

ORACLE CONSULTING MANAGED SERVICES



VALUE PROPOSITION

- Optimize IT Management
- Single Point of Accountability
- Reduce Total Cost of Ownership (TCO)
- Accelerate Speed of Deployment
- Improve Service Levels
- Mitigate Operational Risk

Is your IT budget being consumed by routine administrative tasks? Do you have the time and resources you need to focus on growth planning and strategic initiatives in addition to your everyday operational issues? Ongoing optimization of your applications and technology environment is necessary to increase efficiencies; lower operating costs and maximize return on your investment. Let Oracle help you achieve these results, while reducing the workload of your IT staff with Oracle Consulting Managed Services.

Overview

Oracle Consulting Managed Services provide an innovative, flexible approach to maintaining and improving your Oracle Applications and technology solutions. This portfolio of services covers many essential post-implementation functions for maintaining and improving your applications and technology infrastructure and is suited to the customer who is not ready to move to a full outsourcing solution. You can effectively manage your IT budget and balance your project priorities by choosing the services you require – when you need them, and for as long as you need them. By supplementing your IT staff with Oracle’s global team of specialists, proven methodology and tight integration across Consulting, Support, Development and Education, you benefit from expert system management and lower total cost of ownership.

About Oracle Consulting Managed Services

Oracle Consulting Managed 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:

- **Database Administration (DBA) Services** - enable you to decrease database administration costs with off-hours, specialty instance and peak period DBA assistance without sacrificing performance or availability.
- **Functional and Technical Helpdesk Services** - improve the quality and reduce the cost of supporting your systems with a proven method and approach for quick resolutions to your application issues and requests.
- **Enhancement Development and Support Services** - manage and maintain any customizations or extensions (CEMLI’s) that you have made to your environment including custom applications built using J2EE or any of Oracle’s development tools.
- **Testing Services** - provide you with a full service testing solution including the development, maintenance and ongoing execution of automated regression and performance test scripts to ensure that you can update and upgrade with confidence.
- **Non-Production Hosting and Support** - provide immediate access to the infrastructure and support necessary to envision, architect and implement complete Oracle solutions

WHY ORACLE CONSULTING

- **Leading Expertise:** Oracle's own experts providing thought leadership for every Oracle solution.
- **Broad Coverage:** "End-to-end" lifecycle services across the entire Oracle product footprint.
- **Global Scale:** 13,000 Oracle experts in 145 countries, serving over 20 million users.
- **Unified Methodology:** Based on industry standards, high quality results across complex projects.
- **Flexible Delivery:** Onsite, offsite, and offshore, along with innovative solutions such as Rapid Starts and Expert Services.

without adding to their total cost of ownership.

Major Benefits

In addition to freeing your internal IT resources from the burden of routine administrative tasks and systems management, Oracle Consulting Managed Services provide the following benefits:

- Single point of responsibility for all product lines within the Oracle Applications family, as well as applications built on Oracle's Technology platform and third-party applications.
- Oracle's experienced team can support your applications more efficiently and cost effectively than hiring an equivalent staff of your own.
- Flexible staffing model with global resources to handle peak workloads.
- Ability to quickly resolve issues by accessing a worldwide network of experts across Oracle Consulting, Development, and Support

Oracle Consulting Managed 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 adapts 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, and a mix of services and cost structures. Oracle Consulting Managed Services can be delivered from anywhere in the world on a 24 x 7 basis.

How We Are Different

The Oracle Consulting team is focused exclusively on Oracle Technologies, and we have the experts that others turn to for leading practices in Oracle software implementations. We know Oracle best and can provide your business with tightly integrated, comprehensive, superior services throughout your ownership experience.

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.



Oracle is committed to developing practices and products that help protect the environment

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