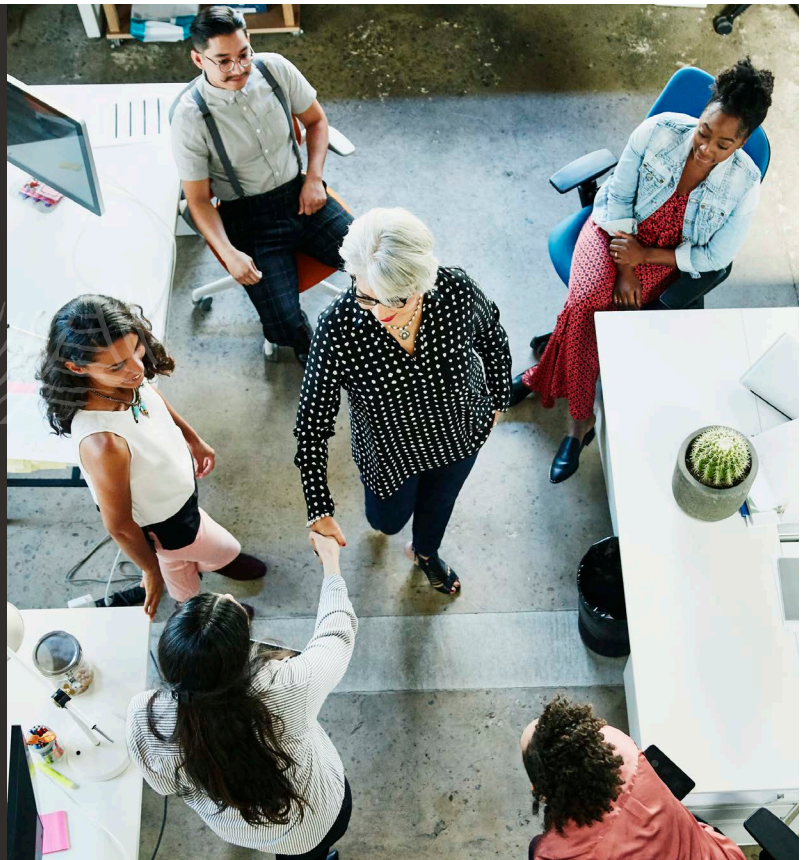




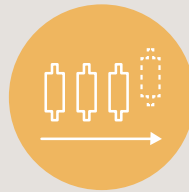
Welcome to the SuiteLife

# Reinventing Partner Engagement



## Welcome to the SuiteLife!

NetSuite, the leading cloud ERP, has reinvented the partner engagement model with SuiteLife. SuiteLife delivers a comprehensive set of resources, certified training and tools that enable NetSuite partners to develop expertise around specific business functions, product areas and industries. With SuiteLife, NetSuite partners can quickly and easily gain the knowledge and expertise required to help customers succeed, differentiate their practices and expand their business.



SuiteSuccess Alignment



Accelerated Launch



Success Programs



Unified Packaging

## SuiteSuccess Alignment

SuiteLife gets your team ready to deliver NetSuite in about 90 days. Pre-Sales, Sales and Delivery each follow their own learning paths. SuiteLife enablement is based on a foundation of SuiteSuccess, a pre-configured cloud solution that is built on industry leading practices. Individuals will also learn how SuiteSuccess maps to other customer engagement models providing them with the knowledge to accelerate their productivity and deliver even more value to customers.

## Accelerated Launch

Expedite the roll-out and delivery of new products. As long as you remain a NetSuite partner, you will receive ongoing training allowing you to “unlock the Suite” and expand your business with additional NetSuite modules including WMS, SuitePeople, SuiteBilling, ARM and more. In addition, you will be trained on new versions and new features within NetSuite as soon they are launched.

## Success Programs

### Learning Cloud Support (LCS)

As a part of SuiteLife, you will receive access to [NetSuite Learning Cloud Support \(LCS\)](#). LCS is the hub for all the online training needed to enhance your skills and expand your business with new functionality and into new industries. All courses cover key concepts, provide guided walkthroughs, illustrate real-life scenarios and offers hands-on exercises, and include resources, reference materials and email access to instructors.

## SuiteAnswers and Premium Support

SuiteLife Partners are provided comprehensive support as part of the program. You will have access to SuiteAnswers, NetSuite’s knowledge center of support articles, best practices, help topics and training videos. With Premium support, partners receive 24/7 priority response and additional advice and assistance on NetSuite usage and configuration not offered in the basic support package.

### Advanced Partner Support (APS)

As part of the SuiteLife, you will receive an allotment of hours each month to leverage Advanced Partner Support. Advanced Partner Support provides post-enablement, implementation functional and technical assistance to keep your team productive and your customers satisfied. Included in Advanced Partner Support is 24x7 toll-free technical support, platform integration and delivery support, an assigned partner success manager, online, ecommerce and POS services, data conversion planning and additional education benefits.

## Other Benefits

### Certification

SuiteLife partners will receive credits good toward NetSuite certification through an independent third-party testing provider, ensuring your team is staffed with recognized NetSuite professionals. Your customers will know they are selecting a partner with the expertise to design, implement and support a solution that they will depend on to run their businesses for years to come.

### Executive Business Reviews

Partners with over 30 employees will participate in Executive Business Reviews with executives from NetSuite. During these sessions, your goals as a partner and progress towards those goals will be discussed. In addition, this is your chance to provide feedback to NetSuite to help us help you in achieving those goals.

### SuiteLife Milestones and SuiteWorld Attendance

SuiteLife has its perks! When you're a NetSuite partner, your customers will know you're official. New partners will receive a welcome kit with NetSuite branded items to outfit their office. Future milestones will also be recognized with

additional NetSuite branded products including attendance at SuiteLife training, first closed deal and partner program renewal. Partners will also receive complimentary SuiteWorld passes and invitation to our annual event at SuiteWorld where partners are recognized for achievements in a variety of categories.

### Unified Packaging

SuiteLife is integral to the Solution Provider and Alliance Partner programs, providing one subscription for all the enablement tools, assets and support a partner will need to scale without having to compromise.

Benefit	Partner Type		
	Emerging (<30)	Corporate (30-100)	Enterprise (>100)
SuiteAnswers	Yes	Yes	Yes
Premium Support	Yes	Yes	Yes
APS	15 hrs/qtr	30 hrs/qtr	45 hrs/qtr
LCS Licenses	20	60	Unlimited
Onboarding Vouchers	5	15	20
Certification Vouchers	5	15	25
Executive Business Reviews	-	1	2
SuiteWorld Passes	2	3	5

