

ORACLE EXTENSION SUPPORT AND ADMINISTRATION

FEATURES

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- 24x7 support coverage
- Extension Service Request (SR) resolution
- Additional technical assistance including: comprehensive call routing, call prioritization and escalation, tracking from inception through to resolution
- Patch application and upgrade impact analysis for your extensions
- Continuous online connection to Oracle via Oracle VPN

Do you have special business needs that require you to extend or modify your existing applications? Do you have custom applications that require support? Let Oracle experts help manage the maintenance and configuration of your extensions and custom applications with the Oracle Extension Support and Administration service.

Overview

The Oracle Extension Support and Administration service provides your organization with 24X7 support of the extensions in your Oracle applications environment. Leveraging a global team of experts and automated assessment tools, Oracle reviews your extensions for compliance with Oracle design and coding standards and then provides ongoing maintenance and management. As a part of the service you receive both proactive and reactive support, with the ability to add additional components/extensions as required.

The Oracle Extension Support and Administration service is part of Oracle Consulting's Extended Services (OCES) portfolio. OCES provide you with alternatives for maintaining and improving your production environments and are suited for the customer who is unable to move to a fully outsourced solution.

Oracle Extension Support and Administration Service

The Oracle Extension Support and Administration service provides skilled functional and technical support staff, using automated tools and leveraging best practices, to support your Oracle applications extensions. In addition, it is also available for custom applications built using J2EE or any of Oracle's development tools. For a fixed monthly fee, you can leverage Oracle resources to perform IT support activities for your extensions and custom applications, while freeing your own staff to focus on more strategic projects. Activities include:

Reactive Support

- Triage and Break-Fix for extensions and custom code
- Configuration management of base code and extensions
- Extension Service Request (SR) resolution including comprehensive call routing, call prioritization and escalation, and tracking from inception through to resolution.

Proactive Support

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KEY BENEFITS:

Let Oracle help you free your internal IT resources and start rapidly reaping the benefits of the E-Business Suite.

You benefit from Oracle's extensive applications support and administration experience, global team of technical specialists, knowledge management systems that share the expertise of consultants in over 40 countries, flexible, low-cost delivery options and seamless collaboration across consulting, development, support and education.

RELATED SERVICES

Oracle offers a complete range of applications and technology maintenance services including:

- Supplemental DBA Services
- Supplemental Maintenance Services
- Supplemental Help Desk Services
- Test Center Services

- Analysis of patch updates and major release upgrades on your extensions
- Analysis of your extensions and extension upgrades on standard Oracle products
- Installation, upgrade, and patching of your extensions

You can use the Extension Support and Administration service when you first implement your applications to build a solid foundation for ongoing support of your environment throughout the solution lifecycle. If you are already in production, this service provides simplified, predictable management of your environment. And, as your business and system needs evolve over time, Oracle Consulting's Extended Services also include an enhancement request service that allows you to develop additional reports, interfaces, conversion programs, and enhancements (extensions). The enhancement request service enables you to tap into resources that are already supporting your extensions and are very familiar with your specific environment.

Benefits

In addition to freeing your internal IT resources from the burden of routine administrative tasks, the Oracle Extension Support and Administration service provides the following benefits:

- Single point of contact and responsibility for all support issues
- Elimination of the need to train and retain Oracle skilled IT staff
- Flexible staffing model, with global resources to handle peak workloads
- 24 x 7 standard extension support coverage
- Ability to quickly resolve issues by accessing a worldwide network of experts

Oracle Consulting's Extended Services provide a family of applications and technology services that leverage an innovative and flexible approach to services delivery. Oracle Consulting offers a fully accountable, scalable service delivery model that flexes to fit customer IT needs while deriving the most benefit from IT spend. Because Oracle Consulting is a global organization, customers have available to them a wide range of experts, a mix of services and cost structures. OCES can be delivered from anywhere in the world on a 24x7 basis. Using the Oracle Virtual Private Network (VPN) you remain continuously connected with Oracle via a reliable connection that is configured using state of the art encryption, authorization, and security techniques.

When you let Oracle manage your production systems, you leverage the knowledge and experience of a company that manages and supports the software it develops – a unique differentiator over traditional outsourcers and systems integrators.

Getting Started

For more information on how the Extension Support and Administration service can benefit your business contact us at: E-Consulting_ww@oracle.com.