

# Daston Premium Plus Support

Daston is enhancing its support offerings within the Premium Software Subscription Agreement (SSA) to ensure our clients fully leverage their DCAA-on-Demand SuiteApp investment. This expanded support includes extended hours and access to additional functional consulting services.

## Expanded Support Hours

To better serve our clients across time zones and provide more timely assistance, Daston will extend its software support hours. Daston Normal DCAA On Demand NetSuite SuiteApp Support Hours are 8:00am EST - 6:00pm EST, however, with Premium Plus Support, the hours are expanded



**Premium Plus Support Hours**  
8:00am EST - 9:00pm EST

This extended window allows for greater flexibility in accessing support, addressing urgent issues promptly, and minimizing disruption to your critical operations

## Enhanced Functional Consulting

In addition to expanded premium support hours, You will also receive an allocation of 24 hours of functional consulting services that are included in the cost.

**These consulting hours can be utilized for the following purposes:**

**Additional DCAA-on-Demand SuiteApp Training:** Enhance your team's proficiency with the DCAA-on-Demand NetSuite SuiteApp. This training can cover various topics, including:

- New feature implementation
- Advanced functionality utilization
- Role-based training for different user groups
- Best practices for data entry and reporting

**SuiteApp Diagnostics and Recommendations:** Leverage Daston's expertise to optimize your SuiteApp configuration and performance.

**Our consultants can:**

- Analyze existing workflows and identify areas for improvement
- Troubleshoot system issues and provide solutions
- Conduct system health checks and provide recommendations for best practices

**Best Business Practice Consultation:** Benefit from Daston's deep understanding of government contracting and accounting practices. Our consultants can advise on:

- DCAA compliance best practices
- Efficient project costing and billing workflows
- Revenue recognition strategies
- Financial reporting and analysis

### Key Benefits of Daston's Premium Plus Support

- **Increased Productivity:** Extended support hours minimize downtime and enable faster resolution of issues.
- **Advanced Expertise:** Access to functional consulting services maximizes your utilization of the DCAA-on-Demand SuiteApp.
- **Optimized Processes:** Consulting on best business practices improves efficiency and compliance.
- **Proactive Support:** Diagnostics and recommendations help prevent potential problems and ensure system stability.