NETSUITE COMMERCE SUCCESS SERVICES

Ensure Your Ecommerce Success, Deliver Great Shopping Experiences

Leverage NetSuite's Commerce Success Services to grow your online business and deliver engaging experiences to your shoppers. Commerce Success Services are subscription-based plans available in several cost-effective versions to suit your business needs. Each plan provides you with an allotment of hours which can be used for website enhancements and optimization. To ensure effective use of your plan, a Commerce Experience Manager (CXM) will be assigned to you, dedicated to drive your online success.

Key Benefits

- **Work with your NetSuite CXM** to plan your online engagement strategy and ensure the most effective use of your subscription.

- **Leverage the expertise** of NetSuite's SuiteCommerce web developers and consultants.

- **Get prescriptive,** commerce-specific services designed to promote engagement and conversion on your site.

- **Access all commerce services** with a single subscription. No separate SOWs or sales process required.

ORACLE® + **NET**SUITE

- **Commerce Experience Manager.** As your primary point of contact, your CXM will assist with building a customized delivery plan for your subscription.

- **Strategic planning sessions.** CXM-led calls to help drive your customized delivery plan and ensure effective consumption of hours.

- **Development and consultancy.** NetSuite's web development team will assist with your ongoing site enhancements.

- **Optimization services:**

  UX/UI design review. An in-depth review of your website to determine recommended improvements based on ecommerce best practices and usability to boost conversion.

  KPI review. A comprehensive analysis of your business KPIs, focusing on site visitor conversion, on-site behaviors, the checkout process, and device performance to determine areas for improvement.

  SEO audit. An on-page analysis of your website, leveraging industry best practices to ensure effective use of SEO best practices.

  SuiteScript audit. Identify and reconcile SuiteScript design and performance issues.

  Site performance audit and report. Website performance analysis and optimization recommendations.

- **Website availability monitoring.** Hourly site monitoring to assess uptime and ensure all key site functionality is working as expected.

- **Customer roadmap review.** Review results of previous site enhancements and the potential benefits of the latest SuiteCommerce enhancements.

- **Checkout analysis.** Review of the checkout performance for your website, analyzing checkout by device type, browser, channel and other segments.

FEATURES	ANNUAL SUBSCRIPTION PLANS			
	STARTER	STANDARD	PREMIUM	ULTIMATE
Assigned Commerce Experience Manager	●	●	●	●
Included hours to be used for development, consultancy and optimization services	36 hours	96 hours	144 hours	216 hours
Strategic planning sessions	Quarterly	Monthly	Monthly	Monthly
Website availability monitoring		●	●	●
Customer roadmap review (quarterly)			●	●
Checkout analysis (quarterly)			●	●
One-business-day response time to cases				●