Complete End-to-End Support for Your Business

Investing in NetSuite for your business doesn't end at go-live. You have spent the time and money evaluating your requirements and implementing a solution that aligns with your business needs—but now you have to use these systems every day. So, what happens when something stops working or you need additional functionality?

Rand Group is in the business of helping people use technology for operational success. That means we believe in more than just selling you a solution. We provide Business Advantage Support to all clients who understand the value of having an ally in their business.

RANDGROUP

ORACLE® + **NET**SUITE

SOLUTION PROVIDER

What is Business Advantage Support?

Business Advantage Support is a continuous improvement program that provides full support beyond implementation. Moving to a new system represents a huge change in your business so our goal is to maximize your investment and keep your system running optimally.

- Access to local, knowledgeable staff familiar with your system

- Business, technical, and accounting support options beyond your software needs

- Consistent response time and 24/7 support

- Full visibility into your support contract and system

- Flexibility to use hours for any of the services Rand Group provides including infrastructure, automation, portals, analytics, and digital marketing services

Rand Group's Business Advantage Support services include:

Technical and Applications Support

Comprehensive support for your business software including:

- NetSuite ERP
- NetSuite CRM
- NetSuite SuiteSuccess
- NetSuite eCommerce
- Data Migration
- Integration to 3rd Party Systems
- Technical and functional assessment
- New features enablement/ implementation
- New Release Readiness Assessment
- Training
- Report Creation
- Process Review and Improvement

Accounting and Financial Support

Support for your accounting processes and financials needs including:

- Audit support through PBC assistance
- Sub-ledger account schedule creation and support
- Business analysis support through report creation
- Accounting and reconciliation support
- Business process automation support
- Training materials preparation
- System documentation development for SOX

Client Care Support Portal

Manage when and where you use your allocated support time with a customized Business Advantage Support Portal for case management.
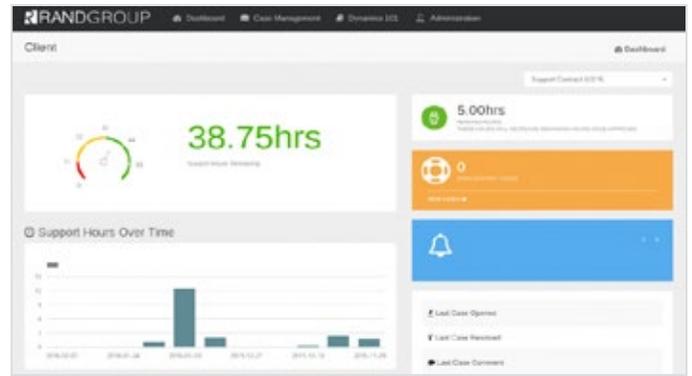
24/7 Support Coverage

Rand Group's Support Team is fully accessible whenever you need, with a guaranteed response time to ensure your systems are continuously supported.

- Working hours are from 7:00am-7:00pm CST Monday to Friday, with 24/7 coverage available
- 24/7 access to Support Portal
- Dedicated support number and email-to-case system

Client Care Support at Your Fingertips

Rand Group's Business Advantage Support Portal is more than just a place to submit your ticket. The Support Portal is a self-service hub where you can manage your entire support contract whenever you need.

Once you login to your support account, you have full case management functionality. You can view open cases, create new ones, and access your complete case history. You can also monitor where your support time is being spent and see a full visual overview of your support use to help you make more informed decisions on where you invest your money.

TECHNOLOGY **FOR BUSINESS SUCCESS**

Rand Group delivers full-spectrum expertise to help clients:

- ✓ **ACCELERATE PROFITABILITY**
- ✓ **DECREASE OPERATIONAL COSTS**
- ✓ **MITIGATE BUSINESS RISK**

Transactional Systems (ERP, CRM)

Analytics & Dashboards

Cloud & Infrastructure

ORACLE + NETSUITE

Application Development

Digital and Cloud Marketing

Integration Services Process Automation

RRANDGROUP
Efficiently optimizing business since 2003.

Dedicated, Proven Support to Protect Your Critical Systems

Rand Group has the business, technical, and accounting expertise to fully support you, beyond your software needs. While most managed service providers focus solely on managing the single point of failure in your business application, we take a more holistic, long-term approach to optimization.

Get peace of mind knowing Rand Group is here to support your business.

Contact Rand Group for a Quote Today

info@randgroup.com

1-866-714-8422

RAND GROUP

Fast growing and highly accredited, Rand Group is a multi-platform systems integrator and professional services firm that helps clients use technology for business success.