



THE POWER
OF BEING
UNDERSTOOD

RSM MANAGED APPLICATION SERVICES FOR ORACLE NETSUITE®

Get more benefit from your solution and help your employees succeed

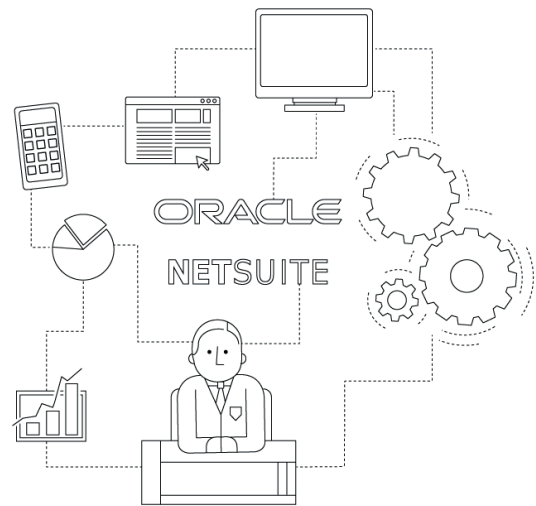
Today's technology landscape evolves rapidly and many companies struggle to keep up with advancements, often leading to inefficient processes that present obstacles to growth. In addition, a lack of internal experience with emerging technology can lead to unpredictable spending and improper resource utilization. For these reasons, many companies are leveraging a managed services strategy to enhance technology investments and refocus internal employees on critical business initiatives.

RSM provides a comprehensive managed services framework with strategic advisors and experienced technology professionals, providing peace of mind at a predictable cost. First, we ask questions to fully understand your current and future technology demands, and then we design managed solutions that align with your specific needs. Ultimately, our team can optimize your systems platform, complement your staff with technical skills, and deliver focused services and support for specific business applications.

Our team provides managed IT services, managed cloud services and managed application services to enable your technology to work as intended, increasing productivity and empowering your organization to move forward with confidence.

Managed application services

RSM's managed application services help you manage and maximize the value of your NetSuite investment. We provide access to certified technical resources to help you leverage, support and maintain your application. With over 1,500 NetSuite clients, RSM knows how to keep your system running and your employees efficient. Our team is committed to delivering the highest level of support to our NetSuite clients.



Our help desk is staffed with NetSuite-certified accounting professionals dedicated to rapidly track, escalate and solve your organization's NetSuite incidents and questions. In addition, RSM has a strong business knowledge of third-party products that can be integrated with NetSuite. With managed application services for NetSuite, you can boost organizational productivity, control and manage your information technology (IT) strategy, and maximize your return on your system investment.

Several different levels of support are available to fit your budget and overall managed services expectations. These range from our basic Tier I support to a complete managed IT services Tier IV support program. Please review the information on the following page to gain additional insights about our various support options. When you are ready, please contact our global help desk at +1888 678 5536 or NetSuiteSupport@rsmus.com to schedule your no-obligation support assessment and to discuss various pricing options.

RSM'S MANAGED APPLICATION SERVICES FOR NETSUITE	Tier I	Tier II	Tier III	Tier IV
Support provided on a fixed-fee cost basis (annual contract)	X	X	X	X
Standard support 8 a.m.–8 p.m. ET M–F with agreed upon response times	X	X	X	X
Access to our live onshore 24/7 response team	X	X	X	X
24/7 web portal access	X	X	X	X
Access to experienced NetSuite professionals	X	X	X	X
Knowledge and assistance with third-party products	X	X	X	X
Dedicated account management Account manager provides quarterly reports		X	X	X
Quarterly reviews of NetSuite system Quarterly reviews with your team to determine efficiency gains, configuration changes or functionality adds		X	X	X
NetSuite phased product upgrade analysis twice per year Creation of initial testing scripts, updating testing scripts periodically, testing phased product upgrade and providing results			X	X
Administrative services Add/subtract users, role maintenance, screen and form changes, dashboard maintenance, saved search creation, workflow, and report creation and maintenance			X	X
Managed IT services Monitoring, maintenance and remediation (remote and on-site) of network, server and workstation infrastructure; also comprises a broad array of services, including patch management, IT help desk (level 1,2 and 3), security monitoring and backup/recovery				X

As one of the largest and most successful NetSuite partners, RSM is the trusted advisor to middle market companies for the evaluation, selection, implementation and support of your NetSuite investment.

With offices across the United States and a global network, RSM has certified NetSuite resources in your area. Whether you're looking for consultants who can support you on the ground or remotely, RSM has deep expertise for all of your NetSuite needs. RSM's size allows us to attract and retain exceptional people and provide industry-focused services beyond technology, including operations, tax and accounting services. This experience means we are spending more time helping you find cost-effective ways to address your business technology needs and less time on getting to know your industry.

For more information, visit rsmus.com/netsuite

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