

Oracle Application Management Services

Overview

We are Oracle specialists. Our Oracle E-Business Suite practice provides enterprise solutions that align with our clients' enterprise strategies. We have experience and capabilities in full life-cycle application management services (pre-implementation; implementation, upgrade and post-implementation support) for the complete Oracle E-Business Suite, with an optimal blend of onsite and offshore services. Our multifaceted relationships with Oracle Corporation as an engineering partner for product development & support and as an implementation partner for Oracle customers have resulted in hundreds of successfully executed projects across diverse industry sectors. Our skills, experience and partnership with Oracle are unmatched in the industry.

We have created an Oracle Center of Excellence (CoE) to optimize our customers' investment in enterprise business applications through complete application life cycle management services with excellence in the Oracle E-Business Suite. Our CoE is located in Hyderabad, India; Fremont, California; and Boston, Massachusetts.

Our long-term product engineering development relationship with Oracle differentiates us from other services providers, giving us a thorough knowledge of the product suite complementing our deep domain experience to satisfy our customers' diverse needs -from implementation and upgrades to solution design, product customization and application integration, all the way to guaranteed, cost effective application management, support and hosting. We specialize in discrete and process manufacturing, life sciences, financial services, and retail industries.

Some of our Application Management Customers

AOC Resins	GE Medical Systems	Oracle Corp.
Biomed Central Ltd.	Hempel Marine Paints	PepsiCo Business System Group
Clopay Crop.	Lexicon Marketing Inc.	Pokka Ltd.
Corio Inc.	Mapbyte	Potash Corp.
COSI	Molecular Devices	Rolling Pin Corp.
Ferring Pharmaceuticals	Network Appliance	Telex

Application Integration Core Competence

As enterprises face the need to rapidly respond to customer requirements and competitive issues, enterprise applications come under increasing pressure to support the business and deliver value. Complex integrated application portfolios, high maintenance costs, and scarce support skills can distract attention from your core business issues.

We have the expertise to provide 24 x 7 support for your database, applications, systems and network infrastructure in an onsite/offshore model. We have a track record of consistently exceeding Service Level Agreements with our customers. Customers find that they can reduce their software and infrastructure maintenance costs by one-half to two-thirds by utilizing our application management services for maintenance of their Oracle products.

These engagements typically cover:

- Application functional and technical support, performance audit, user training, user account management, responsibility management, administration of concurrent managers, scheduling report and batch processes, patch application, software upgrades
- Database support, application hosting, monitoring, maintenance, performance tuning and replication monitoring
- System administration, desktop support, network management, security management, Unix administration and Windows NT
- Technical development, integration and archive & purge

Oracle Applications Functional Support

- Assessment of new functional process additions/modifications and impact
- Functional enhancements and workarounds (addition of functionality or modifications to existing enhancements)
- Implementation of new Oracle E-Business Suite features and modules
- Impact analysis and validation of patches

Our Application Management Services portfolio includes the following practice areas:

- Oracle Applications – Functional Support
- Oracle Applications – Technical Support
- Oracle Database Maintenance
- Unix Administration
- Remote DBA
- Hosting
- Performance Audit
- Archive & Purge
- Compliance Management
- User Training
- Help Desk
- Application Development & Integration

Sierra Atlantic endorsed at Collaborate 2007

Charles E. Phillips Jr.
President
Oracle Corporation



- Functional TAR resolution and management, including follow up with Oracle Functional support during period-end processing
- Functional support during payroll cycles
- Functional testing for incorporating new processes, patches and version upgrades

User Training

- Application usage training
- New feature overview training
- Configuration Training
- Technical training

Oracle Applications Technical Support

- Bug fixes for existing custom programs
- Support for custom forms, reports, interfaces, customisations
- Technical TAR resolution and management, including follow up with Oracle
- Data extracts and batch programs
- New custom development

Compliance Management

- Implementing Internal Controls Manager module
- Productised services
- Configure services to suit customer requirements
- Perform periodic IT policy compliance audit
- Maintain, manage and report on compliance status

Unix Administration

- Monitoring, scheduling and launching backups
- Infrastructure monitoring
- Nodes, space, patrol agent services, print queues
- OS upgrades, performance tuning
- Memory, file system, TCP/IP, kernel
- Managing network attached storage
- EMC, Symmetry, etc.

Hosting

- Team of expert DBAs and technical consultants
- 24 x 7 support
- State-of-the-art data centre facilities
- High availability & Disaster Recovery
- Support complete application environment
- Plan and protect against disasters and loss of information

Archive & Purge

- Segregate data for online, near line, offline access
- Instantly accessible data
- Product implementation approach
 - Implement archival solutions available in market (OuterBay)
 - Maintain and execute archive/purge strategy
- Performance tuning relating to forms, reports and batch programs
- Registering and maintenance of custom applications integrated with Oracle Applications
- Testing services using industry-standard regression test tools such as MercuryWinRunner (regression testing), Quick Test Pro, and Load Runner (performance testing) Oracle Applications Technical Support

Performance Audit

- Functional implementation audit
- Technical performance audit
- Roadmap to increase ERP utilisation
- Oracle Applications configuration audit

Oracle Database Maintenance

- Upgrades and installation
- Patch installations
- Database refreshes
- Installing new applications in production
- Reorganisation of tables, indexes and table spaces
- Coalescing table spaces
- Proactive database monitoring

Remote DBA

- 24 x 7 remote DBA support
- Single point of contact
- Fixed price support with predefined SLAs Complete spectrum of DBA services
 - Proactive Monitoring
 - Covers database, application servers, operating systems
 - Performance management
- Work on schedule for maximum system availability
- Free dot release upgrades

Application Development & Integration

- Wide skill set
- Oracle Forms, Report, database, C, C++, Java, 9iAS, 10g
 - Expertise in BEA WebLogic, IBM WebSphere, TIBCO, webMethods
- Dedicated offshore team
 - Access to SMEs for unique skills

Help Desk

- Functional help desk
- Technical help desk



About Sierra Atlantic

Sierra Atlantic is the leader in offshoring enterprise applications and outsourced product development. With expertise derived from deep R&D relationships with enterprise software leaders such as Oracle and Microsoft, we provide full lifecycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic is amongst the largest IT services companies, offering services in the "New Oracle Economy", Outsourced Product Development and Microsoft competencies, with global delivery from both India and China. Over 200 active customers currently address their business needs leveraging our Nshore™ methodology and best-in-class Global delivery capabilities. A recognized leader in quality, Sierra Atlantic has been the recipient of many distinguished awards including Oracle Partner of the Year, Microsoft Gold Certified and NXT Delivery Partner, IDC DQ Top 20, and Great Places to Work. Sierra Atlantic is headquartered in Fremont, California and maintains operations in 16 countries across North America, Europe and Asia Pacific. For more information, please visit www.SierraAtlantic.com.

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