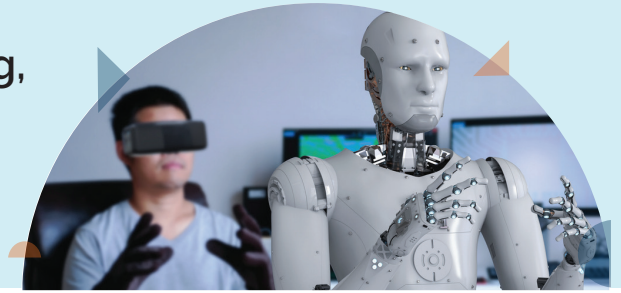


A Silicon Valley based product engineering, Software development and technology services Company.



Company Profile

The customer is a Silicon Valley based product engineering, software development and technology services firm with offices in the U.S., Europe and Asia. For both technology companies and enterprises, from startups to the Fortune 100, we leverage our expertise in emerging technologies to deliver innovative solutions that accelerate our clients' Digital Transformation initiatives. Our practices include Product Engineering, Cloud & amp; Infrastructure, Security, Big Data & amp; Analytics, Data Management & amp; Governance and IoT.



Business Problem

- The customer was looking for 24x7, round-the-clock managed service for their Oracle E-Business Suite and related tickets. The ERP suite is used for companies Financial, AP and Project Management processes.
- They also wanted to reduce the service desk operational cost significantly.
- The customer wanted a scalable model to meet future increased business demands.
- Customer wanted the Ownership based Oracle DBA, Application DBA and integration services and Solutions.



Solution Offered

- We implemented a comprehensive service desk and remote DBA, Application DBA management service and solution model (www.servicerize.com). We provide combination of DBA, Application DBA, Technical and Functional services as holistic solution.
- ServiceRize service consisted of creative combination of ServiceRize support agents (Level 1, Level 2, Level 3, Level 4 and Solution Architect level support for E-Business Suite DBA and Application DBA, OS server and end-user support) and ServiceRize robots seamlessly delivering superior, seamless service
- The Service also included project management of ongoing IT projects including new technology rollouts, migrations, upgrades (i.e.Database Upgrades from 11i to R12, Oracle Applications upgrade from 11i to R12).
- Implementation of DR Solution for Business Continuity.
- Support for integration of various other technologies with Oracle E-Business Suite like Oracle Apex, Asset Management Third Party Solution, Taleo etc.
- Effective governance framework was set through weekly calls with all teams of E-Business suite including Functional, Technical and DBA consultants.





Benefits derived

- › The remote services (www.servicerize.com) helped the customer to focus on their core business and not worry about the day-to-day IT support challenges and managing the service desk platform.
- › Freed bandwidth of existing support staff to get involved in strategic initiatives 24x7
- › Coverage was provided without sacrificing SLA's or customer satisfaction
- › DR Solution ensures business continuity.
- › Value added support in Oracle and other database technologies helps customer to offer innovative solution to their end customer.

7000

Tickets per year

99.99%

SLA adherence

100%

fulfillment of work orders

99.99%

Uptime

60%

Cost reduction over