

## INFOSYS NETSUITE 'ADMINISTRATION-AS-A-SERVICE' OFFERING

Proactively address constantly changing business models, and improve your efficiency and productivity with the NetSuite 'Administration-as-a-Service' offering from Infosys.

NetSuite is the world's leading provider of cloud-based business management software. NetSuite helps companies manage core business processes with a single, fully integrated system covering ERP / financials, CRM, e-commerce, inventory, and more. In order to truly improve productivity, gain the flexibility to adopt new business models, achieve real-time visibility, and provide a true omnichannel experience to your customers, it is imperative that you unlock the power of NetSuite.

Many organizations struggle to realize value from their NetSuite implementations. NetSuite and Infosys have come together to help you unleash the power of NetSuite, so that you can maximize business value, improve competitiveness, effectively collaborate with your stakeholders, and delight your customers. Infosys is an exclusive partner of NetSuite for the 'Administration-as-a-Service' offering, which helps you improve operational efficiency by providing cost-effective, reliable, and predictable quality service.



### Infosys NetSuite Practice

Infosys has partnered with NetSuite to develop its competencies in cloud-based customer relationship management (CRM), enterprise resource planning

(ERP), omnichannel commerce platforms, professional services automation (PSA), and human capital management (HCM). Our NetSuite Practice caters to the

business needs of enterprises, mid-sized, and niche organizations by providing end-to-end IT services.

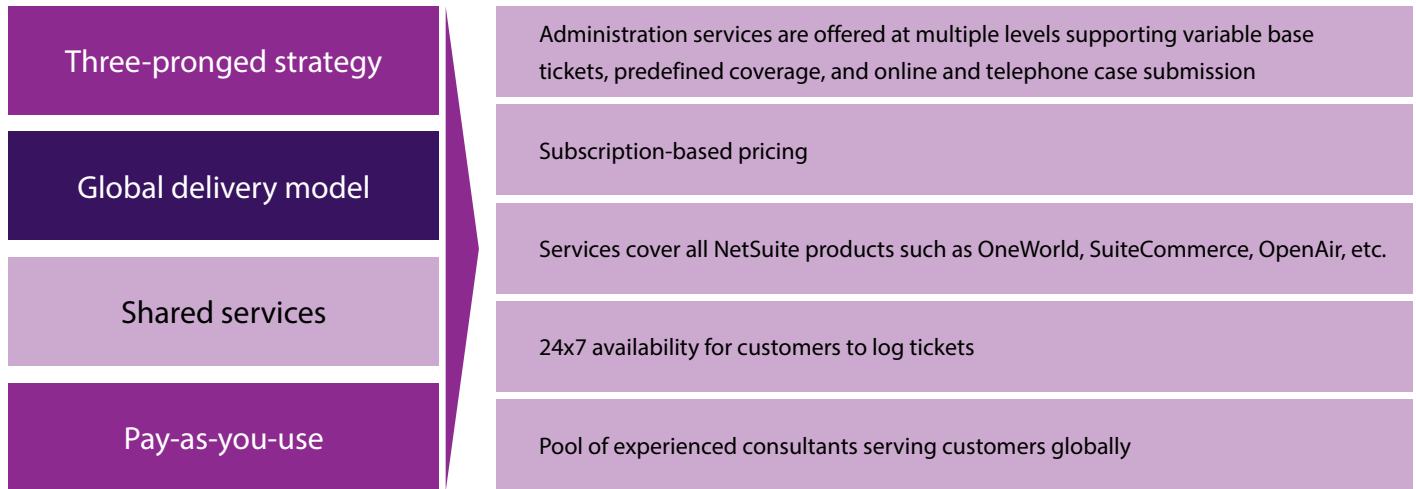
## Administration-as-a-Service offering

'Administration-as-a-Service' is a first-of-its-kind offering that helps enterprises focus on their business while Infosys manages the enterprise's NetSuite systems, thereby improving the productivity of resources. The offering leverages a 100 percent shared support services model and provides dedicated administration

support across all products through a global pool of experienced and certified NetSuite professionals. The offering matches your enterprise's business needs by providing a choice of different service-level models based on the complexity of implementation, user base,

time coverage, and channel needs to log tickets. Furthermore, the offering supports key NetSuite products such as - NetSuite (ERP | CRM | Ecommerce | PSA), NetSuite OneWorld, NetSuite SuiteCommerce, NetSuite Services Resource Planning (SRP) and NetSuite OpenAir.

Furthermore, our three-pronged operating model provides an added cost advantage to the customers, as detailed below:



The 'Administration-as-a-Service' offering provides administration support for all the business functions implemented in your

organization, across all NetSuite products. This ranges from process queries and 'how-to' questions, to helping you enable

new features as well as fixing issues in the workflow and integrations.

Business process optimization	Security management	NetSuite enhancements	Others
<ul style="list-style-type: none"> <li>Provide guidance on process execution across all functions and products</li> <li>Address business process queries</li> <li>Set up company entities / processes / functionalities</li> <li>Manage / design dashboards, saved searches, key performance indicators (KPIs), reports, centers, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Manage / create roles and provide users the required permissions</li> <li>Recommend / suggest best practices to ensure user account and system security</li> </ul>	<ul style="list-style-type: none"> <li>Create / maintain custom elements (sub-tabs, lists, fields, forms, records, etc.)</li> <li>Maintain business workflows</li> <li>Maintain existing integrations</li> <li>Maintain SuiteScripts</li> <li>Create / maintain SuiteBundles</li> </ul>	<ul style="list-style-type: none"> <li>Manage data migration (via import assistant)</li> <li>Ensure data integrity (mass updates, duplicate detection, and data merge)</li> <li>Manage email alerts / notifications</li> <li>Manage audit trail</li> <li>Facilitate new upgrades and releases</li> </ul>

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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