ProjectLine Customer Success Program

Trusted NetSuite experts that know your business.

Updated: August 19, 2024

|	Included	Fees May Apply
Help Desk for Problem Solving & Growth		
Access to our Help Desk for **unlimited inquiries** with established response times based on priority [1] Our local team will use their knowledge of your system to coordinate an answer with NetSuite	✔	
Facilitate entry of support tickets to NetSuite and SuiteApp software providers	✔	
Access to premium self-help documentation and resources via our Knowledge Base	✔	
Create and modify saved searches, reports, dashboards and other analytics tools		✔
Implement new NetSuite or SuiteApp functionality		✔
Extended user training (role-based or function-specific)		✔
NetSuite System Health & Performance		
Strategic account management, including non-chargeable initial discussions with your account manager on business process and system challenges, opportunities and solutions	✔	
Assistance with setup and interpretation of system diagnostic reports	✔	
Upgrades and patches are applied automatically by NetSuite	✔	
Upgrade support services (testing plans, etc.)		✔

[1] ProjectLine will respond to customers for every support request received by the Help Desk. In many cases, the response will be immediate. Depending on workload, we'll target a response (not resolution) based on priority, as follows: **1 hour** for urgent, **2 hours** for high priority, **4 hours** for medium priority or **8 hours** for low priority.

Contact Our Help Desk

Monday to Friday*

EST 7am to 7PM
CST 6am to 6pm
PST 4am to 4pm
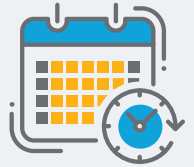
Excluding most statutory holidays

TF 866 460 7765 Ext 2
E support@projectline.ca
W www.projectline.ca/support

Voicemail messages will automatically create a ticket

ORACLE
NetSuite
Solution Provider Partner

PROJECTLINE
The **human** side of ERP