

# SUPPLEMENTAL MAINTENANCE SERVICES

## FEATURES

### SUPPLEMENTAL MAINTENANCE SERVICES

- Oracle best practices for applications & database administration
- 24x7 coverage
- Advanced monitoring techniques
- Patch application and updates
- Continuous online connection to Oracle via Oracle VPN
- Automated or personal call handling to route issues from your internal Help Desk to Oracle support personnel

*Has your IT organization been affected by cutbacks? Is your IT budget being consumed by routine administrative tasks? Many companies are solving these issues by leveraging expert resources outside of their company to augment their existing staff and enable their own resources to focus on more strategic activities. Let Oracle reduce the workload of your IT staff and bring the expertise of Oracle's global team of specialists to your organization with Oracle's Supplemental Maintenance Services.*

### Overview

Oracle's Supplemental Maintenance service helps you manage your Oracle applications environments and is designed for Oracle's PeopleSoft Enterprise and JD Edward's Enterprise One customers, running on a non-Oracle database. For a fixed monthly fee you can leverage a global team of expert Oracle applications administrators, operating remotely. These services let you enjoy the full functionality and reliability of an in-house applications administrator at a significantly lower cost.

Oracle's Supplemental Maintenance service is a part of Oracle Consulting's Extended Services (OCES) portfolio. OCES Services provide you with alternatives for maintaining and improving your production environments and are suited for those customers who are unable to move to a fully outsourced solution.

### Supplemental Maintenance Service

Oracle's Supplemental Maintenance service provides skilled applications administrators, using automated tools and leveraging best practices, to seamlessly manage both your production and non-production applications environments. The Supplemental Maintenance service does not replace your existing applications administrators, but rather provides you with additional resources. These resources can be utilized during peak processing periods, upgrade/update cycles, for evening or weekend support, or in the absence of your primary Administrator. You can choose to purchase Supplemental, Off-Hours, or Peak Period support as required.

### Supplemental Support

- Supplemental support for specialty systems either for patch assistance or ongoing administration
- Daily support to augment your existing administrator


**KEY BENEFITS:**

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

You benefit from Oracle's extensive applications management 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 with Development and Support.

**RELATED SERVICES**

Oracle offers a complete range of Applications and Technology Maintenance services including:

- Supplemental DBA Services
- Supplemental Help Desk Services
- Extension Support and Administration Services
- Test Center Services

**Off-Hours Support**

- Full evening and weekend support including administration of multiple application installations including production, development, test and training
- Monitoring of the entire application technology stack and support based on severity levels
- Patch identification and application

**Peak Period Services**

- Full time support during peak processing periods such as month-end close
- Full time support during software release updates and upgrades
- Training assistance to primary administrator as required

The Supplemental Maintenance Services can also be used to supply you with remote applications administration assistance during your project implementation while your administrator ramps up on new technologies. Additional services are also available on a time and materials basis, should you have requirements that fall outside of the scope of the standard service offering.

**Benefits**

In addition to freeing your internal IT resources from the burden of routine administrative tasks for a set period of time, Oracle's Supplemental Maintenance services provide the following benefits:

- Reduced planned downtime during operating business hours
- Reduced unplanned downtime with better managed systems
- Elimination of the need to recruit, train, and retain Oracle applications administrators
- Flexible staffing model, with global resources to handle peak workloads

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's Extended Services can be delivered from anywhere in the world on a 24x7 basis. And with Oracle you can be sure that all interactions are secure and that help is always close by. Using the Oracle Virtual Private Network (OVPN), you can remain continuously connected with Oracle via a reliable connection that is configured using state of the art for encryption techniques, authorization, and security.

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 Supplemental Maintenance services can benefit your business contact us at: [E-Consulting\\_ww@oracle.com](mailto:E-Consulting_ww@oracle.com).