NETSUITE

Customer Care Plan

At Kraft Enterprise Systems (KES), we depend on feedback and collaboration with our clients to continually improve. We have spent years listening to the needs of our clients for ongoing customer, and have developed three service levels based on those varying requirements. We offer three annual, client-centric care plans:

- ***Silver:*** *Designed for customers who just need occasional support and minimal account management*
- ***Gold:*** *Designed for customers who are making ongoing enhancements and want additional assistance from KES to help optimize their NetSuite deployment*
- ***Platinum:*** *Designed for fully engaged customers who are looking for a true partner that works with them on a regular basis to improve their people, processes, and systems*

KES Services

The key services included as part of our customer care plans:

- **Account Management**: Readily available point of contact at KES who ensures that all non-technical client needs are being met.

- **Break/Fix & Small Enhancement Support:** Support for break/fix and enhancements; hours included depend on the support level chosen. All support requests are submitted via the Kraft NetSuite support email or as a case using the KES portal.

- **Release Management Support:** The Gold plan includes a review outlining potential impacts based on the customer environment. The Platinum plan takes this a step further, assisting with setting-up test plans and conducting testing.

- **Annual Review:** All plans include an annual system review. This starts with a basic health check with the Silver plan, moves up to a comprehensive health check with the Gold plan, and includes a full operations review and planning session with the Platinum plan.

- **Quarterly Training:** Platinum plan only. Provides a training session of the customers' choice each quarter.

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The KES Customer Care Plan

Clients have the ability to contact Kraft Enterprise Systems by either emailing our NetSuite Support Team or opening a case through the KES portal. All client issues will be addressed promptly and efficiently through this single point of contact. Issues can include a simple question or support item that can be handled directly by our customer care team, an account issue that needs to be addressed by your account manager, or a more complex problem that will be escalated to your assigned consultant.

Services Matrix

Most Popular

Service	Silver	Gold	Platinum
Account Management (non-technical)	Included	Included	Included
Break/Fix & Small Enhancement Support (1) (2)	Up to 35 hours/year	Up to 90 hours/year	Up to 160 hours/year, priority enhancements
Additional Hours and/or Large Projects Hourly Rate (3)	$185	$180	$175
Service Level Agreement (4)	Respond within 1 business day	Respond same business day if before noon CT, or next business day if after noon CT	Respond same business day if before 3pm CT, or before noon next business day if after 3pm CT
Release Mgmt. Support (5)	Additional Fees Apply	Includes Twice Per Year Release Impact Analysis	Includes Twice Per Year Release Impact Analysis as well as Testing Guidance & Assistance
Annual System Review (6)	Includes Basic Health Check	Includes Comprehensive Health Check	Includes Comprehensive Health Check as well as an Annual Onsite Planning Session
Training Session(7)	Additional Fees Apply	Additional Fees Apply	Includes One 2-4 Hour Training Session Per Quarter at Customer Request
Annual Price (8)	$6,000	$17,000	$29,000

(1) "Small Enhancements" includes any enhancement requests not larger than 16 hours. Any larger enhancement requests will require a separate work authorization at the "add'l hours" rate.
(2) Unused hours at the end of the customer care annual term are not refunded or carried over.
(3) This rate applies to any additional support hours needed once the included hours are consumed or if there are large enhancement or projects not covered by the plan.
(4) Note that all services are provided on business days between the hours of 8:00am – 5:00pm CT only.
(5) Release management aligns with the two NetSuite releases completed each year.
(6) Annual review completed at time requested by customer, typically Q2 or Q3.
(7) Training session is on topic of customer choice and can be remote or onsite (note that onsite travel expense is not included in plan and will be billed separately).
(8) Plan is billed in advance.