Jcurve

ORACLE
NetSuite
Solution Provider Partner

Your NetSuite Advantage:
Jcurve Support Services

Enhance your NetSuite experience and unlock its full potential with Jcurve Support. Our expert assistance ensures seamless operations and maximises your business potential.

Who can benefit?

Our support services cater to NetSuite customers of all sizes and industries. Whether you're a small business or a large enterprise, we have the expertise to address your unique requirements and provide and ensure maximum value from the Netsuite application.

★★★★★ **Customer Testimonials:**

*"As always, The **Support Team** doesn't disappoint. They are consistent in providing clear and concise solutions that any user will be able to follow and understand. Good job and keep it up!"*

Structo

*"The **Support Team** were extremely efficient and helpful. They didn't stop until the problem was rectified. Very satisfied thank you."*

AJ Steel

*"The **Support Team** is very clear as to what they are doing and fully understand what the client wants. They will also provide several solutions to solve the problem. Proactive."*

GMID Australia

Our **support services** include:

Professional guidance to overcome common business challenges enables you to utilise NetSuite's functionalities fully.

Streamlined issue management with efficient escalation to NetSuite or relevant third parties for prompt resolution.

Assistance and insights on NetSuite Release updates, ensuring you stay well-informed about the latest features and improvements.

Enjoy amazing benefits:

☑ **Certified Expertise at Your Service:**

Our team of NetSuite multi-certified support consultants holds 26+ NetSuite certifications, providing you with unrivalled technical knowledge.

☑ **Access to the Jcurve Support Hub:**

Easily submit and track tickets for a more productive support collaboration. Expand your NetSuite knowledge with our Support Hub's comprehensive collection of training videos, resources, support articles, and best practices.

☑ **Swift and Effective Issue Resolution:**

From answering how-to questions to diligent testing and tracking defects and enhancements, we ensure efficient resolution while keeping you informed at every step.

☑ **Support Availability:**

We align our services with your operational needs, offering support during local business hours to provide prompt and dependable assistance.

Support Priority Levels and Response Time Goals:

Urgent (Showstopper)
Within 2 hours

High (Critical)
Within 4 hours

Normal (Non-critical)
Within 8 hours

Low (No impact)
Within 2 business days

Exclusions:

- Custom work requiring detailed scoping related to scripting and integration is not covered.
- Extensive NetSuite training is not included but can be provided through separate tailored workshops.
- Complex scoped Workflow (multiple stages or transitions) are not covered.
- Contact us today to stay ahead of the curve with Jcurve Support Services.

Contact us today to learn more about our **NetSuite Support Services.**

🌐 jcurvesolutions.com/support   ✉ support@jcurvesolutions.com