

● YOUR PARTNER AFTER GO-LIVE

Smooth Operations. **Customized to Fit.**

S4 Consulting stays with your business after Go-Live - resolving issues, supporting users, and building custom development so Oracle NetSuite keeps pace with **how your business actually operates** as it changes and grows, billed transparently under a **Time & Materials model**.

SLA response < 4 hours

Admin as a Service

Transparent T&M model

● OPERATIONAL SUPPORT

Staying With You After Go-Live

A live system still needs someone watching over it. S4 provides a standing support team to resolve issues, answer questions, and keep the system running as designed.

SUPPORT SERVICES



Helpdesk Ticket Support

Requests come in through a ticketing system, get triaged by priority, and are resolved within the committed SLA.

Ticket Support



Clear SLA Commitments

Response and resolution times are committed by priority level, from urgent incidents to small configuration requests.

SLA



Admin as a Service

S4 takes on the NetSuite Administrator role - managing users, permissions, configuration, and routine maintenance.

Admin Service



Periodic Health Checks

Regular reviews of performance, data, and configuration to catch operational risks early.

Health Check



Urgent Incident Response

A dedicated channel for issues affecting operations, handled immediately to minimize disruption.

Urgent



Refresher Training

Retraining or onboarding new staff whenever your team or processes change.

Training

"S4 doesn't act like an outside consultant. The team worked with us as a true part of the project team, giving us confidence throughout the ERP selection process."



Chị Bùi Thị Hồng Nhung

Project Director & Deputy Finance Director, SSI Securities

CUSTOMIZATION & DEVELOPMENT

Extending NetSuite To Fit Your Business

As your processes change, your business scales, or specific requirements come up, S4's development team customizes directly on the NetSuite platform without breaking its core structure.

DEVELOPMENT CAPABILITIES



Custom SuiteScript

Building scripts to handle specific business logic that standard configuration can't cover.

SuiteScript 2.x



SuiteFlow & Automation

Designing approval workflows, reminders, and automation that match how your operations actually run.

SuiteFlow



Custom Reports & Saved Searches

Building reports and saved searches the way your business actually needs to track data.

Reporting



Custom Forms & Fields

Designing custom forms and fields to cut unnecessary steps for users.

UI/UX



API & RESTlet Integration

Connecting NetSuite with third-party systems - CRM, WMS, banks, and in-house software.

API - RESTlet



Upgrades & Performance Tuning

Reviewing legacy scripts and configuration, optimizing speed as data and transaction volume grow.

Performance



The S4 Consulting Team

● SLA COMMITMENT

Clear Response Times By Priority Level

Every support request is triaged by priority level as soon as it comes in, so incidents affecting operations are always handled first.

PRIORITY	DESCRIPTION	RESPONSE	RESOLUTION
● Urgent	System is down, affecting all users	Within 1 hour	Within 4 hours
● High	An error directly affecting an operational process	Within 4 hours	Within 1 business day
● Medium	Minor customization requests or configuration changes	Within 1 business day	3 - 5 business days
● Low	Usage questions or how-to guidance on the system	Within 1 business day	5 - 7 business days

TRANSPARENT T&M MODEL

01

Scope & Confirm

S4 sends an estimate broken down by task with expected hours, which the client confirms before work begins.

02

Log Hours on Timesheet

All hours are logged directly in the system, described clearly by task.

03

Reconcile & Invoice

Weekly timesheet reports, with a final invoice issued once the client confirms.



Fully auditable, anytime. Who worked on what, when, and how it was billed can all be traced directly on the Timesheet system - records that can't be edited once approved.

CASE STUDY · SUPPORT AFTER GO-LIVE

LifeWear Technologies Vietnam - Running Live with S4

LifeWear Technologies Vietnam went live on Oracle NetSuite on October 1, 2025. Since then, S4 has continued to support the operational phase - helping users, reviewing data, and reconciling figures on a regular basis.

Thanh Hoa, Vietnam

Go-Live: October 2025

Medical Device & Mobility Manufacturing

MODULES IN LIVE OPERATION

Finance & Accounting

Purchasing & Vendor Management

Inventory & Warehouse

Manufacturing & Production Control

Order Management & Fulfillment

HOW S4 SUPPORTS ONGOING OPERATIONS

- Maintaining a unified financial model across the Vietnam and US entities
- Supporting and reviewing Vietnamese accounting localization under VAS - chart of accounts, tax, reporting
- Adjusting the manufacturing setup as BOMs, routings, and work orders change
- Reconciling and verifying figures on a regular basis for the US parent company
- Supporting users and providing refresher training as staff or processes change

[Read the Full Case Study →](#)

"The S4 team showed real professionalism and dedication throughout the project. Even with a complex manufacturing environment, they always explained every detail clearly and supported every user closely. We felt a genuine sense of partnership, not just a vendor relationship."



Anh Tommy
CEO, ActLife Vietnam

Factory photo: LifeWear Technologies

OTHER CLIENTS WHO TRUST S4



Chì Hiếu Trần

COO, An Nhen Cafe

"S4 Consulting truly understands the F&B industry. Their advice was grounded in reality, helping us control raw material costs more tightly and optimize operating expenses."



Chì Thea

V. Operations Director, TCL Logistic

"S4 Consulting took on the project with a high level of professionalism. I appreciate their commitment and their cost-conscious approach."

● S4 CONSULTING · SUPPORT & CUSTOMIZATION

Ready for S4 to support your live system?

Get in touch and S4's team will assess your current system and propose a support package that fits your budget.

Request Support →

Learn About Our T&M Model →

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