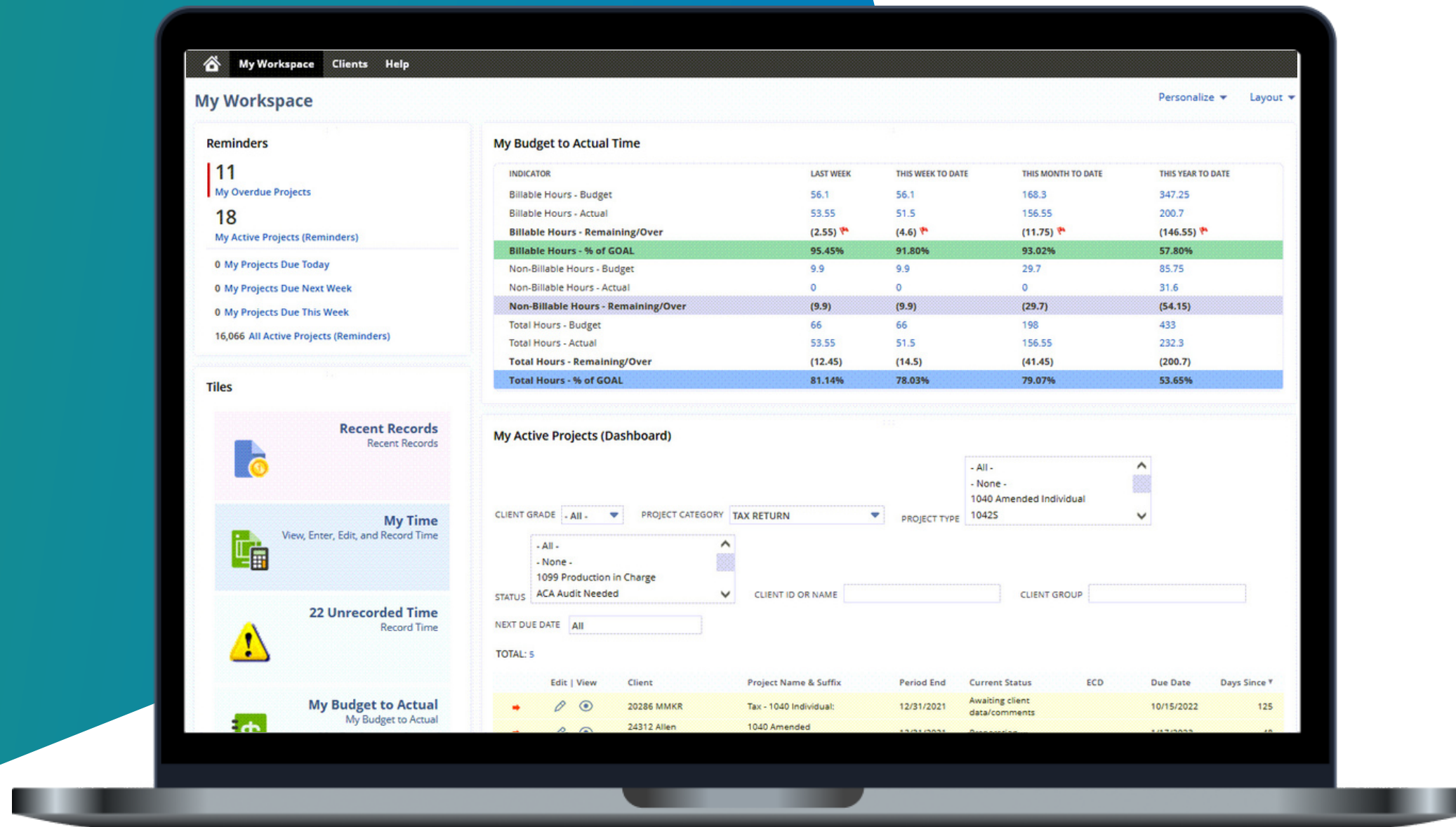
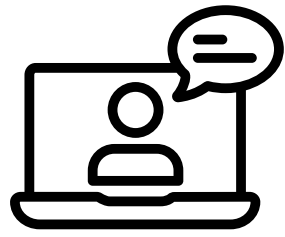


# Top Signs You Need Support for NetSuite





# Welcome + Introduction



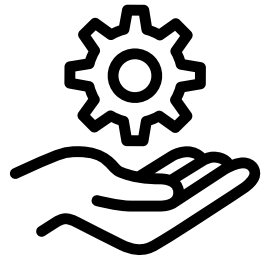
**Renee Linscheid**

*Senior Business Consultant Manager*



**Lezlie Chicker**

*Senior Business Consultant*

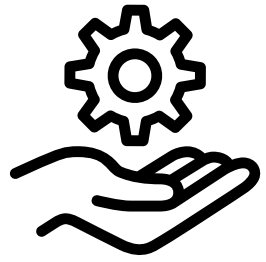


## Why Support Matters

**NetSuite Complexity and Adoption Challenges – At a Glance**

**3–9  
Months**

typical NetSuite  
implementation timeline,  
depending on business size  
and customization



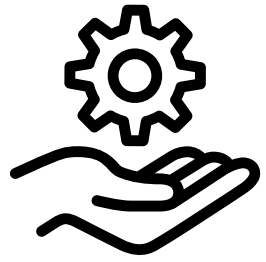
## Why Support Matters

### NetSuite Complexity and Adoption Challenges – At a Glance

**73%**

of users report  
customization complexity  
as a significant challenge

*Source: Third Stage Consulting*

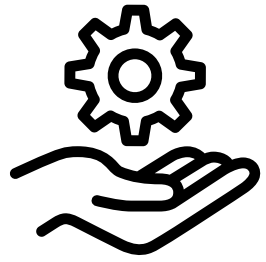


## Why Support Matters

### NetSuite Complexity and Adoption Challenges – At a Glance

**50%+**

cite data migration  
and integration as  
major hurdles when  
switching to NetSuite



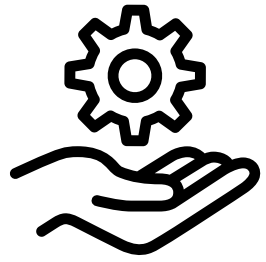
## Why Support Matters

### NetSuite Complexity and Adoption Challenges – At a Glance

**65%**

of organizations face post-implementation adoption struggles, primarily due to lack of training and change management

*Source: ERP Focus*

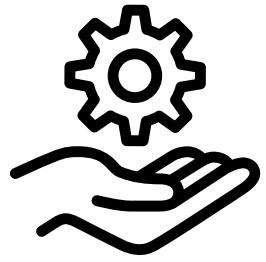


# The Cost of Neglecting System Issues

## The Cost of Neglecting System Issues

**20–30%**

potential productivity loss when ERP  
system issues are left unresolved,  
leading to manual workarounds

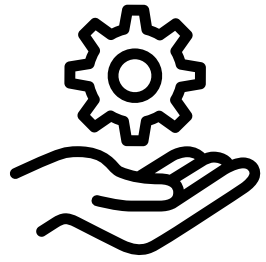


# The Cost of Neglecting System Issues

## The Cost of Neglecting System Issues

**1.5x  
More**

is spent on post-implementation  
fixes than on proper early  
planning and testing



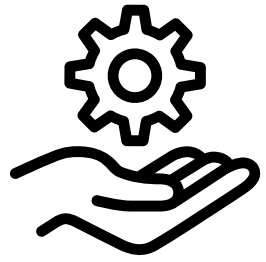
# The Cost of Neglecting System Issues

## The Cost of Neglecting System Issues

**70%**

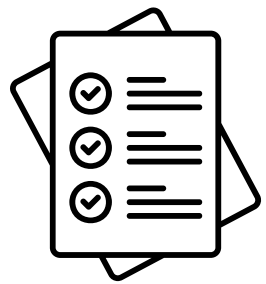
of failed ERP projects stem from ignored system misalignments, poor change management, or outdated processes

*Source: Panorama Consulting*



## Why Support Matters

**What “Support” Really Means:  
Not Just Fixing Bugs, but Enabling ROI**



# Top 7 Signs You Need Support



You're using workarounds more than NetSuite functionality



Reports take forever—or worse, don't match your numbers



Your team dreads NetSuite updates and breaks things every release



You've outgrown your original configuration



Integrations constantly fail or aren't documented



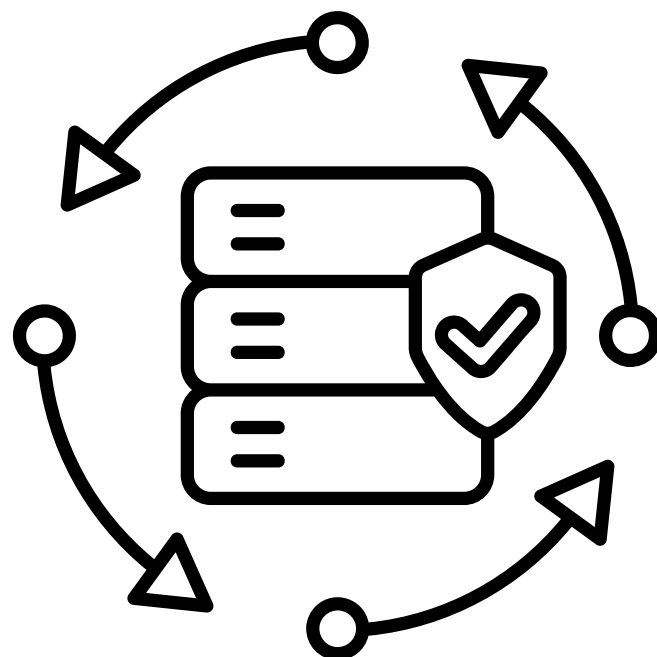
You're still calling your implementation partner for every small tweak (and paying for it)



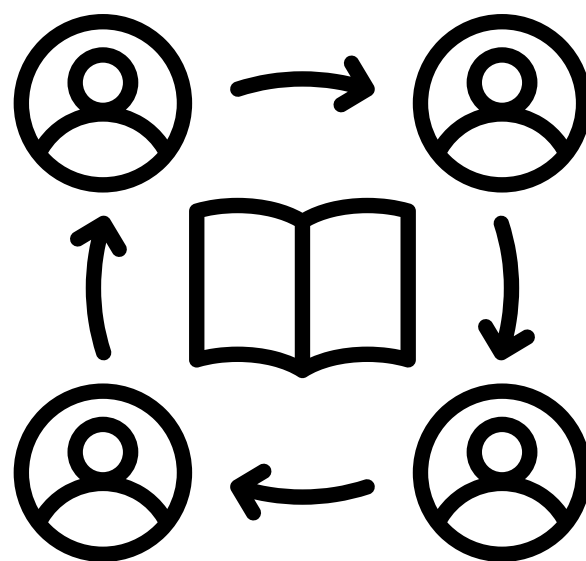
Your users don't use NetSuite the same way—or at all



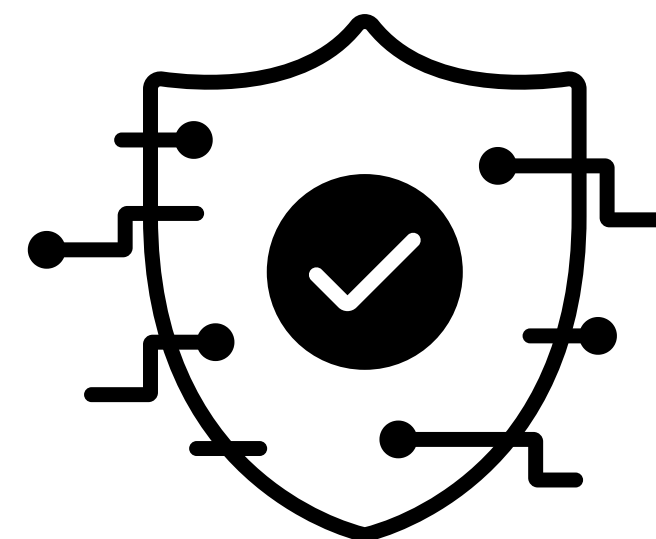
## What Great Support for Your NetSuite Looks Like



**Ongoing Optimization  
not Break/Fix**



**Dedicated Point of Contact  
& Roadmap Planning**



**Examples of Proactive Support Tasks  
(Release Previews, Audit Prep, Sandbox Testing)**



## **Keep your ERP steady and secure.**

Designed for organizations that need reliable support post-implementation. Boost Stabilize offers essential monitoring, troubleshooting, and routine maintenance to keep your ERP environment stable and efficient.

- Teams needing light-touch support
- Issue resolution and ERP health monitoring
- Just-enough governance



## **Enhance performance and streamline operations.**

Our most popular service tier, Boost Plus combines proactive system improvements with deeper functional support. Unlock better reporting, integrations, and productivity enhancements while gaining a trusted partner in your ERP growth.

- Clients ready to evolve their ERP usage
- Ongoing improvements and optimization
- Deeper engagement without full-scale transformation



## **Maximize ERP potential with strategic innovation.**

Boost Elevate is for organizations seeking to fully leverage their ERP platform. This tier includes strategic consulting, automation enablement, advanced analytics, and innovation planning. Perfect for clients driving digital transformation through ERP.

- High-growth or scaling organizations
- Complex enhancements and strategic use cases
- Innovation road mapping and cross-system integrations



## How We Help



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# BOOST Forum

## FREE Community Chat

- NetSuite End Users
- Space designed just for NetSuite End Users
- Strict no sales/recruitment policies with Forum

## Learning Center

- FREE Training on topics like NetSuite Basics, Sandbox Essentials, Quality Assurance Essentials, etc.
- PAID training that goes in-depth on how to do things in NetSuite and why as well

**JoinBoostForum.com**



**Questions**