

# Oracle Application Managed Services

"Apps Associates possesses some of the best talent that I have seen in Oracle Applications... They have become the backbone of our IT department."

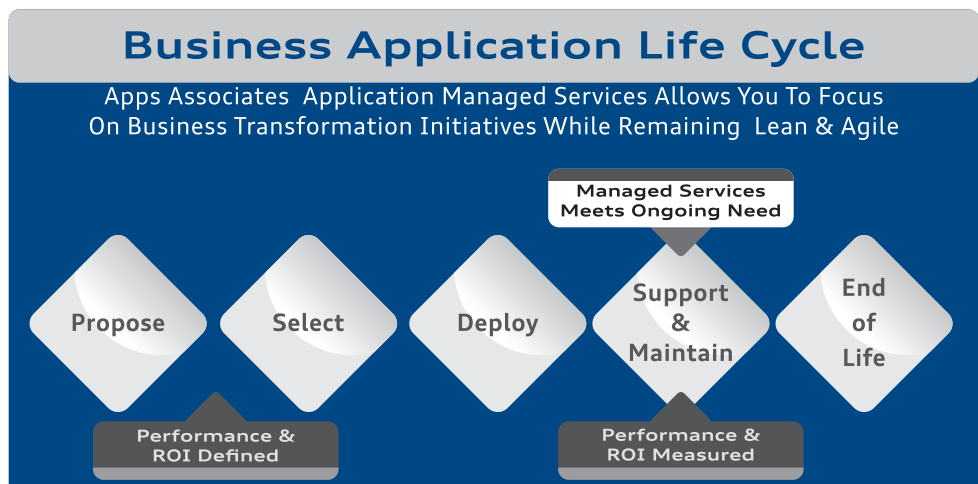
Director of Applications, Leading Communications Solutions Provider

## Cost-Effective Support & Maintenance of Your Oracle E-Business Suite Applications.

Are you constantly being challenged to simultaneously deliver quality support and maintenance of your Oracle Applications and core Information Technology initiatives that enable growth and efficiency? Are you faced with balancing cost control with the need to ensure high internal user satisfaction and business value?

- **Experienced** • **Agile**
- **Performance Based** • **Dedicated Staff**

CIOs and senior IT business application managers must implement and deliver results that transform the business while, at the same time, adopt and manage operating models that are much leaner. Oracle Application Managed Services for E-Business Suite from Apps Associates will provide a cost-effective solution specifically targeted to dramatically reduce the distractions and cost of ongoing maintenance and support activities. Based on a global delivery model and deep Oracle E-Business Suite experience, our team will free up your internal resources to focus on core activities while we make sure that your user issues and requests are efficiently triaged, handled and resolved.



"(We) have been working with Apps Associates for years on a variety of different initiatives. Their global delivery model is helping us execute... at half the usual cost. Their strong onsite presence helps make this global delivery model work much smoother. We are looking forward to a continued partnership with Apps Associates."

SVP & Chief Information Officer  
Healthcare Solutions Company

## E-BUSINESS SUITE APPLICATION SUPPORT & MAINTENANCE

Traditional application managed service providers often incrementally add to operating cost by marginally impacting support & maintenance, acting as little more than an enhanced model of Oracle support. Apps Associates proactively redefines managed services for Oracle E-Business Suite Applications. We offer resources assigned to your account with onsite coordination and cost-effective, blended staffing model to maximize your return-on-investment. Our team of highly skilled technical and functional experts in E-Business Suite offers an agile, flexible skill profile allowing your internal staff to focus on strategic IT initiatives.

## On Target Offering

- ▶ Blended cost structure based on Global Delivery model
- ▶ Strong E-Business Suite technical & functional expertise
- ▶ Designed to meet the challenge of balancing strategic, high-value activities vs. ongoing support & maintenance
- ▶ Measurable, performance-based Service Level benchmarks or flexible staff augmentation
- ▶ Assigned staffing to leverage site-specific knowledge
- ▶ Complete end-to-end support, integrated with your team
- ▶ ITIL-based, best practice methodology

## Tangible Benefits

- ▶ Measurable Cost Savings
- ▶ Agile, Flexible Staffing to Leverage Broad Skill Base
- ▶ Ability to Focus Your Staff on Core Initiatives
- ▶ Improved Internal User Satisfaction

## ABOUT APPS ASSOCIATES

Founded in 2002, Apps Associates is an IT service provider offering proven expertise in Oracle and Microsoft applications and technologies. Recognized as one of the fastest growing private U.S. companies (Inc. 500) and continuing to realize rapid growth, Apps Associates is setting a compelling standard for delivery & customer satisfaction. Our service and solutions cover the entire life cycle of IT consulting and execution from assessment & planning through implementation and ongoing, post-production management and support. We offer a broad spectrum of competencies including: Oracle Applications (E-Business Suite, Hyperion / Enterprise Performance Management), Fusion Applications, Business Intelligence, Fusion Middleware, Infrastructure Administration and Managed Services (On-premise, Remote, Hosted, Cloud), Application Development (Java, .Net, Oracle APEX), Microsoft SharePoint, Apps University (Training Services). In addition, our solutions include ShipConsole, the premier Oracle validated shipping solution that has been tested and validated by Oracle to fully integrate with E-Business Suite.

### North America

- ▶ Boston (Headquarters)
- ▶ New York
- ▶ Atlanta
- ▶ Chicago

### Asia

- ▶ India  
*Global Development Center*

### Europe

- ▶ Germany
- ▶ Netherlands

### Middle East

- ▶ Oman

[www.appsassociates.com](http://www.appsassociates.com)