

Oracle Managed Cloud Functional Help Desk for Applications

Many customers of business-critical Oracle Applications, in the Oracle Cloud or on premises, are looking for ways to increase end user productivity and application performance. Oracle Managed Cloud Functional Help Desk can meet those needs through targeted functional and technical support for end users and IT teams, combined with management services.

HOW TO INCREASE END USER PRODUCTIVITY AND APPLICATION PERFORMANCE

Oracle Applications provide great functionality to the modern business. As you are seeking to gain the most value from them, some of these scenarios may sound familiar to you:

- You are planning to implement a new Oracle application module either in your data center or Oracle IaaS or PaaS environment: How will you make sure that your end users will adopt the new functionalities quickly?
- Skilled resources for business lifecycle support and CEMLI (Configurations, Extensions, Modifications, Localizations, Integrations) management are hard to find, and even harder to retain. How could you get assistance from external experts, and help your team to focus more on strategic tasks?
- Failure is not an option when it comes to critical processes such as at monthly closure or during seasonal peaks. How do you ensure business continuity when it matters the most?
- Your business demands ever higher service levels from you to stay ahead of the competition. How can you increase performance of your applications even more?

Oracle Advanced Customer Services has more than 1,000 Oracle Applications experts worldwide, armed with unique tools and processes to help you with these challenges.

“Oracle Managed Cloud Services and Oracle Engineered Systems gave us the stability and availability that we need to focus on leveraging the functionality of the Oracle software, and pushing out new functionality to the users so they can support strategic initiatives and drive company growth.”

Ken Cobb, Technology Manager, Service Delivery, Manheim Inc.

Key Features

- Functional support such as addressing user questions and business transactions
- Technical support such as security management, user management, batch scheduling
- Standardized delivery of ITIL and SLA-based processes by skilled resources
- Detailed documentation and knowledge base with known issues and resolutions
- Critical process management 24/7 with end-to-end business process focus and proactive oversight
- CEMLI management
- Governance and single point of contact

A HELP DESK WITH SERVICE LEVEL AGREEMENTS (SLAS) PLUS LIFECYCLE MANAGEMENT

Oracle Managed Cloud Functional Help Desk for Applications provides functional and technical support for Oracle Applications, combined with CEMLI management and 24/7 critical process management. End-to-end governance and a single point of contact round the comprehensive service offering.

Core Functions

- **Functional Support Management** to accelerate application adoption and improve end-user productivity by addressing configuration or transactional problems or assisting with application usage.
- **Business Lifecycle Support** with standardized ITIL and SLA-based processes delivered by skilled resources. Increased efficiency through fewer incidents, faster issue resolution if they do occur, and continuous improvements of business processes. Detailed documentation and a knowledge base of known issues and resolutions. Lower total cost of ownership (TCO) by reducing the need and cost of finding, training, and retaining skilled in-house resources, as well as by achieving cost savings through operational efficiency and continuous improvements.
- **CEMLI Management** in an agile, standardized, and well documented way to meet your ongoing business changes and relieve your staff from break-fix support, patch impact analysis, and CEMLI enhancements.
- **Critical Process Management** to ensure business continuity during your most important business phases with 24/7 monitoring, fast issue resolution, as well as management with end-to-end business focus and proactive oversight.

The functions can be combined flexibly to match your unique requirements. The service includes account and service governance and a single point of contact.

Service Details

Service Level Agreements	<ul style="list-style-type: none"> • Service Request Level 1: <ul style="list-style-type: none"> ○ 30 minutes response time, 8 hours resolution time • Service Request Level 2: <ul style="list-style-type: none"> ○ 60 minutes response time, 24 hours resolution time
Coverage	<ul style="list-style-type: none"> • Standard: 8 hours/5 days • Extended: 16 hours/5 days or 24 hours/7 days • Critical business process monitoring and Service Request Level 1: 24/7 • Governance, single point of contact
Entitlement	<ul style="list-style-type: none"> • Number of Service Request Units (SRU) <ul style="list-style-type: none"> ○ SRU Type 1: Basic administrative and functional incidents ○ SRU Type 2: Functional and technical issues requiring detailed analysis ○ SRU Type 3: Simple configuration break fix ○ SRU Type 4: Complex configuration break fix • Person days <ul style="list-style-type: none"> ○ CEMLI enhancements ○ Patch impact analysis

Key Business Benefits

- High end-user adoption, productivity, and satisfaction
- Higher overall business satisfaction and increased agility
- Business continuity when it matters the most
- Increased efficiency through expert lifecycle support and governance
- Fewer Service Requests, faster resolution
- Lower business support cost by reducing the need of finding, training, and retaining skilled in-house resources
- Cost savings through best practices, efficiency, governance, and continuous improvements

Supported products

- Oracle Applications including E-Business Suite, PeopleSoft, Oracle Transportation Management, Oracle Business Intelligence, JD Edwards Enterprise One, Hyperion, Siebel CRM
- Other Oracle products, and selected third-party products upon request
- Available for software deployments in Oracle Cloud or in your data center

Related Services

- Oracle Managed Cloud Regression Testing
- Oracle Managed Cloud Technical Administration

Advanced Customer Services recommends to enhance this offering with Oracle Technical Administration Service for high performance across the application lifecycle, and Oracle Regression Testing to identify potential regression issues and ensure business continuity of the production environment.

With more than 15 years in operation, Oracle Advanced Customer Services has unmatched experience in functional and technical support of Oracle Applications. More than 1,000 subject matter experts provide global support 24/7, and manage an average of 6,000 Service Requests every month.

Take advantage of Oracle Managed Cloud Functional Helpdesk and maximize user experience and overall business satisfaction with your Oracle Applications.

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Integrated Cloud Applications & Platform Services

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