

Oracle Consulting – Application Management Services Overview

“Oracle Consulting was in place strategically. They had the knowledge, the expertise, and the management skills to drive the project through to completion. They helped us manage the project and brought leadership to the table. They were strong pillars within our overall business team.”

Hong Siew Lim

Project Manager, ERP

Governance and Support Division

Avago Technologies, Singapore

Oracle Consulting – Application Management Highlights

Benefit from Oracle's extensive technology, applications and systems management experience, global team of specialists, knowledge management systems that share the expertise of consultants in over 145 countries, flexible, low-cost delivery options, and seamless collaboration across consulting, development, support and education.

- Provide Application and Technology management, maintenance, and improvement services.
- Maintain your Oracle Applications, third-party applications and infrastructure.
- Improve your current environment to realize business objectives.
- Reduce Total Cost of Ownership (TCO) by leveraging Oracle Experts.

To increase efficiency, lower operating costs, and maximize your return on investment (ROI), you need to optimize your applications and overall technology environment. Although outsourcing your IT infrastructure is one option, you have another choice: Oracle Consulting's Application Management Services. By choosing only the external support services you require – when you need them and for as long as you need them – you more effectively balance your project priorities and manage your IT budget.

Transform IT Management with Application Management Services

Customers who choose Oracle Consulting's Application Management Services realize more value and reduce the cost of their Oracle Applications over the entire software lifecycle. Among other benefits, you no longer need to worry about the time-intensive process of recruiting and training experienced workers. You can quickly resolve issues by accessing a worldwide network of experts. And you can easily manage peak workloads with our flexible staffing model.

By choosing the services that provide the highest and most immediate value, you can more effectively manage your IT budget and balance your project priorities. You benefit from expert system management and a lower total cost of ownership by leveraging our global team of experts, our proven methodology, and our unique integration of consulting, support, development, and education services.

- Free up your internal IT resources from the burden of routine administrative tasks and systems management.
- Leverage single-point-accountability for all product lines within the Oracle Applications family, as well as applications built on Oracle's Technology platform and third-party applications.
- Eliminate the need to recruit, train, and retain experienced applications staff.
- Use our flexible staffing model with global resources to handle peak workloads on a 24x7 basis.
- Resolve issues quickly by accessing a worldwide network of experts across Oracle Consulting, Development, Support, and Education.

Do You Need Application Management Services?

If you answer “yes” to one or more of the following questions, application management services from Oracle Consulting can help you.

- Do you require “off-hours-only” support and maintenance for your database and application environments?
- Do you want to augment your staff for database support?
- Are you planning to move to an “on-demand” environment but need assistance with migrating your configurations, extensions, modifications, localizations, and interfaces?
- Do you have long, resource-intensive testing cycles for either functional or performance testing?
- Do you need help establishing a new help desk for your users?

Oracle Consulting Differentiators

- **Leading Expertise:** Entrusted as single-points of accountability within Oracle to accelerate the path to customer value.
- **Broad Coverage:** “End-to-end”, service delivery capabilities across all Oracle applications and technologies.
- **Global Scale:** 13,000 Oracle Experts in 145 countries, 24x7, managing thousands of projects, serving over 20 million users.
- **Flexible Delivery:** Customer-centric approach, along with innovative solutions such as Business Accelerators, Rapid Starts, and Expert Services.

Services Overview

Oracle Consulting’s Application Management Services provide the necessary functions to manage and operate your Oracle Applications and Technology solutions. They are available for all core technology solutions as well as for all product lines within the Oracle Applications family. These services can be purchased stand-alone or in conjunction with one another for greater value and efficiency. The services within the portfolio include:

Oracle Database Administration. These services help you decrease your database administration costs without sacrificing performance or availability by providing off-hours, special-instance, and peak-period database administrator assistance. Using automated tools and leveraging industry-standard best practices, Oracle’s skilled database and applications administrators seamlessly manage both production and non-production environments.

Helpdesk Leveraging a detailed knowledge of Oracle Applications and technology, our skilled experts work with your super-users and Level 1 helpdesk to provide a single point of contact for support. These services offer you a framework and the resources for day-to-day support and issue resolution tasks associated with maintaining your Oracle Applications environment.

Extension Support and Administration These services provide your organization with 24/7 support of the extensions in your Oracle Applications environment. Leveraging a global team of experts and automated assessment tools, Oracle Experts review your extensions for compliance with Oracle design and coding standards and then provide ongoing maintenance and management.

Assurance You can benefit from minimal business disruption and reduced costs with Oracle’s comprehensive approach to testing. Oracle provides a full-service automated testing solution designed to facilitate the comprehensive testing of your Oracle Applications. Effective testing during an implementation, updates or upgrade means that you can move into production with confidence.

Supplemental Maintenance This service is designed specifically for Oracle Applications customers running a database other than Oracle. When you choose this service, you can enjoy the full functionality and reliability of an in-house applications administrator at a significantly lower cost. For a fixed monthly fee, you have access to a global team of Oracle Experts to help you manage your Oracle Applications environment.

In Summary

Oracle Consulting is the premier services provider focusing exclusively on the success of customers deploying Oracle Applications and Technology. Oracle Consulting can reduce implementation and upgrade complexity by leveraging experienced Oracle Experts, building a solid foundation for future Oracle development across the enterprise, and promoting knowledge transfer around Oracle’s proven worldwide experience. Drawing on industry best practices, deep software expertise, robust program management capability, Oracle Consulting Experts help you assess your business needs, create your enterprise computing strategy, and deploy new technology to maximize the value of your Oracle investment.

Getting Started

Leverage Oracle’s methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email ask-oracleconsulting_us@oracle.com, or visit www.oracle.com/consulting.