

Expert-level support ensures availability and security for Release 12

SAVE RESOURCES AND REDUCE VULNERABILITIES

BUSINESS CHALLENGE

With its interconnected array of applications and feature-rich functionality, Oracle E-Business Suite (EBS) is playing a key role in companies' ability to successfully compete and thrive in today's turbulent, global economy. Because its modules support nearly every aspect of your business, ensuring Release 12 is running seamlessly and is secure at all times is undoubtedly a prime directive for your IT team. Yet, management is difficult.

A new application release inherently creates support issues. With a new user experience in R12, employees begin to request enhancements. Meanwhile, bugs pop up unexpectedly, and fixes and patches must be applied. Failing to identify and quickly resolve these issues can result in user errors, complete outages and/or degraded performance, impacting the bottom line. Uncovering the root cause of issues – some unknown even to Oracle – and resolving them is difficult at best.

To complicate matters, troubleshooting issues in Release 12 doesn't simply require intimate knowledge of the applications. It also requires expertise with the operating systems, database and all associated tools. Smaller companies may not have an experienced Apps DBA at all, while larger companies may find that one is simply not enough as maintenance activities begin to fall through the cracks and requests accumulate.

On the front lines every day, seasoned Rolta TUSC consultants understand not only the E-Business Suite challenges you are currently facing, but are also knowledgeable about support issues you may encounter down the road. We leverage our collective expertise in your environment, saving you time, money and aggravation.



SOLUTION OVERVIEW

An Oracle Certified Advantage Partner with more than 20 years of experience, Rolta TUSC can provide expert-level support to ensure the availability and reliability of your E-Business Suite applications. Through proactive monitoring, administration and proposed modifications to your environment following industry best practices and years of field-proven support experience, we save you time and money and provide peace of mind.

Our senior-level consultants work in partnership with you to ensure Release 12 is functioning optimally. We focus on:

- Keeping your technology stack current
- Resolving known bugs by applying workarounds and patches
- Helping you capitalize on new features
- Monitoring to prevent issues from re-occurring

When unexpected issues do arise, we leverage our long-term relationship and business clout with Oracle to rapidly resolve service requests (SRs).

BENEFITS

- **Mitigate business-impacting issues**—Based on our collective experience across multiple clients, we help you resolve issues – even before they become problems, minimizing downtime and stability issues. Once issues are identified, we proactively monitor your systems to prevent re-occurrence.
- **Save resources**—Eliminate time and effort spent searching for workarounds for issues that we have already resolved for other clients.
- **Ensure rapid SR resolution**—We are intimately familiar with Oracle processes and can leverage our long-term relationship to close SRs more quickly.
- **Streamline management**—Rolta TUSC can monitor and manage your complete Oracle environment. Eliminate the need to juggle multiple consultants and concerns about employee turnover and vacation.

SOLUTION DETAILS

With more than 20 years of experience, Rolta TUSC provides 24x7, expert-level support to enhance the reliability, stability and availability of your E-Business Suite environment. As an integral part of our service, our seasoned Oracle Apps DBAs help you:

- **Keep your technology stack current**—Rolta TUSC consultants ensure you're running certified versions of Oracle application server, database and Java to avoid stability issues that can arise with Release 12. We also establish a regular patch application and testing cycle for your environment.
- **Understand new features and implement workarounds or patches for known bugs**—We'll fix known bugs – even before they impact your business – and help you understand the administrative implications of new features. For example, Release 12 Reports Manager stores large objects in the database so it's critical to plan for adequate disk space.
- **Log and follow-up on new SRs with Oracle**—When unknown bugs do arise, Rolta TUSC consultants can quickly escalate SRs to ensure workarounds are identified and enhancement requests are taken seriously.
- **Prevent issues from re-occurring**—If issues can't be resolved with a one-time fix, our consultants write scripts, allowing us to monitor the environment and rapidly resolve the same error when it arises in the future. These scripts can be easily shared across clients.

Our Apps DBAs are not only experienced with E-Business Suite, they are also able to manage your operating systems, database and multi-vendor storage environment. This depth and breadth of knowledge enables us to make management decisions based on what is best for your entire architecture.



FOR MORE INFORMATION

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As a client, you're assigned a primary technician, knowledgeable in both Release 12 and the specifics of your environment, who will work closely with your in-house staff and become a true consultant to your business. These resources ensure you're leveraging your Oracle technology to best advantage, frequently consult on projects under consideration, and can mentor your in-house staff. You can even leverage our consultants as a helpdesk for functional support to guide you through new screens on a specific module. Our consultants bring expertise across all core functional areas and business flows supported by Financial, Supply Chain, Manufacturing, CRM and self-service applications.

In addition to our value-add proactive management and support services, we provide 24x7x365 remote monitoring of your environment through an alert notification engine. You can rest assured that your Release 12 environment is being monitored around the clock and that an experienced technician will be addressing your issues as problems are detected.

Don't leave your mission-critical E-Business Suite vulnerable to business-impacting issues or your staff to frustration. Rolta TUSC can help you navigate through unexpected situations and known issues, and ensure R12 is optimized to deliver maximum value to your business.

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.