

Oracle Functional Services

Maximize the Value of Your Investment in Oracle Applications & Technology

Your Oracle software hosting and management may be in the best hands, but how can you be sure your business users have the day-to-day support they need to remain productive? When issues arise, every hour of lost work for your employees not only decreases the value you get from your software, but can also mean thousands of dollars of lost revenue for your organization. Many organizations try to provide support by putting their IT team in charge of addressing end-user queries and resolving functional issues, but this approach only distracts IT from working on more strategic technology initiatives.

Deliver a Better End-User Experience

Improve employee productivity and maximize the value of your application software with Oracle Functional Services. These services offer an integrated model for improving your end-user experience by resolving your software issues in line with the needs of your business users. With this model, your business application support team can focus more time on the strategic objectives of your organization. Meanwhile, Oracle professionals handle your user queries, solve your functional issues, monitor your critical processes, and provide event-based support. With Oracle Functional Services, you can:

- » **Radically improve problem resolution.** Oracle becomes your support organization's single point of contact for production service requests.
- » **Get faster resolution for critical service requests.** An internal escalation mechanism assigns critical account management teams for your high-priority requests.
- » **Gain priority access to product improvements.** You'll receive product information, improvements, and proactive product updates on an accelerated schedule.
- » **Give your business users the quality of service they deserve.** Oracle manages your services based on a service-based ticket count, not an hourly or FTE-based model.
- » **Avoid lock-in.** Contract renewals are always based on your satisfaction.

Free Up IT to Focus on Strategic Objectives

Oracle Functional Services provides a SLA-based, fixed-price set of services to manage your application software. While your existing IT and functional support teams focus on important strategic objectives for your organization, Oracle Functional Services can help you with:

- » **Month-end and period closure process.**
 - » A war room approach for seamless, on-time period closure.
 - » An early warning system that clearly describes how you must "see and act" to minimize errors during the period close cycle.



WHAT YOU GET WITH ORACLE FUNCTIONAL SERVICES

- Single point of contact
- Flexible service model with 24x7 SLA-based coverage
- Delivery anywhere in a private, public, or hybrid cloud
- Oracle proprietary tools for diagnostics and problem resolution
- Application support delivered with a deep understanding of your business processes
- Tight integration with Oracle's product support and development organizations
- ISO 20000 certification and ITIL process compliance
- Alignment with the CSI roadmap

KEY BENEFITS

- Get scalable support at a predictable cost
- Focus on your strategic needs during rollouts, deployments, mergers, and divestitures
- Gain access to a larger team for faster, higher-quality resolutions
- Reduce support incidents over time
- Minimize risk of knowledge loss

- » A comprehensive, best practice-based model that incorporates proactive and reactive measures while incorporating lessons learned to improve the efficiency of the period closure process.
- » **Resolution of daily incidents and tickets.** Your single point of contact will assume ownership of your issues and integrate with Oracle teams as well as your organization to resolve daily incidents quickly. This model establishes clear lines of accountability while minimizing handoffs.
- » **Monitoring critical business processes.** Choose from various monitoring options to ensure that Oracle meets your business SLAs for your most important business processes.
- » **Service request fulfillment.** The Oracle Functional Services team can handle service requests such as user and system administration, application setup, and application configuration.
- » **Problem management aimed at incident reduction.** Take advantage of a strong, structured problem management toolkit that improves end-user satisfaction and helps reduce incidents and tickets.
- » **Testing of software releases.** Oracle Functional Services vigorously tests software releases to ensure that issues are caught early—not in a production system. The team will coordinate interactions with all stakeholders and recommend only a fully tested, production ready solution.
- » **Special event support.** Product launches, high-transaction events, rollouts, acquisitions, and software releases throughout the lifecycle of your products.

Get Expert Technical Support in Four Key Areas

Oracle Functional Services includes services in four key areas:

- » **Functional Service Desk.** Gain a single point of contact for all incidents related to business flows across your Oracle and third-party applications. Free up your business users to focus on their primary functions and lead business transformation initiatives. By leveraging proprietary tools and knowledge, Oracle can resolve your service requests 20 percent faster.
- » **CEMLI Services.** Provides remediation and fast, effective, comprehensive support to ensure that your unique business customizations will continue to function and provide optimal performance
- » **Release Management Testing Services.** Benefit from Oracle's methodical approach to quality management. Oracle delivers testing services based on repeatable ITIL processes to analyze the impact of patches, accelerate product delivery, resolve your application failures quickly, and reduce your incidents.
- » **Technical Administration Services.** Your organization may need assistance managing and optimizing the databases behind your major business applications. Oracle Functional Services provides administration services that help you maximize uptime for E-Business Suite, Hyperion, Siebel, PeopleSoft, and other key business platforms.

Enhance Product Value

Oracle Functional Services provides a continual service improvement (CSI) framework designed to enhance your end-user experience. As incident volumes decrease and software professionals at Oracle develop intimate knowledge of your infrastructure, their focus will shift to improving the efficiency of your operations and systems. In the process, you'll empower your end users to work more productively and free up your IT team to focus on your most strategic projects.

RELATED SERVICES

- CEMLI Management
- Testing and Release Management
- Application Administration
- Technical Administration
- Batch Monitoring

APPLICATIONS AND TECHNOLOGY SUPPORTED

- Oracle Applications
- PeopleSoft
- EPMA (Hyperion)
- JD Edwards
- Siebel
- MDM
- Oracle Transportation Management
- OBIEE
- Oracle Database (all versions)
- Fusion Middleware
- SOA/BPEL
- Oracle Identity Management
- Image Processing Management

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