



Application Management Services for the Oracle® Suite of Applications

Achieve Higher Operational Efficiencies At Lower Costs

As markets are constantly evolving and global business competition is growing faster every day, organizations are increasingly turning to Oracle applications to execute their business processes. As demand for the Oracle applications product family has grown, so has their breadth and complexity. Today, the high cost of maintaining skilled internal Oracle support staff, the lack of internal best practices, and inherent problems with service and delivery reliability are causing many organizations to seek an outsourced solution for their Oracle applications management. For these organizations to achieve operational and strategic objectives, the solution must include superior technical expertise, dependable support, continuous knowledge management, and measurable cost efficiencies. Our deep industry and technical experience, dedication to continuous improvement in service delivery quality, and quantifiable performance measurement framework enable our customers to focus on their core business-building capabilities while entrusting their applications management to us.

Our delivery methodologies ensure the right mix of resources for your business

Through a Service Level Agreement (SLA)-based delivery model, Dell Services delivers cost-effective, reliable service with ongoing quality and productivity improvements. Quality comes from a strong foundation of delivery that is based on ITIL, CMMI, and AIM methodologies.

Dell Services has Oracle professionals around the world to support your business. Based on your business requirements, we provide the right mix of onshore, nearshore, offshore, and onsite resources (when applicable) to meet your business needs.

Transition and change management processes are core to a successful relationship

Dell Services practices an "on-site before off-site" philosophy as part of our transition methodology to foster interaction, cultural awareness, service, friendships, and continuing knowledge transfer between your team and ours. A metrics-based framework helps confirm the readiness of our team to assume your Oracle application management. Once transition is complete, Dell Services assumes responsibility for all in-scope services defined in the SLA. Knowledge management tools help ensure continuous service quality improvements while our off-shore team provides "follow-the-sun" support.

Flexible pricing models ensure you pay only for what you use, and we'll stand beside you with innovative risk/reward-based business models to support your success

Dell Services has delivered Application Management Services to diverse customers worldwide for more than 10 years, continuously refining our ITIL- and CMMI-based service delivery methodologies and capabilities. We leverage this experience to deliver best-in-class services that meet our customers' unique needs and goals.

Dell Services Oracle Application Management Services Applications Functional Support:

- Problem Management (Custom Programs, Oracle Configuration, Interfaces)
- Functional/Technical Enhancements
- Business Analysis and RICE Development
- Testing using CATT Procedures and third-party testing tools (such as Test Director)

Applications Technical Support:

- Application Monitoring using both Industry Standard and Proprietary Tools Release Management
- User Management Application Patches and Fixes
- Applications Cloning

Applications Systems Support:

- EDI
- Document Management
- Fax Systems
- Engineering Systems

Core DBA:

- Quarterly Security Patches
- Oracle RAC and ASM
- Automated Monitoring
- Back-up and Recovery

Infrastructure Hosting and Network Services:

- Systems administrators that understand the complexities of ERP systems
- Remote Infrastructure Management Outsourcing
- Network Operations Center Staffed 24x7
- Firewall and Router Support
- SOX and SAS 70
- Disaster Recovery
- Back-up and Recovery
- Utility Compute and Storage

Help Desk Support:

- Centralized Help Desk
- 24x7 Coverage
- Multichannel Support (Web, Phone, E-mail, Chat Channels)
- Incident Management

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

At A Glance

Dell Services Oracle Application Management Services help companies strengthen their competitive position cost-effectively while improving business performance for E-Business Suite, PeopleSoft, and JD Edwards EnterpriseOne. Dell Services Oracle Application Management Services include:

- Applications Functional Support
- Applications Technical Support
- Ancillary Systems Support
- Core DBA
- Infrastructure Hosting and Network Services
- Help Desk Support

Key Points

- 24x7 support of critical business applications
- Services based on stringent SLAs
- Scalability
- Cost benefits associated with leveraged resources
- Cost benefits associated with utilizing offshore and nearshore resources
- Reduce risk associated with resource attrition
- Allow IT resources to focus on core business and higher value project work
- Integrates with Dell Services Oracle consulting services