DELL Services

Oracle® Enterprise Resource Planning (ERP) Applications

Delivering ERP Services

Mastering Complex Business Requirements

ERP meets the challenge of integrating your business functions, including planning, inventory/material management, engineering, order processing, manufacturing, purchasing, accounting and finance, human resources, and more. When properly implemented and managed, ERP solutions can help support long-term strategic planning, facilitate day-to-day activities, enhance decision making, and reduce operating expenses.

Driving Enterprise Efficiency

Dell Services can help your organization increase enterprise efficiency and reduce total cost of ownership of an initial implementation, or an upgrade starting with a "Health Check" of your existing ERP application.

Whether you are looking for a comprehensive solution or a single service, Dell delivers functional and technical support, application maintenance (including customization and enhancements), and integration services.

- **Oracle Platinum Partnership.** We have earned the highest partner relationship level recognized by Oracle. Oracle develops and tests its software on Dell PowerEdge servers as a primary development platform.
- **Diverse Resources.** We use scalable, onshore and offshore resources to cost-effectively deliver application development and management services.
- **Skilled Solution Architects.** Seasoned consultants identify high-impact, fixed scope projects that deliver measurable ROI. We also have deep levels of experience completing complex PeopleSoft and JD Edwards projects across many industries.
- **End-to-End Solutions.** Hardware, software, and services support successful implementations, upgrades, or longer term applications management.

Achieve Full Benefits

A Dell Services engagement can help facilitate a well-planned and executed implementation offering:

- **Speed Time to ROI.** We offer a broad set of choice for databases, operating systems, and hardware. A Dell solution architect can help you build a modular/scalable solution tailored to meet your specific industry and business needs.
- **Optimize Flexibility with Open Standards-based Technology.** The design of our toolsets is based on open standards, providing optimal flexibility and scalability.
- **Reduce Risk.** Dell Services helps you through the process of selecting the best configuration options that save you implementation time and provide a solution designed adaptable to your unique business requirements.

Did you know?

Oracle® develops and tests its software on Dell PowerEdge servers as a primary development platform and also relies on over 15,000 Dell Linux servers to power key elements of its global IT operations.

Enterprise Resource Planning

Dell Services follows a proven delivery model from start-to-finish. First, we strategize with you to develop a plan and architect a solution that meets your specific business and budget requirements. Next, we create or integrate the solution, regardless of who designed it. Then, through our global delivery model, we execute the plan and provide ongoing management services driven by measurable Service Level Agreement governance to help ensure that we meet your performance expectations.

ERP Health Check

ERP Health Check services measure how effectively your organization is utilizing your current ERP application to help you reach the full value of your implementation. Incorrect implementations, inadequate attention to change management, ever-changing business requirements, and organizational changes are typical reasons why an organization might not be realizing the full benefits of their ERP platforms. Our Health Check engagement includes:

- Assessment of existing deployment concentrating on business process as well as underlying technology.

- Discovery to identify your organization's challenges, typically through questionnaires, and interviews with the business process sponsors, users, and IT support staff. The team also works with the appropriate client staff to identify and redefine business process that may be creating challenges.

- Gap Analysis identifies gaps between current application configuration and desired business processes.

- Roadmap report card and an executive presentation is prepared and presented. A high-level plan for achieving the identified goals is completed, including a breakdown of the identified processes, underlying required technologies and change initiatives needed, as well as resources and cost estimates.

ERP Upgrade

- Assessment of existing technical and business environment.

- Pilot/Gap Analysis to identify the most prudent way to achieve targeted performance goals.

- Perform Upgrade to enhance the software package by applying customization and interfaces, modifying and developing new business processes, and/or reporting capabilities by configuring new or previously unused portions of the system.

- Transition to the final stage, which involves a tightly coordinated effort within the core project team and the rest of the organization to bring about project success.

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

Applications   Business Process   Consulting   Infrastructure   Support