



WE CAN STEP IN WHERE YOU NEED US, BASED ON YOUR SUPPORT NEEDS AROUND NETSUITE.

How Do You Support Your NetSuite Environment?

Many in IT leadership are finding that a new approach for application management can help maximize value and performance without additional full-time employees, significant development expense, or over-extended internal resources.

We're a NetSuite Solution Provider and remain strategic and proactive around the clock. Using proven methodologies, ManageForce helps sustain maximum value from NetSuite, improve operational efficiencies, ensure business continuity, increase productivity, and protect your IT investments.

Health Check

As part of our ManageForce support services we provide a Health Check analysis to our customers. The purpose of this Health Check is to get an understanding of your production environments overall stability, security and cleanliness of data.

Upon completion of our health check analysis we will provide a remediation plan based on what we discover. At that point you (the customer) can choose to leverage your own internal resources to take action on the recommendations or leverage ManageForce Support to put an action plan together and provide the resources as part of our ManageForce Support service.

24x7x365 Support

At ManageForce, we take complete ownership of any issues logged by your business users and work them through to completion. If a case is required to be logged with NetSuite support, or any SuiteApp Partner, we will do that on your behalf and manage the communications and updates.

Administrative Support

Support does not only revolve around end user support. There is an administrative layer that is required to maintain secure access and clean data. As part of the ManageForce Support offering we provide you Administrative support to help maintain integrity with roles, access, permissions, change control and sandbox refresh requests.

Ask how we can help support your NetSuite environment with our complete portfolio of Administrative, Functional and Technical support.



SOLUTION PROVIDER

A COMPLETE SOLUTION

Implementing NetSuite was a great decision to start moving your company in to the Cloud. You have alleviated a lot of cost and effort affiliated with supporting a traditional ERP system, but there is still the need to make sure business processes are transacting properly, users are comfortable and understand how to use the system and issues are resolved. Even with a Cloud ERP, there is still a level of support needed and that is where ManageForce comes in. We've leveraged our years of experience implementing and supporting customers to build a solid administrative and support service that allows you to focus on your business, not managing an ERP system. We have a complete solution from Health Check to Transition to Support!

Transition Plan

Similar to an implementation, supporting a company's production environment requires an understanding of key business processes, pain points and visibility into their roadmap. As part of the ManageForce Support service we leverage our Transition Plan to make sure the onboarding process is seamless and a proper knowledge transfer is done. Our Transition Plan is similar to a Discovery phase of an implementation and can be done on-site or remotely, depending on the size and scope.

SuiteBuilder Support

NetSuite is a very flexible and customizable application. Along with this flexibility comes the desire to create custom fields, list of values, form layouts, etc. As part of our ManageForce Support service we can assist with these requests and make sure a best practices approach is being followed. We will work with your change control process for review and validation before moving anything in to your Production environment.

Regression Testing

Twice a year NetSuite will have point release upgrades. As each one is planned NetSuite will provide you with details on new functionality included in the new release as well as access to a Release Preview environment. The Release Preview environment becomes available to you six weeks prior to your upgrade date so you can do regression testing and work out any potential issues. As part of the ManageForce Support service we can leverage your test plans to assist with this regression testing and problem resolution.



SERVICES FOR NETSUITE

Support, Performance, and Administration

- Health Check Analysis
- Functional, technical, and help desk support; 24x7x365
- Administrative Support
- SuiteBuilder Support
- Regression Testing
- Comprehensive Transition Plan
- Knowledge Transfer, and Proactive Communication
- Scheduled Status Meetings
- Quarterly Business Review

Strategic, Consulting, and Development

- Application customization, enhancements, and external integrations
- On-demand software development
- Seamless migration and reverse-engineering; customization analysis
- Configuration and fine tuning
- In-depth application assessment, analysis, business process reviews, module-specific surveys and training/documentation
- PMP Project Management
- Data conversion, business data management, and archiving/purging

ManageForce Benefits

Complete support: Health Check, Administrative, End User Support, Development, Upgrade Support

Dedicated team led by a senior level point of contact.

From projects to ongoing managed services—we provide exactly what you need vs. complicated bundles or tiers.

ManageForce has been in place for a decade and our resources have years of ERP and business experience.

