



Next Technik:

Customer and Partner Introduction to NetSuite Support

April 2024

Oracle NetSuite Support

Agenda

1. Changes for Next Technik Customers and Partners
2. New Terminology, Product Mapping, Data Migrations
3. Transition Resources and Additional Learning Options



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Changes for Next Technik Customers and Partners

Changes for Next Technik

What's Changing for Customers and Partners

Support Channels

Starting June 3, 2024:

- Customers and Partners will submit online support cases using NetSuite SuiteAnswers for NetSuite Field Service Management (formerly known as Next Service Field Service Management) product concerns
 - Partners will have to submit an online support case via customer's account and will have to contact the customer's NetSuite Account Administrator if the required access is not yet granted
- Customers must log-in to their NetSuite account to access NetSuite SuiteAnswers and NetSuite Account Center. Reach out to the NetSuite Account Administrator to request access.
 - NetSuite SuiteAnswers – create a support case, view announcements, help topics, support articles, best practices and training videos
 - NetSuite Account Center – view and update support case, vote for NetSuite product enhancements
- For urgent concerns, call the NetSuite Support Hotline
- E-mailing for new requests is not supported; however, updates and additional information can be shared via email
- Sending new requests through the Next Technik Support channels will be discontinued

Changes for Next Technik

What's Not Changing for Customers and Partners

Contract Terms

- Customers will receive, at a minimum, the same level of support based on their Next Technik agreement
- When each customer moves to a NetSuite agreement and the Oracle Hosting and Support Delivery Policies, the support level for NetSuite Field Service Management will be aligned with their other NetSuite products

Support-Providing Partners

- Partners who provide support to end customers will continue to support those customers until the end of the customer's contract



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Terminology, Product Mapping, and Data Migration

Terminology, Product Mapping, and Data Migration

New Terminology

NetSuite Terminology	Next Technik Terminology	Description
NetSuite SuiteAnswers	Next Technik Support Portal	The customer accessible web support portal
NetSuite Account ID	Company Name	A unique identifier used to access Support, that correlates to the subscription
NetSuite Help Center	Next Service Console	User guides, Admin guides and release notes
Defect	Issue	Issue in the existing code or functionality not performing as documented
Enhancement	Feature Request	Request to add functionality or change behavior of existing functionality that the product does not currently support
Customization	Optimization	Request to add functionality or change behavior of existing functionality that the product currently supports
Case	Case	No Change. Used to track customer support incidents and requests

Terminology, Product Mapping, and Data Migration

Product Mapping

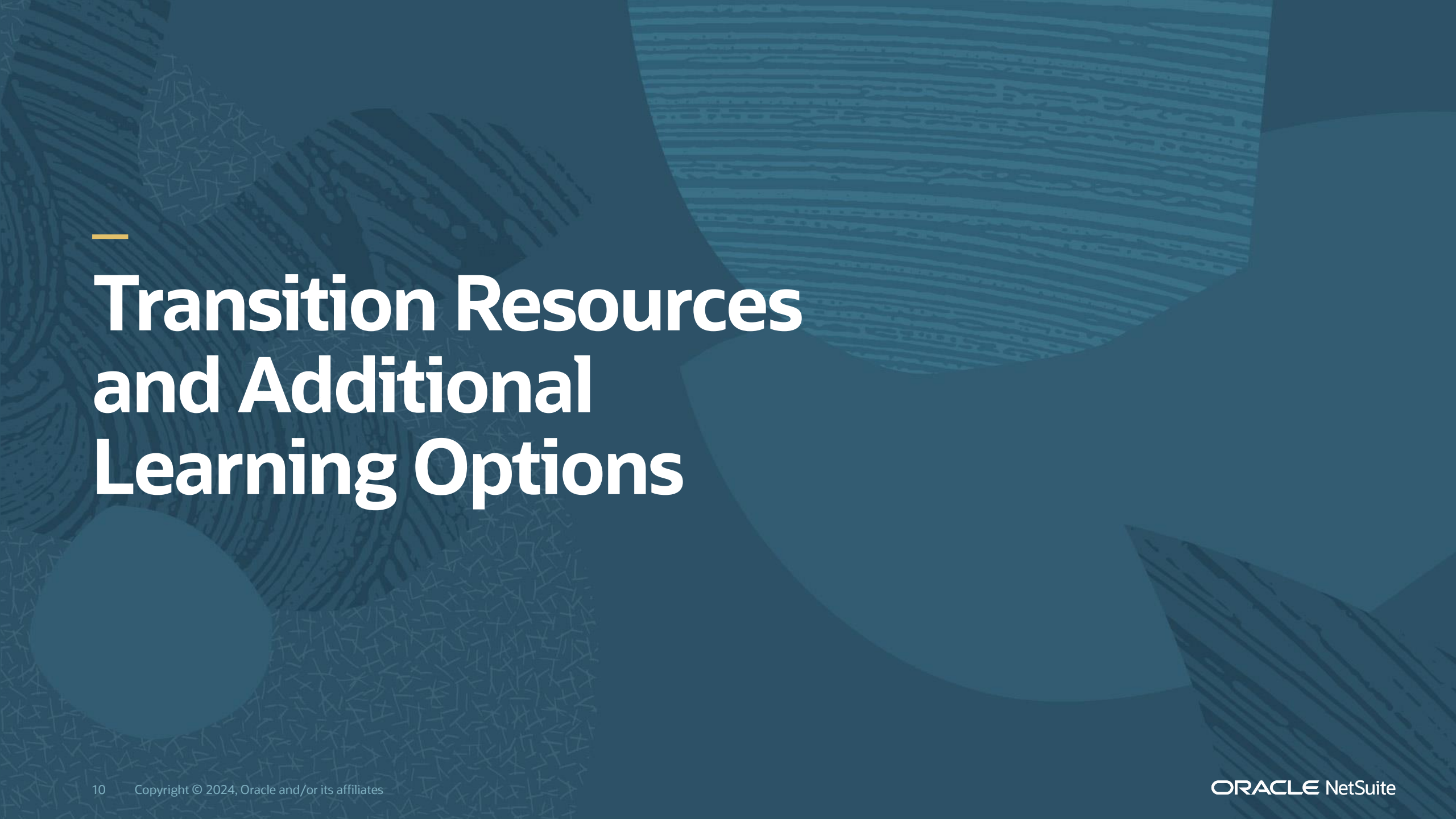
- Starting June 3, 2024, submit an online support case using NetSuite SuiteAnswers for NetSuite Field Service Management (formerly known as Next Service Field Service Management) product concerns
- Select the appropriate product name based on the reported issue

Next Technik Product Name	NetSuite Product Name
Next Service Field Service Management	NetSuite Field Service Management

Terminology, Product Mapping, and Data Migration

Data Migration

- Existing cases (closed and open) for Next Technik that were created on or after January 1, 2022, are targeted to be migrated and will be accessible in the NetSuite Account Center starting June 3, 2024
- Product documentation (feature, API, admin guide, user guide and Release Notes) is available in the NetSuite Help Center
- External support knowledge base articles (5-10 articles) creation and publishing in SuiteAnswers is targeted to be completed by June 3, 2024.



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Transition Resources and Additional Learning Options

Transition Resources and Additional Learning Options

Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to NetSuite SuiteAnswers or NetSuite Account Center	Oracle NetSuite Product Support via the Oracle NetSuite Support hotline
Technical product issues	NetSuite Support via SuiteAnswers
Product Defects	NetSuite Support via SuiteAnswers
Product enhancements requests	NetSuite Support via SuiteAnswers
Questions regarding the use of the application	NetSuite Support via SuiteAnswers
Customization consultation, activation request, or maintenance	If you have Advanced Customer Support (ACS), reach out to your ACS Delivery Manager. Otherwise, reach out to your account sales representative to discuss support options available to you.
Adding additional license subscription services	Your account sales representative

Transition Resources and Additional Learning Options

Next Technik Support Site (external)

- Support Process Guide
- Support Assistance Matrix

Next Technik Welcome Center on SuiteAnswers

- Customer Training slides and recorded training
- Customer communications

Next Technik Customer Training Resources

- Customer Introduction to NetSuite Support
- NetSuite SuiteAnswers Overview



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Thank you

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NetSuite