



Rx SererraCare
Professional support and solutions for top issues and common problems

SererraCare Overview

Sererra knows how important customer support is to your business. We understand you've purchased a cloud solution to make your business run more smoothly – and we want to make sure to deliver on that promise!

Sererra, through our SererraCare program, provides our customers with world-class support and consulting to make sure you are getting the most out of your NetSuite or Intacct investment. SererraCare provides on-line case submissions with business hour support. Our support team trouble-shoots your system problems and provides email responses to your issues and cases.

In addition, SererraCare professional services provides subscribers with a free quarterly health-check and ongoing evaluation of your business processes. We seek to understand unique business challenges and identify a plan to dramatically improve your business processes by taking full advantage of everything Intacct and NetSuite have to offer.

SererraCare Includes:

- Support and troubleshooting on all work (custom modules, scripts and implementations) written by Sererra
- Online support-incident case submission through the partner portal
- Fast turnaround time
- Issues resolved via email
- Free quarterly Health Check

KEY BENEFITS

- We understand your unique business
- On-going access to a professional support expert
- Someone is always there when you need them
- Fast turn-around time so you get your answers when you need them most
- Free quarterly health-check guarantees your business processes will always be functioning efficiently
- Save time by having an expert trouble-shoot your system for you
- Save money - SererraCare Support is a fraction of the cost of other providers

ABOUT SERERRA:

Sererra is a leading Green IT technology and management consulting firm focusing on delivering turnkey business solutions for midmarket firms worldwide. A provider of SaaS based technology for ERP, CRM and eCommerce needs, Sererra's core areas of expertise emphasize business process engineering, systems implementation, integration and custom software development including cloud-based business processes for a wide range of industries. As a NetSuite, Intacct, SugarCRM, Salesforce.com, and SAP Business ByDesign provider and integrator serving the mid-market with hundreds of implementations, Sererra provides clients with a complete unified integrated solution that enables business to grow more profitably.