

Tailoring an efficient, effective approach for Oracle EBS support

PLANNING BEYOND DAY 1 INCREASES EFFICIENCY, IMPROVES SERVICE AND REDUCES COSTS

BUSINESS CHALLENGE

Like many companies, you have probably invested tremendous time and energy selecting your ERP applications and planning for a seamless Oracle E-Business Suite implementation. Yet, have you considered the ramifications for your maintenance and support organization on Day 2?

The robust functionality of Oracle E-Business Suite can address your critical business needs, but it also brings with it a complexity that extends beyond initial implementation and configuration. Have you determined how to prioritize and address enhancement requests after the go-live? Do you have a process established for handling patch management? How will issues be captured and tracked? How will you manage these activities and still keep costs in check?

Assuming your existing support and maintenance model will suffice in your new enterprise-class environment adds risk to your implementation plan. These assumptions often lead to confusion, poor service levels and unnecessary expense. Effectively supporting the E-Business Suite often requires modifications to an organization's support processes, toolsets and organizational structure – and you must find a way to handle these changes while minimizing expenses.

Unfortunately, there isn't a "one-size-fits-all" model for cost-effective, enterprise-class applications support and maintenance organizations. Your specific application footprint, organizational culture, Oracle maturity level, and geographic location of resources will influence the model that works best for your business.

The ability to develop an efficient support and maintenance operation is improved by experience. By leveraging the extensive knowledge and experience gained from implementing and maintaining Oracle E-Business Suite solutions, Rolta TUSC is poised to help your organization.



SOLUTION OVERVIEW

An Oracle Platinum Partner, Rolta TUSC consultants are uniquely qualified to help you develop an optimal plan for supporting and maintaining your Oracle E-Business Suite environment after go-live.

Our experience across a wide range of industries, company sizes and cultures has taught us the critical questions to ask, how to evaluate your implementation properly, and how to develop an ideal model that will lower costs and increase service levels for your organization. All Rolta TUSC consultants have multiple full-lifecycle implementations behind them, further ensuring your success.

We employ a consultative approach throughout the engagement. We start by gathering critical information from your executives and IT staff and surveying your application footprint. We then deliver a series of recommendations focusing on key areas including system management, support processes (issue resolution) and tools.

BENEFITS

By engaging Rolta TUSC to configure an applications support and maintenance model for your E-Business Suite environment, you can expect to:

- **Increase efficiency**—With structured processes in place for key activities including issue management, service-level tracking, and change requests, you'll spend less time on administrative issues and costly re-work.
- **Improve service to the business**—Reduce user confusion with clear procedures and streamlined issue tracking, and prioritize and respond to enhancement requests and issues more quickly.
- **Reduce costs**—By eliminating the need for re-work, streamlining staff and rapidly addressing business issues, you'll help reduce costs while increasing opportunities and flexibility for the business.

TESTIMONIALS

“Rolta TUSC’s ability to understand our business needs and willingness to challenge our preconceptions in a positive way ensured we received the best possible solution. Their strong project management skills, professionalism and ability to mentor us have made the project to date a pleasant versus painful experience.”

— Senior Vice President

SOLUTION DETAILS

An Oracle Platinum Partner with more than 20 years of experience, Rolta TUSC has the critical E-Business Suite expertise to help you develop a successful maintenance and support model that will lower costs and improve service levels to your organization. Our seasoned consultants understand what works, and more importantly, what doesn’t work for companies across a wide variety of industries, sizes, geographic footprints and cultures.

To determine the ideal support model for your business, we gather input from your IT and executive teams to understand critical factors such as:

- Your organizational culture and priorities
- Existing support processes and issues
- The EBS experience level of both business and IT users
- How many time zones and locations need to be supported
- Whether the implementation will be phased and over what period of time
- What automated tools already exist
- Whether IT functions are centralized or if individual divisions have their own development staff
- What access, controls, and governance processes are in place



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Based on these insights in conjunction with your application footprint and information gathered during your implementation requirements phase, Rolta TUSC consultants create a detailed support model recommendation including the following key components:

- **System Management**—Establishing a plan for handling enhancement requests, patch management and change control
- **Support Processes**—Defining how you will capture and resolve issues, handle training and provide adequate access levels needed to support the implementation without compromising audit controls
- **Utilities**—Determining whether you need to add and/or update toolsets in support of refined processes

At Rolta TUSC, we understand that organizations have competing priorities and that cost reduction is a key concern. We strive to leverage your existing technology whenever possible and ultimately lower costs by minimizing IT re-work and increasing efficiency.

Don’t let the success of your Oracle EBS implementation be overshadowed by introducing support issues on Day 2. Rolta TUSC can help you tailor an efficient and effective approach to application support and maintenance, enabling your organization to efficiently and cost effectively manage Day 2 and beyond.

ABOUT US

TUSC has been known as the Oracle Experts for more than 20 years, but Rolta TUSC is so much more than that now! Through the merger of Rolta’s IT Consulting Division with the acquisitions of TUSC, WhittmanHart Consulting, and Piocon Technologies, we have gained some of the world’s most knowledgeable technology and business experts in enterprise performance management, business intelligence, and CA infrastructure management solutions.

While we have added exciting new capabilities, we remain committed to maintaining our expertise and industry leadership in Oracle E-Business Suite and Oracle Technology. Now more than ever, Rolta TUSC has the expertise and solutions your organization will need to be competitive in our new economy.