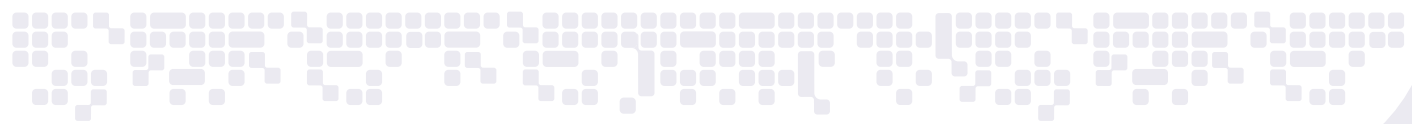




Make the **right connection**
With the **right Partner**

Oracle® Application Management services

its
www.its.ws



Oracle Application Management Service (AMS)

It is vital for most organizations today to rely on the power of enterprise applications for key business functions. But obtaining their full value isn't always simple. Getting applications running and keeping them running can be onerous and costly to manage in house...Time and investments better spent focusing on the core business.

ITS offers **Oracle® Application Management services** that support the clients' application full life-cycle with the best blend of onsite and offshore services. Via our Global Delivery Center- GDC , we provide the entire range of services that any global organization would require from an enterprise-wide IT solution:

Implementation Services

Performing Oracle E-Business implementations with effective tools and approaches for the delivery of all potential implementation service needs.

Upgrades Services

Application upgrade to the latest product release allowing clients to take full advantage of their application investment

Support Services

Application Support: Application troubleshooting, patch and fix application, development and enhancement support

Service Desk Support: 24x7 Operation, technical and functional Support through our Remedy Service Desk (As per SLA)

Operations Support : Provides capacity planning, system tuning, migration and archiving, backups, network and platform administration

DBA Services

Inclusive of performance tuning, migrations, database security, patches and upgrades, backups, refreshes and monitoring

Systems Management

Remote monitoring and management of server, network and database platforms using state of the art systems management solutions

Change Management Services

Handling escalations from existing clients for Change Requests as part of the SLA.

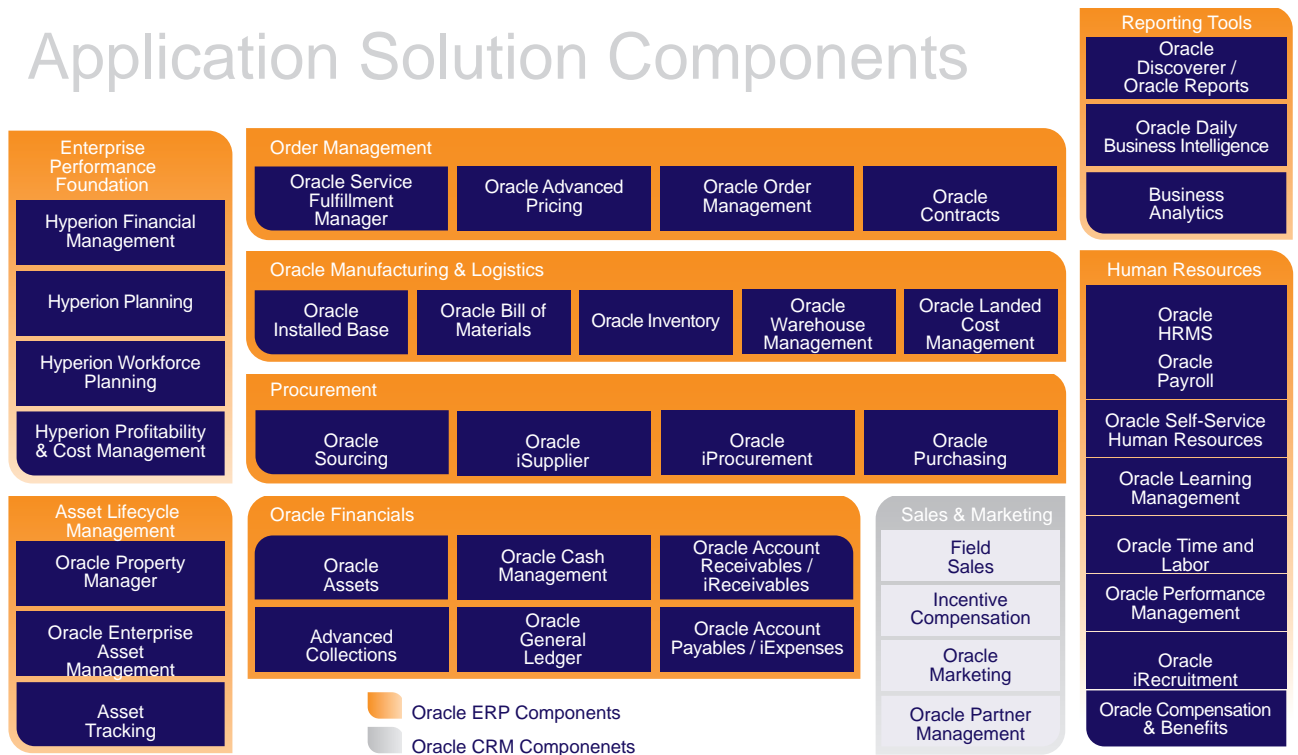
Training Services

Global Delivery Approach for Application Management Services

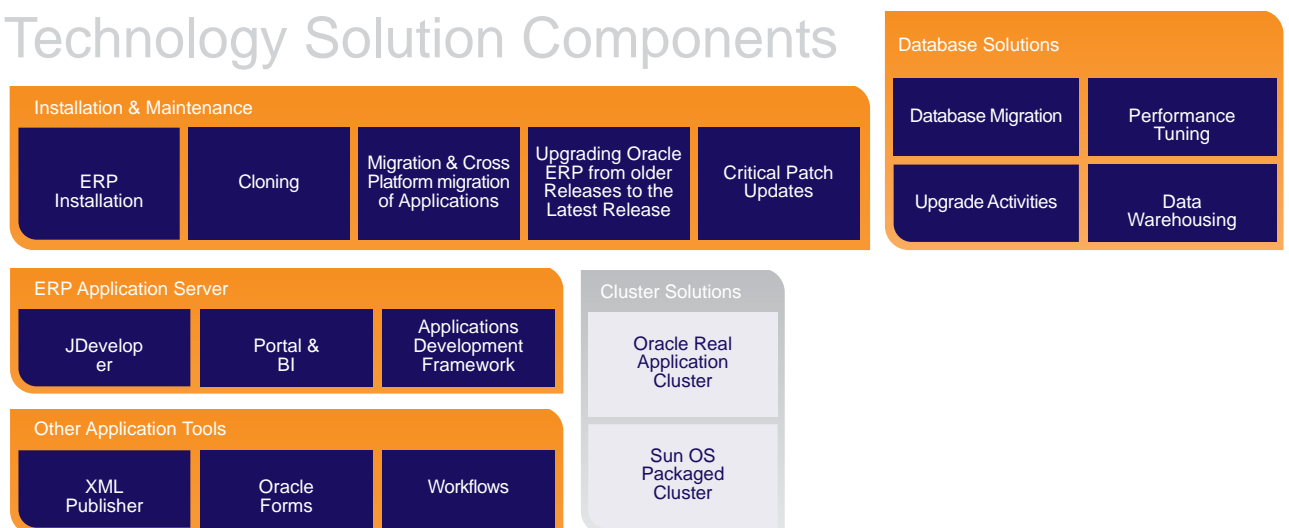
COMPLETE SERVICE LIFECYCLE: 360° SOLUTION

Oracle Application & Technology Components

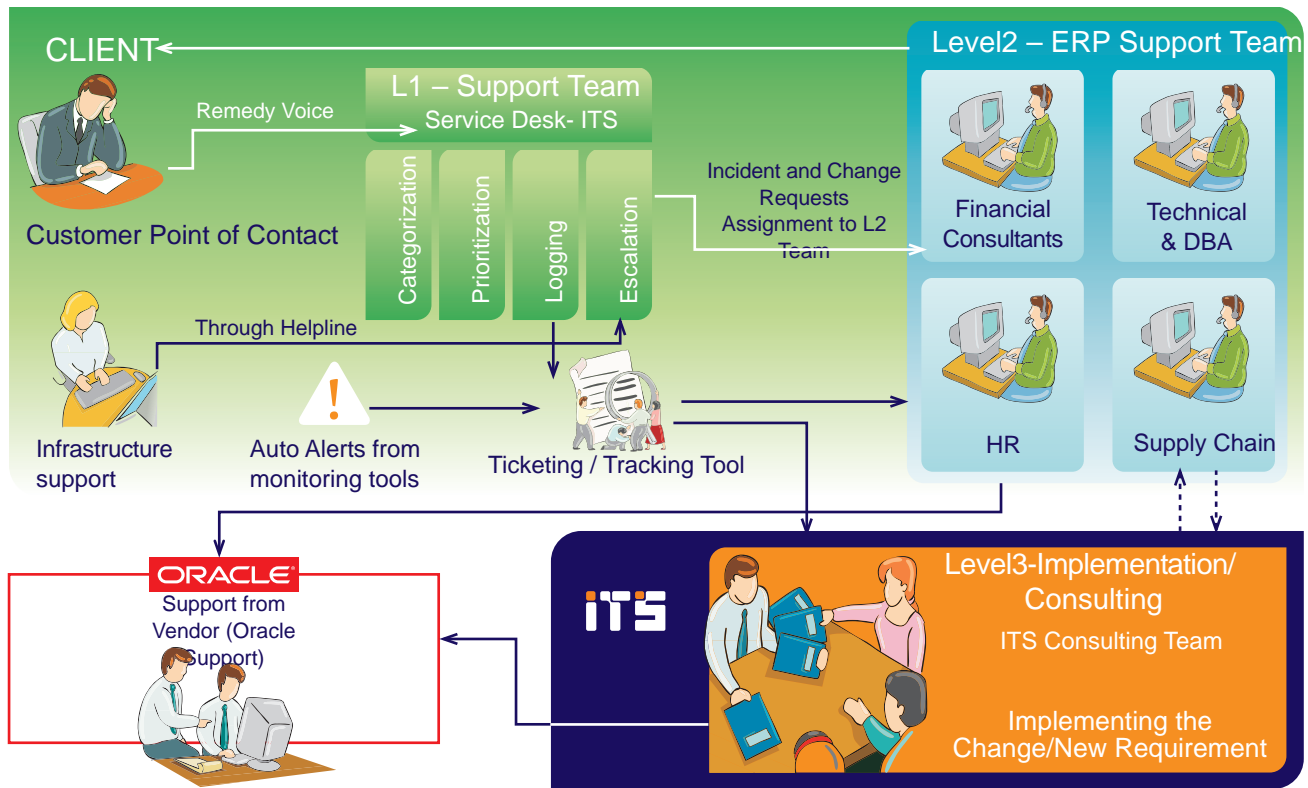
Application Solution Components



Technology Solution Components



Services Delivery Model & Customer /ITS Interactions



All the advantages and benefits are facilitated by a seamlessly integrated platform called “ITS Integrated Management Platform” (I2MP) which acts as an overall integration tool for seamlessly bringing together a number of other system tools which offer remote software monitoring solutions

Services are delivered through the initiation of services requests to the Help desk.

Based on the business requirements sought to be met, the service request or incident is routed to the appropriate teams for resolution.

Advantages:

- Single Gateway to Services pertaining Oracle E-Business Suite Application
- Close monitoring of Quality of Service
- Service Adoption to business requirements
- Proven & Integrated Systems Platform for Coordinating & delivering support & implementation services
- Security Management & Hosted ERP Services (based on our customers' requirements)



Benefits

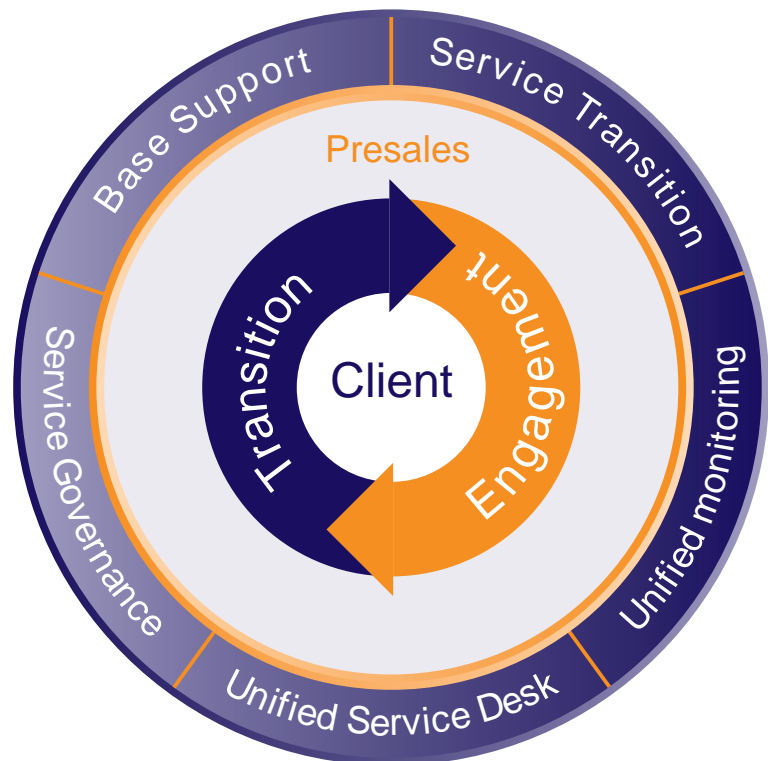
- Reduce Cost of Ownership, save on additional hardware investments, computing capacity and technical staffing
- Improved time to market and focus on core business – not on system issues
- Flexibility through a completely customized Delivery model
- Ready availability of resources and flexibility of deployment through a dynamic resource allocation model.
- Global delivery model of applications services based on ITIL, CMMI, ISO 9000 and AIM methodologies.
- Manageability through 24 X 7 support, accurate monitoring and reporting resulting in better uptime and lower response time
- On-line Integrated Reporting using the I2MP Dashboard, thus reducing challenges for reporting performance of the Support Services to the client-management

GLOBAL DELIVERY MODEL

Moving along our visionary paths towards continually offering global quality solutions to our clients, we established a Global Delivery Center in Cairo- Egypt.

Our GDC run based on the best of breed management practices and follows the ITIL-based approach to IT Service Management. The major features of the support offerings of the Global Delivery Center are the following

- Unified Service Desk
- Base Support
- Service Transition
- Service Governance
- Unified monitoring



Unified Service Desk

The Unified Service Desk (USD) offers a unified service window customer for reporting all kinds of incidents. The reported incidents, queries or even automated alerts are recorded in the BMC Remedy Software (ITS's Incident Management Software), and the appropriate resources are assigned for taking it towards a resolution. There is seamless integration between various system tools that are used towards achieving a resolution and closure of these incidents. The incidents can be reported through emails, toll-free telephone lines and or even through a direct integration between ITS's incident reporting system and the client's incident-handling system, if any.

Base support

On site support services (Database & Technical Support Services, Application Support Services) offered at the customer's location. For these services, the Unified Service Desk assigns priorities based on the criticality & determined by the urgency and impact of an incident.

Priority 1 Incidents - For Critical Incidents where an acute problem has been reported which affects a group of users (or all users) thus causing a major interruption to normal business activities.

Priority 2 Incidents - For High Priority Incidents where processing can proceed but performance is degraded, or operation can continue but in a restricted fashion.

Priority 3 Incidents - For Medium Priority Incidents that cause minimal loss of service.

Priority 4 Incidents - For Low Priority Incidents that pertain to a request to carry out work or improve or change a service at a later time where the Regional Dispatcher is the single point of contact for the request for services

Service Transition

This phase revolves around making the best use of deliverables & management practices that are applied in similar projects before and during the transition phase of an ERP Implementation. ITS Oracle AMS closely engages with the Oracle ERP team of experts while at the same time, working with the client in ensuring a smooth transition to the production instance. Where necessary, a parallel run is also adopted to improve the feel-good factor for the new system at its customer's end. Such steps also help in ensuring a smaller learning-curve during the service transition while simultaneously lowering the costs of ownership and minimizing risks associated with the implementation. During this phase, ITS Oracle AMS also adopts plans, processes and procedures for the smooth running of the system during the post go-live phase.

Service Governance

This phase revolves around maintaining control over the systems & services offered to different customers thus maximizing output for each customer while minimizing costs. It involves maintaining and updating the AMS Service Catalogue with the various Oracle ERP solutions offerings, ensuring service continuance and optimum uptime based on best of breed systems tools and processes, adopting Knowledge Management frameworks for seamless integration between diverse products and Security Management solutions offerings too.

Unified Monitoring

It is the Unified Monitoring Phase of an engagement with the customer which involves continued online support on a 24 X 7 X 365 basis. This facility enables monitoring multiple clients using the same remote monitoring, tracking and reporting systems enabling higher resource utilization and lower costs. Customers choosing to implement Oracle ERP Applications could optionally choose this mode of online maintenance for availing a cost-effective and proactive support service. When adopted, this phase involves the design and setup of client monitoring services and environments, customer training and facilitates service availability and reliability by acting as a Second Line Support layer for ITS's Infrastructure Management Platform (I2MP)



WHY ITS?

ITS provides a unified service offering covering service desk, application management and infrastructure management services.

Based on the ITIL framework, the service enables IT change management and facilitates smooth organizational migration to an integrated service model.

We provide enterprise solutions that align with our clients' enterprise strategies. We have the know-how and capabilities in full life-cycle application management services (pre-implementation; implementation, upgrade and post-implementation support) for the complete Oracle E-Business Suite, with an optimum mix of onsite and offshore services.

Our relationship with Oracle Corporation as Platinum Partner has resulted in various successfully fulfilled projects across varied industries- from implementation and upgrades to solution design, product customization and application integration, all the way to definite, cost effective application management, support and hosting.



International Turnkey Systems Group is a leading integrated IT solutions & software services provider that offers cutting edge solutions for tier 1 clients in the Middle East, North Africa, and East Asia. We employ over 2800 highly qualified professionals, working across an extensive and continually expanding network of over 25 regional offices.

ITS offers innovative & fully integrated solutions for industries as diverse as Banking & Finance, Telecommunications, Retail, Oil and Gas & Higher Education. .

Our portfolio of services includes enterprise integration, facilities management, outsourcing and IT support. We take care of our client's hardware and infrastructure environment too by providing them with networking, storage management solutions, systems security, printing and output processing solutions that meet their corporate and cultural requirements.

Committed to providing our clients with access to the best-of-breed technology, we choose to partner with leading IT vendors and customize their offerings to suit the regional business requirements

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ORACLE® Platinum Partner