Application Managed Services: Continuous Support that Maximizes the Value of your Applications

apps® associates

Today's businesses are under pressure to transform rapidly – most likely your company has begun to leverage more diverse and complex enterprise application and technology portfolios. Inevitably, this makes managing your applications more complicated and consumes additional resources. How can you focus on improving your bottom line and reaching your digital transformation goals if your IT team is constantly forced to handle workflow errors and system interruptions? There is a way to get the support you need without incurring the costs of additional internal headcount or expensive onsite consultants.

With Apps Associates' Application Managed Services, we manage your entire tech stack to help you reduce costs and stay focused on strategic, high-value activities. We provide ongoing incident resolution, continuous improvement, optimization of your environment and advisory services to offer your business a single source of expertise and accountability. We also take a proactive approach to make sure that you are leveraging features and functionality that will benefit your organization and provide consistent value to your customers. In addition we provide proprietary intellectual property (IP) that help to ensure your applications are working properly.

We're proud to support a broad portfolio of Applications, Infrastructure and Cloud technologies in ERP, HCM, EPM, SCM, Data and Analytics. We also provide managed services for SaaS, PaaS and IaaS from vendors including Oracle, Amazon Web Services (AWS) and Salesforce.

We support your entire enterprise including ERP, HCM, SCM, EPM, and Analytics, from vendors such as Oracle and Salesforce.

We Manage The Entire Stack. Here's How It Works:

Consulting, Support & Maintenance

Incident Consulting: Senior consultants are available to validate designs, provide targeted expertise, assist with problem solving and advise on best practices.

Incident/Break-Fix: Workflow errors, transactions, data corruption and Oracle bugs – we're on it. Our certified teams support your environment 24/7/365 so you can focus on your business.

Training Support: We're here to help with this common post-migration pain point, educating users on system use and providing operating procedures to handle "how to" requests.

Monitoring & Maintenance: Proactive monitoring of system performance and recurring tasks to reduce system interruption.

Service Levels: Clear Service Level Agreements (SLAs) are established to ensure expectations are met for all parties.

Licensing Support

When is the last time you read your Oracle contract? Odds are, it was a long, long time ago. We'll make sure you are licensed properly with Oracle, including reviewing documents, preparing renewal recommendations, monitoring user activity and more.

Release Management

We're the experts in this area, so leave the impact analysis and test preparation to us next time Oracle has a major release. We'll maximize efficiency while minimizing interruption and provide extensive education on and testing of release changes.

Advisory Services

We provide strategic consulting for Oracle, Salesforce, integration, analytics and public, private or multi-cloud infrastructure. We'll increase the use of your applications to improve business performance, and work with you to build a strategic roadmap to future-proof your application footprint.

System Enhancements

Configuration changes? No problem. Need a new report or Oracle Cloud customization? We're on it.

Process improvement is all about cost/benefit and value received. We'll work with you to identify high-cost, inefficient, or high-risk processes that should be streamlined, automated or outsourced for efficiency.

WatchDog Diagnostics

At Apps Associates, we believe data-driven diagnostics should be an ongoing element of how you manage your environment. Our proprietary software, WatchDog, will automatically conduct system profiles and health checks to ensure your system is optimally configured. This includes identifying system errors, data integrity issues, business weaknesses, and areas for improvement, followed by a hands-on review from our certified team and detailed report. We're not just here to plug holes – we'll help you stabilize and improve your system for the long term.

Cloud Performance Monitoring

Apps developed this tool to keep an eye on the performance of your Oracle Cloud applications. We deploy and monitor navigation scripts that will alert the Apps team if there are any failures or performance degradation. If we're alerted, we'll take appropriate actions; including customer notification and logging a service request with Oracle for remediation.

Data Scrambling

This is a process that Apps created to scramble your PII (Personal Identity Information) data on your non-prod Oracle Cloud HCM environments. It can be run anytime with zero downtime required.

Reports Catalog

Apps Associates developed a collection of **200+ reports/dashboards** for Oracle Fusion Cloud. The Catalog spans across Financials, Supply Chain and Human Capital Management. You get Insightful BIP reports, OTBI reports & Analytical dashboards as a ready to use plug-in.

ConfigSnapshot (CSS)

Automatically create setup documentation with flexible formats and content including BR100/MC050 as well as compare setups between multiple environments. It provides the ability to differentiate easily between seeded and implementation setups and multiple reporting formats include Excel, Word, HTML, and XML.

Automated Testing

Testing each Oracle Release can be a manual and time consuming process. At Apps, we utilize an automated testing tool to speed up the process and ensure we are executing each test script, every time. We offer a set of standard test scripts, but can also execute custom test scripts that are specific to your environment. Let us handle your Release Management process by utilizing our Automated Testing tool.

Leave It To The Experts...

With Apps' deep expertise in supporting multiple customer environments across many verticals, you will get a breadth of knowledge that is simply unmatched. If an issue arises, there is a good chance that our associates have seen and resolved it before.
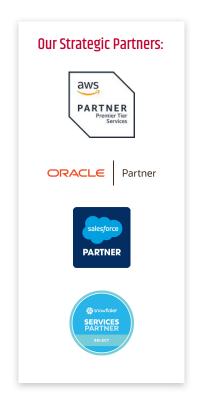
What does this mean for you? Benefits include:

• Flexible resource and delivery models to support your changing needs and fit your budget

• Global coverage...but not too big to deliver personalized care

• Breadth of expertise across application footprint

• Assurance that mission critical applications are optimized and

• Tech support that drives value for your customers, such as Oracle Global Trade Management (GTM), which enables companies of all sizes to centrally manage global trade operations

We act as an extension of your IT team, so you can focus on your business. Managed support delivery is achieved using a cost-effective, global staffing model to maximize your ROI.

Ready to learn more? Visit us online here, or call +1.855.466.5066.

If you're tackling post-migration challenges, make sure to check out our cheat sheet here to make the most of your cloud investment.

Our Strategic Partners:

aws
PARTNER
Premier Tier Services

ORACLE | Partner

salesforce
PARTNER

snowflake
SERVICES PARTNER
SELECT

About Apps Associates

Apps Associates is an enterprise application services leader with a customer-first focus. Apps Associates has more than two decades of experience helping organizations innovate through digital transformation initiatives. Customers such as Brooks Automation, Hologic Inc., Edwards Vacuum, and Take Two Interactive Software turn to Apps Associates for strategic counsel, system integration and the services required to solve their most complex business challenges - utilizing experience in analytics, application modernization, process automation, digital systems, technology and operations.

To learn more about how Apps Associates can help you align your business with the right technology, visit: www.appsassociates.com, or follow Apps Associates on social media on Twitter and LinkedIn.

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