

ORACLE MANAGED CLOUD SERVICES - FUNCTIONAL SERVICE DESK SERVICE

MORE VALUE, CHOICE, CONFIDENCE

KEY FEATURES

- Oracle Experts provide end-to-end business flow support
- Tight integration with your business processes for seamless support
- Frees up IT resources to focus on business innovation
- Makes users more productive and resolves problems faster, leading to greater return on your investment

KEY BENEFITS

Realize Accelerated Value from Your Oracle Investments

- Uptake latest Oracle technologies and innovations faster through coordination with Oracle Product Development
- Minimize upgrade costs with systematic and proactive change management
- Transform business processes while having Oracle run Oracle for you

Leverage the Most Complete Choice of Solutions and Cloud Deployment Options

- Choose from complete end-to-end cloud services across applications and technology
- Select the best cloud deployment model for your current business needs without lock-in
- Flexibly scale up or down as the market and business requirements shift

Rely with Confidence in Cloud Security and Performance

- Global scale and deepest Oracle expertise at every layer of your technology portfolio provide accountability
- World-class security and best practice regulatory compliance and governance reduce risk

Oracle Managed Cloud Services enables organizations to leverage their Oracle investments to extend into the cloud with greater value, choice and confidence. With over thirteen years of experience enabling over 5.5 million end users to increase their productivity and gain competitive advantage, Oracle Managed Cloud Services is a recognized leader in delivering enterprise-grade, end-to-end Managed Cloud services across Oracle's broad portfolio of business applications, middleware, database, and hardware technologies.

The Functional Service Desk is delivered by Oracle Managed Cloud Services and provides technical and functional experts to help your employees incorporate new solutions into the business, resolve issues more quickly, reduce repetitive tasks and return your employees to performing mission critical business functions. Functional Service Desk customers can focus their own business experts on innovation and strategic projects.

Functional Service Desk Overview

Oracle Managed Cloud Services - Functional Service Desk provides administrative and functional support to Oracle applications customers. Skilled Oracle resources, with detailed knowledge of Oracle applications and technology work with your Level 1 help desk and super users to quickly diagnose and effectively resolve problems with end-to-end business flows, getting to the root cause and helping prevent problems from occurring in the future, leading to continuous improvement.

Functional Service Desk Features

Functional Service Desk provides access to Oracle functional and technical experts using a proven method and approach for a dependable service, and timely resolution to your application issues and requests.

Key features of the service include:

- Triage, troubleshoot, and correctly route Oracle application specific issues
- Assist with usage and navigation of standard features and functionality of the Oracle programs, specific to the customer's application functional setup

- Troubleshoot technical and functional issues and provide solutions through configurations and setup changes
- Assist with data corruption issues within any Oracle application
- Establish and build process management procedures and a knowledge management repository based on your system and business processes
- For supported third-party programs, coordinate with third-party support organizations to resolve incidents impeding business operations
- Provide recommendations for repeated issues

Functional Service Desk Benefits

The Functional Service Desk team consists of highly experienced technical and functional consultants with an intimate understanding of Oracle technologies and the ability to map business requirements to Oracle functionality.

The Functional Service Desk service improves the quality and reduces the cost of supporting your systems by leveraging Oracle experts.

Oracle Managed Cloud Services - Functional Service Desk Service provides you with the following benefits:

- End-to-end business flow support
- Scalable solutions to fit your needs
- Knowledge base with your specific business flows to reduce time to resolution and improve end user satisfaction
- A fixed-cost service to enable you to easily budget for ongoing support requirements.

Contact your Oracle representative to rapidly determine the benefits that Oracle Managed Cloud Services can provide for you and your organization.

Contact Us

For more information about Oracle Managed Cloud Services - Functional Service Desk Service, visit oracle.com/managedcloudservices or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together