

INFORMATION TRANSFORMED

Oracle Consulting Expert Services

Maximize the Power of Oracle Technology and
Your Oracle Applications

You carry an increasingly heavy load. In addition to managing your entire IT environment—which includes overseeing infrastructure as well as maintaining, upgrading, and implementing applications—you are also being asked to align technology with business processes, manage content, and provide business insight. Oracle Consulting Expert Services can help you accomplish all this, by maximizing the power of your Oracle Applications and other Oracle technologies while accelerating business transformation and lowering risk.

Expert Services leverage Oracle Consulting's comprehensive knowledge of Oracle products and best practices in customer implementations to make your job easier. By providing a menu of clearly defined, short-term technical and advisory services, Expert Services help you realize the full potential of Oracle products at any stage in the project lifecycle, reducing risk and increasing the value of your Oracle investment.

The Ultimate in Expert Services

“The Strategic Implementation Plan facilitated by Oracle Consulting is a very well-developed and effective strategy. We received realistic cost estimates and a strong phasing proposal at the completion of the engagement.”

Keith Landau

Vice President, CRM
Monster Worldwide, Inc.

Do You Need Expert Services?

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

- Are you considering a new Oracle solution and would like help defining the business value and the best implementation strategy?
- Have you had previous failures in implementing new technologies?
- Have you been using Oracle Applications and technology for a while and would like to evaluate your performance under new conditions?
- Do you have a large IT staff for your Oracle solutions and want to have a good managing framework to drive better performance metrics?
- Do you have underperforming or older versions of Oracle Applications or technology?
- Is your IT staff shorthanded or underexperienced in a particular area?

Oracle Consulting Expert Services are “quick-hit,” high-impact technical services that address a variety of Oracle solution management tasks—from tactical projects such as Oracle product QuickStarts and HealthChecks to strategic initiatives such as upgrade value assessments and Center of Excellence services. Expert Services are delivered by professionals with many years of experience installing, managing, and optimizing Oracle systems. By offering you unrivaled, single-point-of-accountability expertise that ranges from deep technical skills to knowledge of current industry and functional best practices, we increase the return on your investment (ROI) in Oracle technologies while reducing overall risk.

What Differentiates Expert Services?

Expert Services reduce implementation complexity by leveraging the global experience and deep product knowledge of our Oracle experts. Our broad service coverage and proven methodologies help control development time and cost, and your IT team learns best practices for installing, managing, and maximizing Oracle solutions by working side by side with Oracle experts.

Expert Services also help protect your Oracle investment by fully leveraging all key features from your Oracle technologies. Experts trained on the latest Oracle Applications get it right the first time—accelerating your ROI across all Oracle implementations.

Services Offerings

Each service in the Expert Services line has a clearly defined scope and a rapid completion time frame—sometimes within days. The following Expert Services are available:

- **Workshops and Assessments.** These interactive sessions help our experts understand your business needs so we can provide recommendations for the best solutions. Oracle experts also highlight best practices for specific products or business processes, share previous customer experiences, develop road maps, and highlight any misconceptions the project team may have about project discovery and scope, deployment strategies, and readiness.
- **HealthChecks.** These comprehensive appraisals of implemented Oracle solutions assess how well such solutions conform to best practices. Oracle experts look at configuration, architecture and infrastructure design, and business process flows to ensure that a solution is maintainable, scalable, and upgradeable; that it leverages standard features; and that it operates with optimum performance. Services include reviews of process productivity and configurations, performance tuning, and optimization.

- **Technology Center of Excellence.** These services focus on establishing staffing, implementing best practices, developing and detailing Oracle technology road maps, and working with project teams to define and build reference architectures and implementations. Oracle experts give your organization the perfect way to learn more about opportunities for using Oracle technology in your business.
- **Technology Upgrade and Migration.** Oracle experts analyze your current Oracle environment and provide an assessment to help you better understand the performance benefits and additional functionality that would result from upgrading your Oracle technology. Oracle experts perform the technology upgrade using Oracle best practices and experience from hundreds of similar customer engagements. In addition, Oracle experts help you plan and execute a migration or transition from an existing implementation to the latest Oracle solution.
- **Technology QuickStarts.** QuickStart services provide an easy way to “fast track” your Oracle technology implementation project using Oracle experts and best practices. Our experts work with you to deliver an out-of-the box, production-level pilot implementation of Oracle technologies tailored to the needs of your business. QuickStart services also provide a knowledge transfer to your employees that lets you move to the next steps of your implementation with confidence.

Your Trusted Advisor for Oracle Solutions

Oracle Consulting is the professional services arm of the world’s largest enterprise software company. Our broad industry knowledge, leading expertise, global scalability, and flexible delivery capabilities provide everything you need to successfully implement your technology project. You can combine our services with those from your system integration vendor or depend upon us as your sole service provider. Either way, Oracle Consulting is the superior choice for implementing and maintaining Oracle technologies.

In addition to Expert Services, Oracle Consulting helps you transform your business processes with other Oracle Consulting service lines, including Business Consulting Services, Organizational Change Management Services, Enterprise Architecture Services, Solution Services, and Extended Services. Whether you use us for a small, fixed-price engagement or a multimillion-dollar, multiyear global project, Oracle Consulting can help you realize long-term, sustainable, and measurable business benefits from your Oracle investment.

CONTACT US

To learn more, visit oracle.com/consulting or call +1.800.633.0615

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.

“Oracle Consulting brought the right people to the table. They spent the time to understand our business and our issues, and then helped us deploy the technology solutions that really made these projects successful. By integrating with our workforce, we were able to benefit from a true partnership with Oracle Consulting.”

Scott Fenton
Vice President and CIO
Wind River

Why Oracle Consulting?

- **Leading expertise:** Premier experts, entrusted as single points of accountability
- **Broad coverage:** Results-focused professionals with unparalleled, end-to-end skills and comprehensive capabilities
- **Global scale:** Thousands of projects serving more than 20 million users 24/7, delivered by more than 11,000 Oracle solution experts in 145 countries
- **Flexible delivery:** Services leveraging Oracle’s unique “Optimum Shore” approach and innovative solutions such as Business Accelerators, Rapid Starts, and Expert Services, fully integrated using the Oracle Unified Method



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