



ORACLE  
NetSuite  
Solution Provider Partner

9.7/10  
★★★★★

customersure  
8000+ reviews

# NetSuite Support That Goes Beyond Introducing Support Plus +

Great NetSuite support should do more than respond to issues. It should help you make better use of your system, support your users, and give you confidence as your business evolves. At **Eureka Solutions**, our NetSuite support plans are designed for businesses that want reliable day-to-day support as well as access to **practical expertise, ongoing guidance** and **a team that understands how to get more from NetSuite**. Whether you already work with us or are looking for a new support partner, we offer the same experienced UK consultants, dedicated account management and a service built around your business needs.

## STANDARD

### Support

Everything you need to keep your system running day to day. Includes a standard 8 working hour SLA and the option to add consultancy hours to your monthly subscription.

Best for **Stable, steady-state NetSuite environments**

## SUPPORT

### Plus +

Priority-based SLAs, more consultancy time, and discounted rates — ideal for teams anticipating growth, process change or expanded system functionality.

**MOST POPULAR**

Best for **Growth, process change & expanding system use**

## Find the Right Support Plan for Your Business

| Feature                                            | Standard Support | Support Plus+                |
|----------------------------------------------------|------------------|------------------------------|
| Support via phone, email and customer portal       | ✓                | ✓                            |
| Target response time (SLA)                         | 8 working hours  | 1, 2, 4 or 8 hrs by priority |
| Monthly support and service usage report           | —                | ✓                            |
| Quarterly service review call                      | —                | ✓                            |
| Annual system review & report (2 days consultancy) | —                | ✓                            |
| Consultancy hours included per quarter             | 1.5              | 9                            |
| Discount on Eureka add-on modules (incl. Besyncly) | —                | 10%                          |
| Discount on additional consultancy hours (ongoing) | 10%              | 15%                          |
| Discount on ad-hoc consultancy days / hours        | —                | 5%                           |
| Dedicated account manager                          | ✓                | ✓                            |

## Why Customers Trust Eureka Support?

Eureka Solutions has been a NetSuite partner since 2012 and have delivered 100+ NetSuite projects across a variety of industry sectors.

We pride ourselves on long term relationships with our NetSuite customers, and our strategic approach to phased implementation to suit each customer's current and future needs.



### Some of the clients that already trust us:



### Customer Rating

You already know we don't just measure success by go-live. We measure it by your satisfaction every step of the way. Our 9.7 rating reflects our ongoing commitment to customers who have trusted us for years and continue to achieve their goals with our support.

### Industry Expertise

We don't just know NetSuite, we know your industry. That means smarter support, fewer roadblocks, and ongoing improvements shaped around how your sector actually operates.

### Integration Advantage

Our integration platform, Besyncly, connects NetSuite to virtually any system. Built by us, supported by us, proven across 500+ integrations.



### Find the right level of NetSuite support

Whether you need dependable day-to-day support or a more proactive service to help you optimise and grow, our team can help you choose the plan that fits your business best.

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[Talk to Our Team](#)