excelym
NetSuite Services

Excelym Services
NetSuite from A to Z

Our Line of NetSuite Services

Excelym provides a complete range of NetSuite services.

ORACLE® NETSUITE
Alliance Partner

Collaboratively assess current and future states to determine if NetSuite addresses organizational gaps.

NetSuite Implementation

Identify gaps and use Agile-Scrum for quick concept validation and immediate results; ensure training and support during ERP adoption.

NetSuite Quickstart Implementation

Cost-effective, guided self-implementation for small businesses with simpler needs.

NetSuite Project Rescue & Recovery

Services to address failed implementations and data migrations, including assessments and project recovery.

NetSuite Customization & Integration

We developed our own integration platform/ connector/ iPaaS ("Excelym.IO"). The platform is also available on the Salesforce AppExchange. We also specialize in SuiteScripting customizations.

NetSuite Support
Excelym offers 3 types of NetSuite support:

Option 1 : NetSuite Managed Services (Hyper-Care)
(Actively managed by an ONSHORE PM & supported by an OFFSHORE Team)

Option 2 : NetSuite Support Services (Steady-State)
(Prepaid buckets of 50 or 100 support hours, top-up any time)

Option 3 : NetSuite Support Services (Pay-As-You-Go)
(No contractual minimums, no prepaid amounts, billed at actuals, if any)

NetSuite SuiteApps & Complementary Solutions

- **NetSuite File Cabinet: Extended Storage Solution**
  Unlimited & cost-effective storage via connection to your own AWS, Amazon S3, Box, Google Drive, SFTP, Microsoft Azure, etc.

- **NetSuite Zebra Printing Solution**
  Seamlessly print Zebra Labels within NetSuite

- **NetSuite Dunning Solution**
  Get Dunning flexibility through automation

- **AWS Operations**
  Consulting, Management, & more

- **ECommerce Platform**
  Implementation, integration, & more

- **SaaS Products**
  AvaTax, AvidXchange, Bill.com, Tipalti, EXEMPTAX, FreightGate, SmartFreight, & more

ExcelymGO
Global Outsourcing

Oracle NetSuite Support & Managed Services

The Hyper-Care option below is **actively managed** by an ONSHORE dedicated Project Manager. This is supported by our experienced OFFSHORE NetSuite Team. The Steady-State and Pay-as-You-Go options are purely "ticket-based" **support services**, worked by our OFFSHORE Team, available for ad-hoc Zoom meetings as needed.

Option 1 : NetSuite Managed Services Hyper-Care

Duration	Minimum Monthly Hours	Hourly Rate
6 months	20 / 40 / 60+ hours	Custom, per your needs
12 months	20 / 40 / 60+ hours	

*Ideal for system stabilization post Go Live or those already on NetSuite but are seeking to outsource their NetSuite Administration. The expected initial response time and/ or resolution is within 24 hours, excluding weekends and holidays.

Option 2 : NetSuite Support Services Steady-State

Duration	Allocated Hours	Hourly Rate
6 months	50 hours	10% less than Option #3
12 months	100 hours	

*For ad hoc support when NetSuite is fairly stable. The expected initial response time and/ or resolution is within 48 hours, excluding weekends and holidays.

*Immediately "top up" as soon as your prepaid 50 or 100 hour bucket is fully utilized.

Option 3 : NetSuite Support Services Pay-As-You-Go

Duration	Terms	Hourly Rate
N/A	As needed, no minimums, pay only for what you use; billed at actuals	value flexible

*For on-demand and ad hoc business needs which are lightweight to intensive. This allows you to get support only when you need it; only pay for what you use. The expected initial response time and/ or resolution is within 72 hours, excluding weekends and holidays.

ORACLE NETSUITE
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Excelym is a proud Official NetSuite Partner with years of professional services experience in various industries and across a variety of business challenges.

We are trusted in these key industry verticals:

- Online Retail,
- Manufacturing,
- Services,
- Software/ SaaS,
- Construction/ Property Development,
- Food & Beverage,
- Transportation & Logistics

All support packages also come with periodic reports on issue management performance and other observed trends, on top of tracking your usage consumption. We'll also reach out directly to you quarterly for performance reviews and continuous improvements in our operations. We have trained NetSuite support specialists capable of supporting all Product Areas.