

# OPERATIONS ADMINISTRATION & MAINTENANCE SERVICES

IT Operations and Maintenance activities are vital to the smooth, predictable and accurate running, not only of an IT environment, but of the business it supports. It is often a costly and complicated task and one which takes management focus and clear governance. This is where Oracle can offer tried and trusted services to reduce costs and management time. Oracle Communications Consulting (OCC) Division offers **Operation Administration and Maintenance services (OA&M)**. We provide outsourced services to agreed SLAs that manage the Oracle environments. These services stretch from the infrastructure all the way up the stack to business process ownership. Typically, processes that are mechanical, repetitive or non-differentiating such as bill production, call or order drop-out correction or suspension management can be transferred, allowing the CSP management and staff to focus on customer-impacting innovation or service improvement. With the advent of cloud services, this team provides a set of services that support more rapid, robust and predictable deployment of change in cloud environments. This DevOps support uses a toolset either of our own choosing or based on the CSP preferences.

## AN OVERVIEW

Whether it is end-to-end service and maintenance, or specifics tailored to your business requirements, you can rely on OCC OA&M services. Our comprehensive range of services means that our consultants can be involved right from the project implementation phase. Services include elements covering the set-up, deployment, launch, application performance tuning and offline maintenance and support with minimal outages. We offer flexible & contractual plans on Managed Services to meet both operational and fiscal needs.

Our unique offerings make it easy for you to choose the exact tools and services based on the scale and nature of business. This not only gives you a direct cost advantage but also the flexibility to manage your own hardware and system requirements.

Working with wide range of customers globally has given our consultants the edge they need to handle and deliver on a variety of complicated business and operational challenges. Our collection of best practices in implementations, processes & operations guides our approach to each engagement and defines the anticipated outcomes and deliverables.

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## HIGHLIGHTS

- Project Management Plan
- Technical Workshop for analysis and design
- Technical Documentation
- Deployment, configuration, testing and integration
- Migration and Go-Live
- Monitor, troubleshoot and resolve

## KEY BENEFITS

- Unmatched product knowledge and industry experience significantly speeds-up service delivery time.
- Accelerated time to market leveraging consulting assets including process definition, business value quantification, and test plans
- Value achieved at a lower total cost
- Oracle Cloud Infrastructure (OCI) deployment.
- Managed Application Cloud Services (MACS)

## WHAT WE OFFER

To enable easy subscription plans we offer our customers an array of packs to choose from. The packs are designed to cater from basic requirements to E2E services that different businesses might need. The flexible plans are packaged into Silver, Gold, Diamond and Platinum packs.



## FEATURE DESCRIPTION:

**Application Operations:** In-depth expert support covering mission critical and business sensitive transactions. Execution through pre-defined schedule & policies.

**Application Maintenance:** maintaining application availability as per SLA commitment.

**Business Operations:** Invoicing & Billing are the most influential areas of Customer Revenue Management function. We at Managed Services not only ensure flawless working of Billing & Invoicing process, but also ensure orders are monitored, executed and completed as expected. Some of additional Services include

**Service Delivery Management:** We follow Industry Standard ITIL framework in our Manage Services offering and ensure agreed Service Level Agreements (SLAs). Key functions of Service Delivery Management are :

**Value Added Services:** With a commitment to Customer Enrichment, we also bring in specialized Tools to run Managed Services for Customers

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## Integrated Cloud Applications & Platform Services

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