

Oracle E-Business Suite Services

Overview

We are Oracle specialists, providing Oracle Applications services for over a decade. Our Oracle Center of Excellence provides highly effective solutions to help our clients optimize their investments in Oracle products.

With a large pool of certified Oracle experts, we provide end-to-end Oracle E-business Suite solutions including implementations, upgrades, and application management services such as hosting, remote DBA, help desk, archive and purge services, and a broad range of other technical services.

Our broad experience in various vertical industries and best practices repository allow us to offer faster solutions to our clients, offering them immediate business benefits.

Our decade old, multifaceted relationships with Oracle Corporation – as an engineering partner for product development and support, as a reseller and co-seller, and as an implementation partner for Oracle customers - have resulted in hundreds of successfully executed projects across diverse industry sectors.

Our long-term relationship with Oracle differentiates us from other services providers, giving us thorough knowledge of the product suite complementing our deep domain experience to satisfy our customer's diverse needs.

Using our **NShore™** delivery model, we provide timely, cost-effective and high quality solutions, enabling our clients to focus on their strategic business objectives. Our Nshore™ model leverages “industry best practices” to transparently execute projects, bring down costs and project times, and provide the best fit for our clients' Oracle E-Business Suite needs.

We have the requisite skills and resources to provide 24 x 7 support for our clients' database, applications, systems and network infrastructure in an onsite/offshore model, and have a track record of meeting or exceeding Service Level Agreements with them. Clients find that they can reduce their software and infrastructure maintenance costs by one-half to two-thirds by utilizing our Oracle Applications management services

Implementation Services

- **Client Challenges:** In today's competitive and challenging environment, it is increasingly difficult to run businesses using disparate systems. Oracle E-Business Suite provides an industry-leading integrated platform for running enterprise-wide businesses.

Implementing Oracle E-Business Suite is an elaborate and complex process that involves effectively leveraging the product features to deliver optimal business value. Businesses must find a partner who has strong domain knowledge and product expertise, while having affordable and flexible options to implement Oracle E-Business Suite.

- **Sierra Atlantic's Solution:** We leverage our multifaceted engineering relationships with Oracle, vast implementation experience, in-depth industry knowledge and proven global delivery model to provide award-winning implementation solutions to our clients.

Sierra Atlantic has built a 'Transaction Flow Designer' (TFD) for Oracle E-Business Suite implementation. Synthesizing our product knowledge, implementation experience and rich knowledge repository, we have built 'Transaction Flows' that map the latest Oracle E-Business Suite features to specific industry verticals. By leveraging these Transaction Flows, we reduce the implementation time and ensure project success. Our implementation expertise spans all business flows supported by Oracle E-business Suite.

Key Differentiators:

- Winner of Oracle Partner of the Year, Malaysia (2006)
- Winner of OPN Partner Solution for ECO Lens Product (2004)
- Winner of Oracle Partner of the Year for E-Business Suite (2004)
- Winner of Oracle Award for Outstanding Achievement (2002)
- Oracle E-Business Suite Implementer Award (2001)
- Certified Oracle Outstanding Implementation Partner
- SunTone certification for Oracle implementation services
- Quality certified: ISO 9001-TickIT, CMM Level 5
- Preferred Integration and Migration partner for Oracle partner network
- Engineering development & support work for Oracle Corporation

Sierra Atlantic endorsed at
Collaborate 2007

Charles E. Phillips Jr.
President,
Oracle Corporation

ORACLE® Platinum
Partner

Upgrade Service

- **Client Challenges:** Every new release of Oracle E-Business Suite introduces many new business features, along with frequent technology changes, too. By upgrading to the latest version of Oracle E-Business Suite, our clients leverage these new features to their business advantage. An Oracle upgrade offers users innovative ways of collaborating and increasing efficiencies. In most cases clients are eligible for the latest version of Oracle E-Business Suite without any additional costs.
- **Sierra Atlantic's Solution:** Sierra Atlantic has been Oracle's design and migration services partner since 1994. We have been involved in upgrading clients from various releases of Oracle E-Business Suite to the latest release of 11i. For example, we implemented three of the largest Oracle E-Business Suite projects in North America in 2004.

Our technical and functional consultants are experienced in upgrading and migrating Oracle E-Business Suite across numerous platforms. Our upgrade and migration projects involve the Sun, HP, IBM and Wintel platforms. A unique feature of our upgrade approach is our ability to perform a thorough functional test of the system before releasing it for user acceptance. Our repository of manual & automated test plans and test cases shortens the time required for users to embrace new systems.

Application Management Services

- **Client Challenges:** Oracle E-Business Suite clients always face the challenge of managing, maintaining and extracting the maximum out of their Oracle investment. As part of Enterprise Resource Planning (ERP) lifecycle management, there are ongoing requirements for technical, functional, DBA, archive & purge, enhancements, and compliance management. Clients need to reduce these costs while providing efficient services to their internal clients.
- **Sierra Atlantic's Solution:** Sierra Atlantic has perfected the art of exploiting the global delivery model to optimally deliver efficient and timely application management services to our clients, including end-to-end maintenance, development and help desk services. Our clients realize 40% -60% reduction in their maintenance costs by leveraging our model.

We provide 24 x 7 support for database, applications, systems and network infrastructure in an onsite/offshore model, reducing software and infrastructure maintenance costs by one-half to two-thirds.

- **Hosting Services:** Sierra Atlantic's Oracle Application Hosting Services enable small and medium-sized companies to access the high functionality and sophistication of Oracle Applications. By combining software, hardware, networking technologies and technical expertise, Sierra Atlantic's Application Hosting Services model provides superior performance, increased security, reliability, and scalability over traditional corporate-owned, in-house systems without a significant up-front financial commitment.
- **Remote DBA:** Sierra Atlantic's Remote DBA services allow organizations to maximize their ROI by freeing up the limited resources of the organization. Sierra Atlantic delivers Oracle Applications and databases rapidly and reliably by leveraging "best practices" learned in the field and having certified experienced professionals tending to your organizations' database needs. Whether you need support for a smaller environment that doesn't require a full time DBA or want to avoid hiring an additional DBA to augment your existing DBA staff, Sierra Atlantic can meet your needs.
- **Help Desk:** Sierra Atlantic provides a wide variety of help desk services to our clients, including first level application usage support, work-arounds on routine business transactions, problem resolution, analysis for customizations, Oracle TAR problem reporting & tracking, evaluating, testing & deployment of new solutions and patches, production support, and functionality analysis.
- **Archive & Purge:** At Sierra Atlantic we have extensive proficiency in information lifecycle management, using the best Oracle based third party tools for archiving and purging data in your Oracle E-Business Suite database.
- **Other Technical Services:** Sierra Atlantic provides a broad range of additional technical services surrounding Oracle E-Business Suite, including bug fixes for existing custom programs, Oracle Discoverer-based reports, data extracts, application enhancements, and performance tuning.



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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