

THE SUPPORT QUESTION

NetSuite Upgrades Itself. The Customizations Don't.

NetSuite runs two major releases a year and provides preview accounts to test them. What gets tested, and by whom, is a staffing question.



NetSuite takes care of a lot on its own. It runs two major releases a year and moves customers along. The catch is that every customer's configuration, scripts and workflows are unique, and NetSuite says customers need to test their own setup for exactly that reason; free Release Preview accounts exist to make that possible [1]. Storefronts add a wrinkle. SuiteCommerce and SuiteCommerce MyAccount update automatically, while SuiteCommerce Advanced is unmanaged, and customers must migrate to new releases themselves [2].

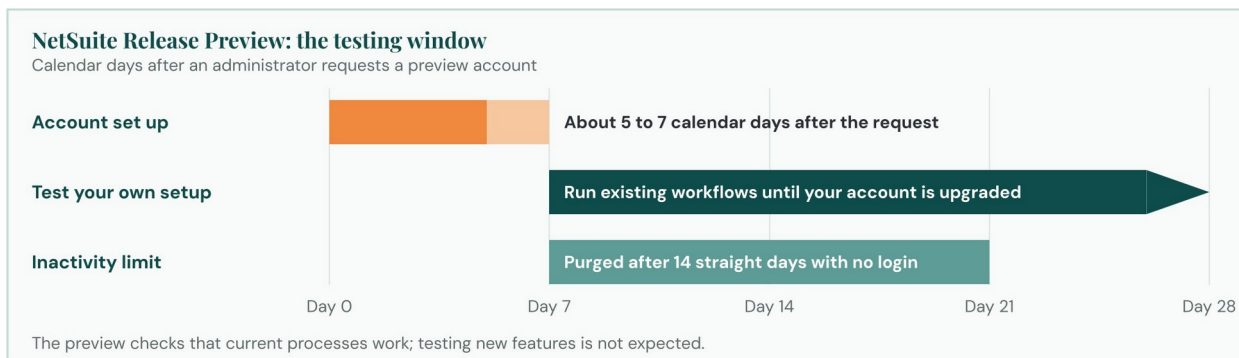


Figure 1. The Release Preview testing window, using the timings in NetSuite's help documentation [6]. The test period runs until the production account is upgraded, and the date appears on the production dashboard.

1. Where the work lands

Every release needs someone to open a preview account, walk the key processes, check the scripts and workflows, and report problems before the production upgrade. Between releases come the tickets, the new reports, the integration changes and the training for new users. The formal handover from hypercare to regular support is the point at which an implementation project ends [3], and from then on these duties belong to whoever the company has put in place. For many finance-led teams, that means nobody with the right mix of skills.

2. Three disciplines under one name

ERP, customer management and storefront work draw on different skills, and a strong finance configurator is not automatically a developer who can read a SuiteScript customization or migrate a storefront. The market is tight for all of them: a 2021 Gartner survey found 64 percent of information technology executives naming talent shortage as the most significant barrier to adopting emerging technologies [4].

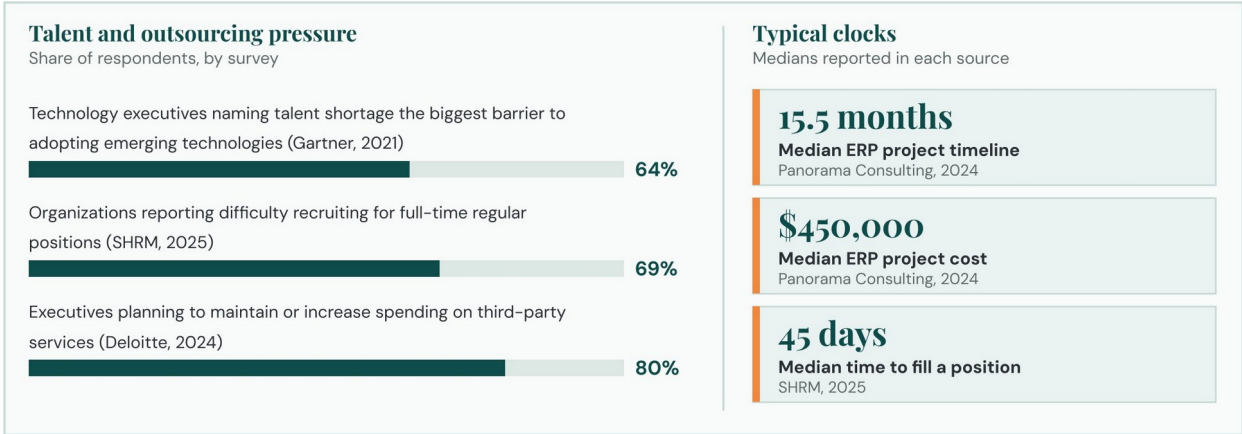


Figure 2. Left: Gartner [4], SHRM [7] and Deloitte [5], each measuring a different group. Right: median ERP project timeline and cost [8] and median time to fill a position [7]. Panorama surveyed 131 organizations.

3. Buy the burst, keep the core

Deloitte’s 2024 Global Outsourcing Survey, covering more than 500 executives, found skilled talent and agility now sitting beside cost reduction as reasons to outsource, with 80 percent planning to maintain or increase their investment in third-party services [5]. For NetSuite, that argues for keeping process ownership and administration in house and bringing in specialists for a release, a rollout or a storefront migration. Orpington Technologies’ ERP staff augmentation is set up for exactly that kind of burst, with certified consultants joining the client’s team and stepping away when the work is done.

Table 1. NetSuite release testing at a glance

Item	What the vendor states	Source
Release Preview set-up	Created about 5 to 7 calendar days after an administrator requests it; the time varies with account size and integrations.	[6]
Preview lifetime	Available until the production account is upgraded; purged after 14 consecutive days without a login.	[6]
What to test	Existing business workflows; testing new features is not expected.	[6]
SuiteCommerce	SuiteCommerce and SuiteCommerce MyAccount update automatically; SuiteCommerce Advanced is unmanaged and customers migrate to new releases themselves.	[2]

Table 2. Four questions for any NetSuite support partner

Question to ask	Why it matters
Who employs and vets the consultant?	Keeps payroll and compliance off your books and puts credential checks in expert hands.
Which area has the consultant supported: ERP, customer management or storefront?	The three need different experience, and skill in one does not guarantee the others.
Can the engagement be sized around a release?	A defined window argues for capacity that starts quickly and ends cleanly.
What happens if the fit is wrong?	A replacement commitment turns a hiring mistake into a scheduling problem.

4. Where Orpington Technologies fits

NetSuite is among the platforms Orpington Technologies covers, with functional consultants, technical developers including SuiteScript, and program roles such as data migration, testing and change management. The consultants are credentialed by certified ERP practitioners, the same reviewers who audit implementations, and they stay on Orpington's payroll while working remotely under the client's direction.

Three matched candidates arrive roughly four weeks after the engagement fee is confirmed, the monthly invoice is all-inclusive, and a 90-day replacement guarantee covers the fit risk. Orpington's own estimate puts the loaded cost of a direct hire at 1.25 to 1.4 times base salary once employer tax, benefits and compliance are counted. For a NetSuite team facing its next release, that is a strong choice, and the details are at <https://www.orpingtontech.com/erp-staff-augmentation/>.

Sources & Further Reading

- [1] Oracle NetSuite – [“How NetSuite Release Preview Testing Ensures Smooth Upgrades,” January 2022](#)
- [2] Oracle NetSuite Help – [“Commerce Patches and Upgrades”](#)
- [3] ERP Research – [“What Is Hypercare?”](#)
- [4] Gartner – [“Gartner Survey Reveals Talent Shortages as Biggest Barrier to Emerging Technologies Adoption,” September 2021](#)
- [5] Deloitte – [“Global Outsourcing Survey 2024”](#)
- [6] Oracle NetSuite Help – [“Overview of Release Preview”](#)
- [7] SHRM – [“2025 Recruiting Benchmarking”](#)
- [8] Panorama Consulting Group – [“The 2024 ERP Report”](#)