

# ORACLE SUPPLEMENTAL HELP DESK SERVICES



## FEATURES

- Integrated with your current support processes to provide an additional layer of integration and support
- Single Point of Contact for supporting your Oracle Applications and Technology – including support for 3rd party integration
- Skilled resources with operational best practices for the maintenance of Oracle's Technology and Applications
- Lower Total Cost of Ownership (TCO)

*Is your IT budget being consumed by routine administrative tasks? The ongoing support of your applications environment is necessary to maximize your business benefits and maintain productivity. However, many organizations do not have the necessary skills in-house to triage, assess and resolve issues that relate to their business applications. With Oracle's Supplemental Help Desk Service, technical and functional experts can manage these tasks for you, reducing the workload of your IT staff and lowering the cost of maintaining your system.*

## Overview

Oracle's Supplemental Help Desk Service offers you a framework and resources for day-to-day support and issue resolution tasks associated with maintaining your Oracle Applications environment. Leveraging skilled resources, with a detailed knowledge of Oracle Applications and Technology, Oracle works in conjunction with your Level-1 help desk and super-users to provide a single point of contact for support of your Oracle environments.

Oracle Supplemental Help Desk Services are part of Oracle Consulting's Extended Services portfolio. Oracle Consulting Extended Services (OCES) provide an innovative, flexible approach to maintaining and improving your Oracle Applications and Technology solutions. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success.

## Oracle Supplemental Help Desk Service

The Supplemental Help Desk Service provides you with access to Oracle functional and technical experts with a proven method and approach for quick resolutions to your application issues and requests. As a part of the service, Oracle works with you to provide technical and functional support for all Oracle Applications components. This service is not intended to replace your base product support, but rather to augment it by providing an additional level of integration as well as both proactive and reactive services aimed at improving your overall solution.

As part of the service, Oracle also performs functional help desk activities including Technical Assistance Request (TAR) management and business system management. Oracle experts also work with you to establish and build process management procedures and a knowledge management repository based on your system and business processes.

Activities performed as a part of the Oracle Supplemental Help Desk Service include the following functions, however, they may vary depending on your specific needs:

- Triage/Troubleshoot & correctly route Oracle Applications specific issues
- Provide a single point of contact to work with Oracle Support Services to fix standard product issues through resolution

## KEY BENEFITS

Let Oracle help you free your internal IT resources and start rapidly reaping the benefits of Oracle's Applications and Technology.

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 145 countries, flexible, low-cost delivery options and seamless collaboration across Consulting, Development, Support and Education.

## RELATED SERVICES

Oracle offers a complete range of application and technology management services including:

- Extension Support and Administration Services
- Supplemental DBA Services
- Test Center Services
- Supplemental Maintenance Services

- Co-ordinate with third-parties to fix issues integral to your Oracle Applications through resolution
- Update operational, technical, functional documentation as necessary
- Provide recommendations for repeated issues including suggestions to modify customizations
- Analyze impact of Oracle product upgrades and patches on customizations, provide recommendations, and minor modifications to customizations and general guidelines for testing
- Develop and maintain a business continuity plan for your support processes

## Benefits

Additional benefits of the Oracle Supplemental Help Desk Service include:

- Centralized applications and technology support
- Assistance with managing the functional aspects of your Oracle Applications
- Lower cost of management and deployment with higher quality process support
- Oracle Applications knowledge management for smooth execution of knowledge transfer

Oracle's Supplemental Help Desk Service leverages 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. 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; allowing the Help Desk Service to be delivered from anywhere in the world on a 24x7 basis.

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 other suppliers.

## 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 [E-Consulting\\_ww@oracle.com](mailto:E-Consulting_ww@oracle.com), or visit [www.oracle.com/consulting](http://www.oracle.com/consulting).

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