



NetSuite Services

Learning Cloud Support For Customers



Learning Cloud Support (LCS) is subscription-based ongoing training that enables you to easily and cost effectively engage in continuous learning. LCS options not only give you access to training and experts through NetSuite's Training Services—you can have on-demand access to learning 24 hours a day, 7 days a week. From a wide range of courses that include resources, reference materials and email access to instructors, to experts who can go over key concepts**, provide guided walkthrough, illustrate real-life scenarios and provide hands on exercise—LCS is your key to having the most empowered employees using updated information to drive your success with your NetSuite solution.

Key Benefits with both the Pass and Select options

- Empowered users
- Increased user adoption
- Increased self-sufficiency
- Maximized productivity
- Increased goal achievement
- Strengthened long-term ownership

LCS is perfect for individuals or teams needing just-in-time training on many areas of the NetSuite application. With Learning Cloud Support, you can have online access to learning content anytime, anywhere. You decide what you need, when you need it.

The Learning Cloud Support options of **Pass** (the subscription-based access to all the NetSuite on-demand training courses for one person) and **Select** (the subscription to 20 hours of customized Education Services per quarter) provide individuals and teams with the option of always available online public training as well as custom training hours. Premium Support is not required as a prerequisite for either option. The Pass and the Select options can be purchased separately or together, in single or multiple units, to achieve your perfect tailored blend of learning.

For more information, contact your Account Manager or Education Services Advisor at educationadvisor@netsuite.com.

Top Six Reasons LCS Pass and Select Help Businesses

- Anytime, on-demand access to training courses for Administrators, Technical Team, Operations, Finance Team and more.*
- Hands-on exercises in specially developed demo accounts increases your proficiency and retention of new skills.*
- Instructor support for course questions within one business day.*
- Continuous training after go-live with end user training designed for your teams using your configuration.**
- Deliverables like customized task specific performance support materials, training needs analysis and communication plans.**
- Convert hours to attend a NetSuite’s publicly offered course for any team member (like Reports and Searches, or Financial Management).**

Note: *denotes Customer LCS Pass benefits,
** denotes Customer LCS Select benefits

	LCS Pass	LCS Select	
Number of Training On-Demand Passes	1	0	One named person has access to the Training On-Demand with LCS Pass
Custom Training Hours Per Quarter	0	20	Custom Hours can be used for Education Services
Multiple quantities can be purchased to tailor LCS to your needs*	Yes	Yes	

*Example: You may wish to purchase two LCS Passes for two individuals to use, and three LCS Selects for a total of 60 quarterly hours to use for Education Services.

