

Putting AI to work in NetSuite

Understanding NetSuite Next and AI Units, and optimizing value from embedded AI

KEY TAKEAWAYS

1. NetSuite Next and AI Units represent a significant reimagining of the NetSuite platform.
2. These two changes transform how finance and operations teams use NetSuite.
3. Optimizing value requires prioritizing use cases, governing consumption and driving adoption.

Oracle NetSuite has entered a new chapter. With the 2026.2 release, NetSuite Next reimagines the enterprise resource planning (ERP) platform with artificial intelligence built into the core of the platform rather than added on at the edges. At the same time, NetSuite AI Units introduce a transparent way to measure and manage AI consumption across the suite. Together, these two changes reset how finance and operations teams will work inside NetSuite over the next several years.

For many middle market organizations, the strategic question is no longer whether to use AI in NetSuite. Eligible customers already receive an allocation of AI Units at no additional cost, and switching to NetSuite Next is designed to be a single-button change with no data migration. The most important question is how to convert these new AI capabilities into measurable value while keeping consumption, governance, adoption and change management under control.

Below, we explain what NetSuite Next offers, how the AI Units model works, what it may cost in practical terms, and where the opportunities and risks lie for middle market companies.

At a glance

- **NetSuite Next** is an AI-first redesign of the ERP platform, with Ask Oracle serving as a conversational layer for searching, analyzing and completing tasks using plain language.
- **AI Units** provide a pooled, account-level measure of AI consumption, included with eligible licenses and purchasable as adoption grows.
- **Value is not automatic.** Realizing return requires prioritizing the right use cases, governing AI consumption and driving user adoption.

A new era for NetSuite

What NetSuite Next is

NetSuite Next is a next generation version of the NetSuite platform, introduced as part of the 2026.2 release and rolling out first to customers in the United States and Canada. Rather than a routine feature update, it represents a significant evolution of the NetSuite experience. The release includes a redesigned user interface built on the Oracle Redwood design system, a faster and more responsive foundation running on Oracle Cloud Infrastructure and AI embedded at every layer of the suite.

The design goal is for AI to become a natural extension of how teams already work inside NetSuite. Oracle describes the experience as collaborative, insightful, adaptive, intuitive and trustworthy. It combines conversational intelligence, agentic workflows and natural language search to handle routine and complex tasks. For existing customers, Oracle has said the move to NetSuite Next will be as simple as pressing a button, with no data migration or rework of existing customizations required.

The capabilities that matter

Several capabilities anchor the NetSuite Next experience and are the first areas where companies should focus their attention:

- **Ask Oracle** is a single conversational interface that allows users to search, analyze and take action across the system using natural language. Every response includes source citations, so users can validate an answer before acting on it. Question complexity ranges from simple navigation help to multi-step analysis across records and reports.
- **AI Canvas** is a shared workspace where analysis and action come together, letting teams explore an issue end to end rather than receiving isolated, one-off report outputs.
- **Autonomous close** provides continuous transaction monitoring, balances and anomalies throughout the period, identifying issues early and keeping the books in a near-ready state so month-end becomes faster and calmer.
- **Narrative Insights** delivers generative summaries of records and reports that explain an account or transaction in context, including status, recent changes, open items, and credit or billing issues.
- **Embedded automation across functions** brings together AI-assisted accounting, close management, multientity management, analytics and reporting, customer management and inventory management, all drawing on a single source of truth.
- **Extensibility** gives companies the ability to build agents, connect external tools and create tailored experiences through the SuiteCloud platform, including through the NetSuite AI Connector Service.

The common thread across these capabilities is NetSuite Next shifting the platform from a system that records what happened to one that helps users interpret, anticipate and act. That shift is powerful, but it also changes the operating model, and that is precisely why a deliberate adoption strategy matters.

Understanding AI units

How the model works

NetSuite AI Units are a standardized, transparent way to measure and manage AI use across the platform. Rather than tracking usage by user or feature, AI Units are allocated through eligible user licenses and pooled at the account level, so organizations can direct AI resources to the areas where they can deliver the most value.

For most customers, AI Units are included with eligible user licenses at no additional cost. The allocation is provisioned up front and is consumable throughout the ERP contract term. Unused units expire at the end of the term rather than carrying forward. Each sandbox and development environment receives

its own dedicated pool, allowing teams to test and build without drawing down the production balance. Teams can purchase additional AI Units at any time as adoption grows.

AI Units are consumed whenever eligible AI capabilities generate content, deliver insights, automate tasks, recommend actions or support workflows. Administrators can monitor consumption through centralized usage reporting in NetSuite, with balances visible on the billing information page. Two useful boundaries: add-on modules with their own AI features are not part of this consumption model, and the NetSuite AI Connector Service does not consume AI Units because those requests run outside NetSuite on the customer's chosen large language model provider.

What consumes AI Units

The figures below are Oracle's published estimates for AI Unit consumption. Actual measurement varies with the complexity of each request, so estimates are best used for directional planning rather than precise budgeting.

AI capability	Example use case	Estimated AI Units
Ask Oracle (simple)	Answer a straightforward how-to question, such as how to create a vendor credit	~10
Ask Oracle (analysis)	Look up a specific value, such as the remaining balance on an invoice	10-50
Ask Oracle (research)	Perform a multistep query, such as identifying the top five customers by overdue accounts receivable this quarter.	50-200
Narrative Insights	Generate a contextual summary of a record or report.	5-200
Case summary	Summarize a complex support case for a service representative.	5-75
SuiteScript N/Ilm	Support a custom AI workflow that sends a prompt to a large language model (LLM) from a script.	5-25
Text Enhance	Rewrite, translate or summarize a text or message	5-10
Transaction Matching Assistant	Recommend the most likely match from a set of candidates	5-10

Source: Oracle NetSuite AI Unit usage estimates. Values are estimates and may vary by request complexity.

What this means economically

The AI Units model turns AI from an invisible feature into a measurable, manageable resource. That has three practical implications for a finance leader:

- **Consumption is now a planning input.** High-frequency, low-cost actions such as Text Enhance behave very differently from research-grade Ask Oracle queries that can consume up to 200 units each. Usage patterns, not headcount, drive the burn rate.
- **Visibility enables prioritization.** Because AI units are pooled and reported centrally, an organization can steer its allocation toward the highest-value

use cases rather than spreading it thinly across low-impact activity.

- **Budgeting becomes a discipline.** Left unmanaged, enthusiastic early adoption can exhaust an allocation before the most valuable use cases are even live. Managed well, the same allocation funds a deliberate, return-on-investment-led rollout.

In short, AI Units make economics of AI legible.

Whether that transparency becomes an advantage or a surprise depends on how deliberately the organization plans and governs its consumption.

The opportunity and the risk

For middle market organizations, NetSuite Next and AI Units represent one of the most significant platform shifts since NetSuite's inception. The upside is real: faster close cycles, less manual reporting, quicker answers to operational questions and less dependence on technical specialists to extract insight from the system. Because eligible customers receive an AI Unit allocation at no additional cost, the marginal cost of experimentation is low.

But a capability that is easy to switch on is not the same as value that is easy to capture. Three risks are common:

- **Adoption without direction.** Turning on AI features without a prioritized set of use cases produces scattered experimentation and little measurable return, while quietly drawing down the AI Unit allocation.

- **Governance gaps.** Conversational access to data across the suite raises legitimate questions about who can ask what, how outputs are validated before action and how AI-assisted decisions are documented for audit.

- **Change management shortfalls.** The interface, the workflows and the day-to-day rhythm of work change with NetSuite Next. Teams that are not prepared will default to old habits, and the investment will underdeliver.

The organizations that capture the most value will treat this as a business transformation supported by technology, not a switch to be flipped.

Getting started

NetSuite Next is arriving now, and the AI Units your organization already holds are a resource waiting to be directed. The most valuable next step is a short readiness and value-mapping conversation: where AI will pay off first in your environment, how to plan your allocation, and what governance you need in place before you scale.

[Contact RSM to start that conversation.](#) We can help you build a prioritized roadmap and a consumption plan tailored to your business—so that embedded AI in NetSuite becomes measurable value, not just a new interface.

How RSM helps you maximize value

RSM approaches NetSuite Next as a value-realization program rather than a technical upgrade. Our NetSuite managed application services and cloud native practice combines deep platform experience with a structured method for identifying, delivering and sustaining measurable outcomes. We organize the work around four pillars.

01 Strategy and use-case prioritization

We start with your business objectives, not the feature list. Working with finance and operations leaders, we identify the workflows where AI will move the needle most—financial close acceleration, improved accounts receivable and collections insight, reporting self-service, support case management. We rank them by value, effort and AI Unit intensity. The output is a prioritized roadmap that concentrates your allocation on high-return use cases first.

02 AI Unit governance and optimization

We help you establish a consumption baseline, model expected usage against your allocation and put centralized monitoring and alerting in place. As adoption grows, we tune where units are spent, identify low-value burn and advise when purchasing additional units is genuinely warranted. This approach keeps consumption aligned with business priorities rather than drifting.

03 Enablement, adoption and change management

Capabilities only create value when people use them well. We deliver role-based enablement, prompt and query patterns tuned to your data, validation and review practices that build trust in AI outputs, and the change management teams need to adopt new ways of working. This is where the difference between a pilot and a transformation is made.

04 Managed services and continuous value realization

Through our managed application services model, RSM provides ongoing optimization, monitoring and advisory support as NetSuite releases new AI capabilities. We keep your configuration current, extend the platform through the SuiteCloud and the NetSuite AI Connector Service where it makes sense, and revisit the value roadmap each release cycle so the platform keeps compounding value rather than plateauing after go-live.

We bring recognized depth across NetSuite implementation, managed services, SuiteScript and SuiteQL and the NetSuite AI Connector Service, paired with a focus on the middle market and a partner-led delivery model. Our role is to translate fast-moving platform capabilities into outcomes your leadership can measure—the power of being understood, applied to your ERP.

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