

INFORMATION TRANSFORMED

Oracle Consulting Extended Services

Flexible Maintenance of Oracle Applications and Technology

To increase efficiency, lower operating costs, and maximize your return on investment (ROI), you need to optimize your applications as well as your overall technology environment.

But is your IT budget being consumed by routine IT administration? Are you lacking the time and resources you need to focus on growth planning and strategic initiatives on top of your everyday operational issues?

Although complete outsourcing of your entire IT infrastructure is one option, many companies are not able or ready to make such a drastic move. If yours is one of these companies, you have another choice: Oracle Consulting Extended Services. These services allow you to effectively manage your IT budget and balance your project priorities by choosing only the external support services you require—when you need them and for as long as you need them.

Transforming IT Management with Extended Services

Do You Need Extended Services?

If you answer “yes” to one or more of the following questions, Extended 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?

Customers who choose Oracle Consulting Extended Services realize more value and reduce the risk 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. And by leveraging our global team of specialists; our proven methodology; and our unique integration of consulting, support, development, and training services, you benefit from expert system management and a lower total cost of ownership.

What Differentiates Extended Services?

Extended Services help you improve the quality of support and breadth of coverage for your business. Rather than focusing on IT management, Oracle specialists help you focus on core competencies and improving business metrics. With Extended Services, you can accelerate your adoption of new Oracle technologies, leverage Oracle’s economies of scale, and develop a world-class infrastructure.

Services Offerings

Extended Services are part of Oracle’s managed services offerings that provide postimplementation support and enhancements for customers unable to move to a fully outsourced solution. Extended Services offer a complete portfolio of applications and technology services specifically designed to maintain and improve your Oracle solutions.

- **Supplemental 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 nonproduction environments.
- **Supplemental Help Desk.** Leveraging a detailed knowledge of Oracle Applications and technology, our skilled experts work with your superusers and Level 1 help desk to provide a single point of contact for support. These services offer you a framework and the resources for all 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. As a part of the service, you receive both proactive and reactive support, along with the ability to add components or extensions as required.

- **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, update, 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.

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 Extended Services, Oracle Consulting helps you transform your business processes with other Oracle Consulting service lines, including Business Consulting Services, Solution Services, Enterprise Architecture Services, Expert Services, and Organizational Change Management 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.

"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

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

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 Corporation

Worldwide Headquarters

500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone
+1.650.506.7000
+1.800.ORACLE1

Fax
+1.650.506.7200

oracle.com

Copyright © 2008, Oracle. All rights reserved. Published in the U.S.A. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.