








# How does **Stockton10** have better NetSuite Advanced Customer Support

Comparison Criteria	Stockton10 NetSuite Services	Oracle NetSuite Advanced Customer Support (ACS)
 <b>Comparison Criteria</b>	<ul style="list-style-type: none"> <li>NetSuite application support</li> <li>Bug fixes</li> <li>Customizations and administration support</li> <li>Reporting and strategic business process consulting</li> <li>Business solution advisement</li> <li>Remediation support</li> <li>Development and testing guidance</li> <li>Account reviews and performance monitoring</li> <li>Release guidance, solution architecture, and implementation support</li> </ul>	<ul style="list-style-type: none"> <li>Business solution advisement</li> <li>Remediation support</li> <li>Development and testing guidance</li> <li>Account reviews and performance monitoring</li> <li>Release guidance, solution architecture, and implementation support</li> </ul>
 <b>Resolution Time</b>	<p><b>4 Levels of resolution time:</b></p> <ul style="list-style-type: none"> <li>Severity 1 (Critical): Immediate acknowledgment, initial findings within 4 hours.</li> <li>Severity 2 (Severe): Immediate acknowledgment, initial findings within 8 hours.</li> <li>Severity 3 (Minor): Acknowledgment within 24 hours, initial findings within 24 business hours.</li> <li>Severity 4 (Information Request): Acknowledgment within 24 hours, initial findings within 40 business hours</li> </ul> <p>Resolution times are dependent on the complexity of the task or fix (Easy, Simple, Moderate, or Complex).</p>	<p>The provided document does not include specific information about resolution times or SLAs.</p> <p>The different service levels (Advise, Monitor, Optimize, and Architect) suggest that response times and engagement levels may vary depending on the chosen plan.</p>
 <b>Service Levels</b>	<ul style="list-style-type: none"> <li>Standard and Premium packages with 120 and 240 hours of support</li> <li>SLAs based on ticket severity</li> </ul>	<p>Four levels of support (Advise, Monitor, Optimize, Architect) with increasing engagement and proactivity</p>
 <b>Expertise</b>	<p>Offers both functional and technical support Netsuite Features, Functions, And Process Queries</p> <p>Issues In NetSuite Configuration Resolution</p> <p>Advanced Reporting And Searches</p> <p>NetSuite Customizations And Administration Support</p> <p>Review And Resolving Third-Party Scripts</p> <p>NetSuite Support Assistance</p> <p>Complex Solution Leveling</p> <p>Strategic Business Process Consulting</p>	<ul style="list-style-type: none"> <li>Provides a designated solution advisement team and Success Manager</li> <li>Access to NetSuite product and industry experts(partners)</li> </ul>
 <b>Pricing</b>	<ul style="list-style-type: none"> <li>Standard: \$12,000 for 120 hours</li> <li>Premium: \$21,600 for 240 hours</li> </ul>	<p>ACS Monitor - \$24,000 for 120 hours</p> <p>ACS Optimize - \$54,000 for 120 hours</p> <p>ACS Architect - \$180,000 for 180 hours</p>
 <b>Billable Hours</b>	<ul style="list-style-type: none"> <li>Hours are consumable and expire at the end of the subscription year</li> <li>Clear breakdown of how hours are consumed based on task complexity</li> </ul>	<p>Only ¼ of the total purchased hours can be used per quarter. If left unused for the quarter, they will expire.</p> <p>Any used hours in excess of ¼ will be billed separately as additional hours (\$150/hour)</p>
 <b>Contract Terms</b>	<p><b>12-month subscription for both packages</b></p>	<p>12 month minimum. Can be less only if co-terminus with the rest of your NetSuite licenses</p>

# Package Options

	 <b>Stockton10 NetSuite Support</b> <b>\$100</b>	<b>ACS: Monitor</b> <b>\$200</b>	<b>ACS: Optimize</b> <b>\$450</b>
Functional and Technical support	✓	✓	✓
Features, Functions, And Process Queries	✓	✓	✓
Customizations And Administration Support	✓	✓	✓
Business Solution Advisement	✓	✓	✓
Development and Testing	✓	✓	✓
Release Guidance	✓	✓	✓
Performance Monitoring	✓	✓	✓
Solution Architecture	✓	✗	✗
Implementation Support	✓	✗	✗
Strategic Business Process Consulting	✓	✗	✗
Proactive consulting for unused hours	✓	✗	✗
Carry-over of unused hours to renewal	up to 20% for 15 days	✗	✗
SLA	Acknowledgement within 30 mins with resolution time depending on complexity of the issue	Acknowledgement within 72 hours with resolution time depending on complexity of the issue	
Billable Hours	120	120	120
Contract Terms	12 months	12 months	12 months
Payment Terms	Usage/Progress Billing, Annual, Semi-Annual	Quarterly, Annual	Quarterly, Annual