



ORACLE
NetSuite

GYF Certified Consultants Ongoing Support Team

Our ongoing support service is scaled to meet your needs:

Response Time Commitment

The speed of our response is based on the priority of the support case:

- Critical or High priority cases – within **2 hours**
- Medium or Low priority cases – **within 1 to 2 business days**

General Support Fee Structure

Pre-purchase time in 10-hour blocks, with discounts for larger amounts

- 1 to 2 blocks: **\$225/hour**
- 3+ blocks: **\$200/hour**
- Unused hours roll forward for one future month only

Support engagements customized to meet your requirements and budget

Learn more about our NetSuite Support services:

Contact Mark Kreminski

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412-338-9300

Connect on LinkedIn

WWW.GYFERP.COM

Oracle NetSuite is a robust ERP/Accounting solution with functionalities that streamline business processes and provide real-time insight into business health. The **GYF ERP Solutions Group** offers first-line support for any current NetSuite customers who have transitioned from Implementation to Ongoing Support.

Access a full team of Certified NetSuite Consultants with decades of experience across various industries

The NetSuite Case Management functionality is used to manage all ongoing support requests, including:

- Troubleshoot/resolve of issues
- Create requested searches, reports, and analytics
- Address post-implementation customization/configuration
- Discuss and enable new NetSuite features/functionality
- Assist with 3rd party integrations

For Customers whose NetSuite was implemented by GYF

Transition meeting held with GYF Implementation & Support teams

- Transfer knowledge gained through implementation
- Review parking lot issues and outstanding tasks/developments captured during implementation
- Consult implementation team on cases, as needed

For Customers whose NetSuite was not implemented by GYF

Kickoff meeting held between Customer & GYF Support team to:

- Transfer knowledge of Customer's NetSuite footprint/functionality implemented by NetSuite or other 3rd party
- Perform an optional Business Process Review and NetSuite Health Check to ensure processes are leaning into NetSuite's capabilities
- Capture and prioritize outstanding support needs



GROSSMAN YANAK & FORD LLP
ERP SOLUTIONS GROUP