

**Ncompass offers the industry's first and only:**

- **Single Point of Success**
- **All encompassing plan to accommodate all your NetSuite needs.**

**Services Included:**

- **Phone Support**
- **Email Support**
- **Break/Fix Support**
- **Report Creation**
- **Report Modification**
- **Customization**
- **Additional Training**
- **Web Services**
- **Java Scripting**
- **And more...**



# Continuous Customer Care

## **C3: Single Point of Success**

Ncompass is pleased to present our revolutionary new customer assurance program: Continuous Customer Care (C3). Designed from the ground up to provide you with a single point of success, C3 covers all of your Netsuite needs from tech support to customizations and additional training. We've put everything you need in one all encompassing plan to allow you to get the most out your Netsuite solutions.

Unlike traditional customer support plans that provide you with technical support and bug fixes, C3 gives you access to everything you need during the lifespan of your Netsuite implementation. Ncompass gives you the ability to utilize your plan for a variety of services across the continuous care spectrum including tech support, custom report creation and modifications, training, and more. You can even use your plan towards Netsuite workflow and process customizations.

## **Ncompass & C3: The Solution of Choice**

Netsuite powers your business through Netsuite Accounting, E-commerce and CRM, and Ncompass recognizes how critical these applications are to the success of your business. Throughout your entire Netsuite implementation, Ncompass partners with you every step of the way to deliver an exclusive solution that will mirror your business processes.

By managing all aspects of the implementation process, Ncompass collects critical data outlining your key business goals and requirements, installation procedures and system setup, and the business rules and logic used. This critical information delivers unprecedented visibility into your custom Netsuite implementation and provides Ncompass the unique ability to manage effectively manage your Netsuite solutions lifecycle and deliver key services that ensure your success.

Your essential business data is mapped into your C3 client record allowing us to not only deliver your one-of-a-kind software application, it also allows us to offer the only true continuous customer care program in the industry.

## **About Ncompass**

Ncompass Business Solutions, LLC is a services organization focused on delivering innovative business solutions to small and mid-sized businesses using the power of the world's largest hosted ERP systems - NetSuite.

Ncompass has won the Netsuite Star Partner Award 4 years running by leveraging our vast experience, capabilities, and network, to quickly mobilize our broad and deep resources and accelerate results for our clients. The company has extensive experience in various types of business processes such as accounting/finance, customer relationship management, supply chain management, payroll, and e-commerce, all using the power of the NetSuite products. All of our consultants are Netsuite Certified Consultants with an average of 12-15 years of experience in solutions consulting with large scale ERP systems including Netsuite, Microsoft and Oracle.

