

# INFORMATION UNLOCKED

## Improve Your Business Performance with Oracle E-Business Suite On Demand

**ORACLE**  
ON DEMAND



Imagine getting the most complete suite of integrated, global business applications, managed by Oracle experts who are dedicated to keeping your software available, secure, and up-to-date. Imagine Oracle E-Business Suite On Demand.

"Iron Mountain has achieved cost savings by going with Oracle E-Business Suite On Demand. Instead of spending precious internal resources on changing our existing foundation... we've been able to repurpose those folks on value-added, customer-facing activities."

**Philip J. Cognetta, Jr.**  
VP, Enterprise Product Engineering  
Iron Mountain

### Oracle On Demand Benefits

- Lower total cost of ownership
- Increased return on investment
- Product, support, and applications management expertise
- Industry-leading reliability and security
- IT governance processes to align business and technology

Operating in today's competitive global economy presents enormous challenges for your business. To succeed, you need timely access to essential information from applications across the enterprise—but trying to manage inconsistent data from separate applications can severely hinder your business performance.

Oracle E-Business Suite helps address these challenges with a comprehensive set of integrated applications for areas such as supply chain management, financial management, customer relationship management, enterprise resource planning, and human capital management.

With Oracle E-Business Suite, your employees have seamless access to consistent data that's secure, up-to-date, and available. Globalization becomes easier with centralized solutions that help you think globally while doing business locally.

Oracle E-Business Suite also helps your business operate shared services across

the enterprise. You can consolidate and delegate nonrevenue-generating administrative tasks to shared service centers and let individual business units focus on their core competencies.

### Benefit from Oracle Experts

Oracle E-Business Suite helps you get the most out of your business by streamlining the management of business data. Oracle On Demand ensures that you get maximum value out of Oracle E-Business Suite.

Oracle E-Business Suite On Demand is a complete hosting and software management service that gives you direct access to Oracle product, support, and software management experts who can help solve problems and introduce new product capabilities. With Oracle E-Business Suite On Demand, you can maximize the value of your IT organization by letting your staff focus on high-value activities while Oracle experts maintain your Oracle software.

**ORACLE**<sup>®</sup>

**Fact:** Oracle On Demand supports more than 3.6 million users and has been the managed applications industry leader since 1999.



### **Core Services Designed Specifically for Oracle E-Business Suite**

Oracle E-Business Suite On Demand offers business benefits that give you enhanced security and compliance as well as improved system scalability, performance, and availability. It also provides change management services, including product updates and upgrade processes that are engineered to give you access to the latest product innovations and capabilities.

Oracle experts use Information Technology Infrastructure Library (ITIL)-based processes and automation to manage your software on proven configurations across the entire Oracle technology stack. Oracle On Demand delivers the following core services designed specifically for Oracle E-Business Suite:

- **Infrastructure management**—Provides, manages, and maintains hardware, network connections, and facilities for customers
- **Software management**—Uses a closed-loop process with Oracle experts to solve customer problems quickly, along with root-cause analysis to avoid problems altogether
- **Security management**—Manages the security tools, processes, and precautions that protect the privacy and security of customer data and solutions
- **Service level management**—Provides a service-desk escalation process, meets service levels, and then measures and reports results directly through customer portals

- **IT governance**—Provides a service delivery manager to work closely with customers, resolve problems, plan and execute changes, and keep customer IT solutions aligned with the business

### **Additional Value-Added Services**

You can take further advantage of Oracle expertise and engineered best practices with Oracle E-Business Suite On Demand's additional high-value services. As a complement to the core services, Oracle E-Business Suite On Demand offers help desk services, advanced testing services, high-availability disaster recovery options, and implementation and transformational services to help you get more value over the entire software ownership lifecycle.

### **Choose the Best Services for Your Business**

Oracle E-Business Suite On Demand lets you choose which services you need to get the most out of your Oracle software. For a predictable per-user, per-month fee, Oracle E-Business Suite On Demand services can be tailored specifically for your business.

Oracle E-Business Suite On Demand services range from assessments to planning to continuous improvement of any or all of the core service areas. Oracle software delivery services are comprehensive, measurable, and easily integrated with your own processes and those of your partners. Oracle can provide and manage the hardware in an Oracle data center or in your own or a third-party data center.

### **Unlock the Value of Your Software**

Oracle E-Business Suite On Demand helps you leverage Oracle's years of experience so you can better focus and direct your resources. Oracle On Demand follows best practices to ensure that Oracle E-Business Suite customers accelerate business results, lower costs, and reduce risks. These best practices include

- Proactive problem resolution and maintenance
- Reusable processes and technologies
- Seamless access to product, support, and software management expertise
- Validated solutions
- Engineered upgrade processes
- Certified and audited processes

Oracle E-Business Suite brings applications and technology together so you can expand globally, make better decisions, be more competitive, lower costs, and increase performance. Backed by the resources of Oracle and dedicated to customer accountability, Oracle E-Business Suite On Demand helps you unlock the value of your software and lets your business adapt and thrive in today's global economy.

### **CONTACT US**

To learn more, call **+1.866.264.5909** or visit [oracle.com/ondemand](http://oracle.com/ondemand)

Outside North America, visit [oracle.com/corporate/contact](http://oracle.com/corporate/contact) to find the phone number for your local Oracle office.