

Oracle Managed Cloud Helpdesk for Applications Unlimited

ORACLE® Advanced Customer Services

KEY BUSINESS BENEFITS

- High end user efficiency
- Reduced resource effort
- Skills enhancements of IT staff
- Enhanced support coverage during peak times as needed
- Seamless delivery coordination and efficient communication
- Flexible service extensions per immediate business needs

KEY FEATURES

- End user functional support
- Critical process management 24/7
- Operation during business hours or extended coverage
- SLAs for response and resolution times
- CEMLI management
- Single point of contact
- Flexible consumption model
- Language translation support options

RELATED SERVICES

- Oracle Managed Applications on Oracle Technology Cloud
- Technology Cloud Transition Service for Oracle Applications Unlimited
- Managed Security Services

Oracle Advanced Customer Services provides complete lifecycle management of Oracle Applications on top of IaaS and PaaS. A targeted helpdesk can enhance the customer experience even further through user assistance and functional and CEMLI support.

Peace of Mind with Cloud Based Applications

Customers can gain increased application availability, speed up resolution times, and lower total cost of ownership by having Oracle Advanced Customer Services manage their Oracle Applications on Oracle Technology Cloud.

Users will benefit from the extra guidance, especially for complex business flows and setup of existing or new functionality. They will receive expert assistance during critical process phases such as seasonal business peaks or month-end closure, and with routine business processes when in-house resources are scarce.

Oracle Managed Cloud Helpdesk for Applications Unlimited can address this with flexible SLA-based services at a fixed price:

- **End User Support.** Assistance with functional and transactional support such as guidance on newly released functionality, or support for configurations and workflow setup.
- **CEMLI Management.** Customer-owned customizations, extensions, modifications, localizations and integrations (CEMLI) are key to application functionality. Managed Cloud Helpdesk for Applications Unlimited provides cost-effective maintenance, break/fix and enhancement services.
- **Critical Process Management.** During crucial business events such as month-end closure or peak seasons, companies need additional assurance that business processes like accounting or order fulfillment run smoothly. Managed Cloud Helpdesk for Applications Unlimited ensures high availability and performance with 24/7 monitoring and issue resolution during those critical phases.
- **Single Point of Contact.** Coordination of delivery and service request management across Oracle entities for faster issue resolution and efficient communication.
- **SLAs.** Service-level agreements for response times and resolution times on critical Service Requests.
- **Flexible Service Coverage.** The helpdesk is available during business hours, or longer, with optional 24/7 coverage for critical business events.

Easy Purchase, Flexible Consumption

Easy purchasing process and transparent service delivery with clearly defined service packages, according to the complexity of the environment. In addition to a base fee, pricing is based on consumed service tasks.

Comprehensive Packages with Fixed Scope and Price

SLAs	<ul style="list-style-type: none"> Response time SLA Service Request Level 1, Type 1: 30 minutes Resolution time SLA Service Request Level 1, Type 1: 8 hours
Coverage	<ul style="list-style-type: none"> Standard: 8 hours x 5 days Extended (Uplift): 16 hours x 5 days; 24 hours x 7 days Critical business process monitoring for Service Requests Level 1: 24 hours x 7 days
Annual Entitlement	<ul style="list-style-type: none"> 500 Cloud Service Units 200 x CEMLI Management 5 x Critical Business Process Monitoring Translation support (Spanish, Portuguese)–Uplift

Extended or tailored scope can be accommodated on a per quotation basis.

This helpdesk service is available for the following Oracle Applications Unlimited programs: Oracle E-Business Suite, Siebel CRM, Primavera, Oracle Hyperion, PeopleSoft, J.D. Edwards Enterprise One, Demantra, Oracle Business Intelligence–Enterprise Edition, Agile Product Lifecycle Management, Oracle Transportation Management, Oracle Advanced Supply Chain Planning, Oracle Strategic Network Optimization, and Oracle Rapid Planning.

Oracle Advanced Customer Services

Advanced Customer Services is uniquely positioned to help customers make the most of their Oracle Applications in IaaS and PaaS deployments.

- **Expertise.** Advanced Customer Services has over twenty years of experience in securely managing hundreds of customer environments.
- **Breadth and Depth of Service Portfolio.** Advanced Customer Services has a broad portfolio of services covering the entire application lifecycle on premises, in cloud deployments, or in hybrid environments.



CONTACT US

For more information about Oracle Managed Cloud Helpdesk for Applications Unlimited, visit oracle.com, email us at acs_ww@oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Integrated Cloud Applications & Platform Services

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