80 hrs/month	Level 2 160 hr/month	Level 3 24x7
User & Role Management	•	•	•
Customization Support for pre-existing forms	•	•	•
System Configuration	•	•	•
Email Schedules	•	•	•
Issue Troubleshooting	•	•	•
Support for Existing Implemented Features	•	•	•
CSV & XML Imports	•	•	•
Process Documentation	•	•	•
Business Process Management	•	•	•
Daily Admin Support	•	•	•
Performance Analysis	•	•	•
Workflow Support for pre-existing workflows, no scripting	•	•	•
Workflow Creation excluding workflows requiring custom scripting	•	•	•
Custom Form & Field Creation excludes forms/fields requiring custom scripting	•	•	•
Saved Searches & Reports Assistance	•	•	•
PDF & HTML Template Changes for existing templates	•	•	•
Identify Script & Integration Errors	•	•	•
Assistance with pre-existing Dashboards	•	•	•
Workflow Design (scripting)		•	•
Saved Searches & Reports Creation		•	•
PDF & HTML Template Creation		•	•
Fixing Script & Integration Errors		•	•
Dashboard Design		•	•
Performance Tuning		•	•
Form Design & Build		•	•
Data Migration		•	•
Custom Scripting & Coding		•	•
Third Party System Integrations		•	•
Training & Support		•	•
New Release Support		•	•
SuiteFlow, SuiteScript, SuiteBundler Development		•	•

Contact us to get started: (888) 848-6059



ennVee is a global professional services firm that provides Oracle application management, business, and technology consulting services to organizations around the world. Through automation-based application delivery, we help businesses accelerate project completion, reduce disruption, get it right the first time, and reduce the cost to deliver tomorrow's solutions today. To learn more, visit www.ennvee.com or contact us at (888) 848-6059.