



Accelerating Your ERP Upgrade

Acquire, deploy, and align enterprise-wide technology resources to meet business needs and achieve organizational goals.

As technology evolves, business leaders must constantly refine their strategies to achieve real and measurable results. In successful enterprises, IT changes cascade throughout the organization to help drive every aspect of performance improvements. To make the most effective use of new technologies, successful organizations must constantly evaluate and upgrade their system resources, including Oracle, PeopleSoft, and JD Edwards solutions.

Trust the Dell Services Application Upgrade Experience

Dell Services leverages world-class applications knowledge along with innovative, cost-effective tools and methodologies to deliver predictable business benefits and ROI metrics. We offer a highly talented team of technology professionals with minimal overhead. Our company utilizes both onshore and offshore resources to deliver high-value, low-cost solutions that help achieve superior results while reducing organizational risk.

Our repeatable methodology for implementations and upgrades, as well as our proprietary tools and templates, expedite the entire

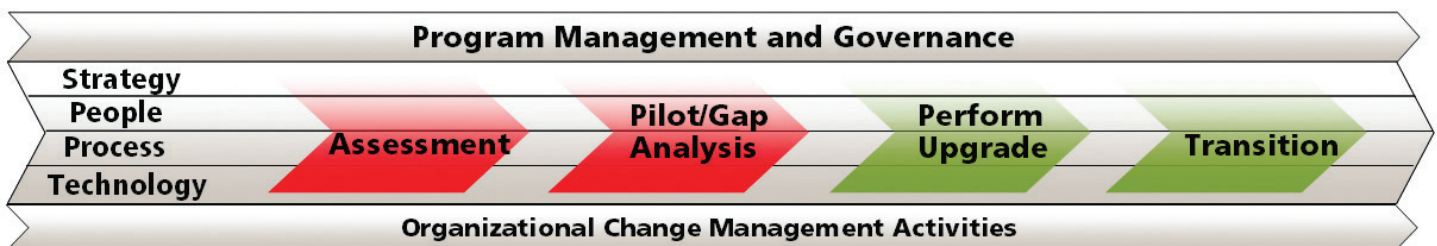
upgrade process. We use our long-established solution skills and experience to complete projects on-time and within budget, while meeting or exceeding the highest technical standards.

Proven Oracle Application Upgrade Service Offerings and Methodologies

As an Oracle Platinum Partner, the Dell Services track record for delivering exceptional application upgrade services to private and public sector organizations is second to none in the industry. Dell Services uses industry-specific processes that align business and IT strategies to upgrade existing Oracle applications or migrate to new Oracle solutions that are right for your business. We have successfully led numerous projects for Oracle, PeopleSoft, and JD Edwards in the functions of Human Resource Management, Payroll, Financials, Materials Management, and Manufacturing.

Deep Oracle Experience

Dell Services understands the inherent complexities in application upgrade projects. We leverage the power of new application versions while retaining functionality from previous releases. Through our comprehensive testing processes, we ensure continuous business continuity in the new application environment. Our migration and upgrade services include platform and application version upgrades across all Oracle product lines, and we have deep domain knowledge of all leading ERP applications to assist with migration and interface projects. Dell Services also has extensive experience with legacy and proprietary programs.



Four Phases for Accelerating Your ERP Upgrade

Assessment of the current technical and business environment.

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

Perform Upgrade which enhances the software package by applying identified fixes to customizations and interfaces, modifying or 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.

Collaboration Leads to Success

To provide you with the right experience and guidance to design, deliver, and implement a high-value upgrade solution, our Oracle specialists work with other teams at Dell Services. Depending on your need, the team assembled for your upgrade solution project might include: strategic business consultants, industry and technical specialists, and/or outsourcing professionals. Specifically, our team helps:

- Envision and deliver a strategic alliance between the internal business sponsor, IT staff, and the service provider to ensure long-term alignment of business strategies with discretionary technology spending and resource allocation.
- Design short-term and long-term roadmaps that achieve common business and IT objectives complete with ROI metrics.
- Deliver Oracle application technical infrastructures, implement new Oracle application functional components and extensions, create interfaces, and migrate programs and data to new environments.
- Lead empowered teams that manage day-to-day business processes and technical infrastructures.

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

At A Glance

Capitalize on the benefits of an Oracle, PeopleSoft, or JD Edwards Upgrade

- Set the stage for significant operational savings
- Simplify current software approaches
- Reduce or eliminate customization and make future changes significantly easier to manage
- Streamline corporate portal services, such as financial, payroll, human resources, and customer relationship applications

Dell Services delivers proven value and key advantages to your ERP Upgrade efforts

- Cost-effective global delivery model
- Reporting dashboard to monitor your upgrade progress and ensure project success
- Smartsourcing specialists on a global scale
- Metadata-driven technology to drive upgrades to any product version
- Proactive, continuous improvements