Infrastructure & Database Managed Services: End-to-End Support

apps associates®

From hardware infrastructure issues to database administration, chances are your IT team spends a significant portion of their day focused on maintaining status quo. As your business grows, scalability and quick adoption of new technologies will present even larger challenges. It's time to put your core business first – before it's too late.
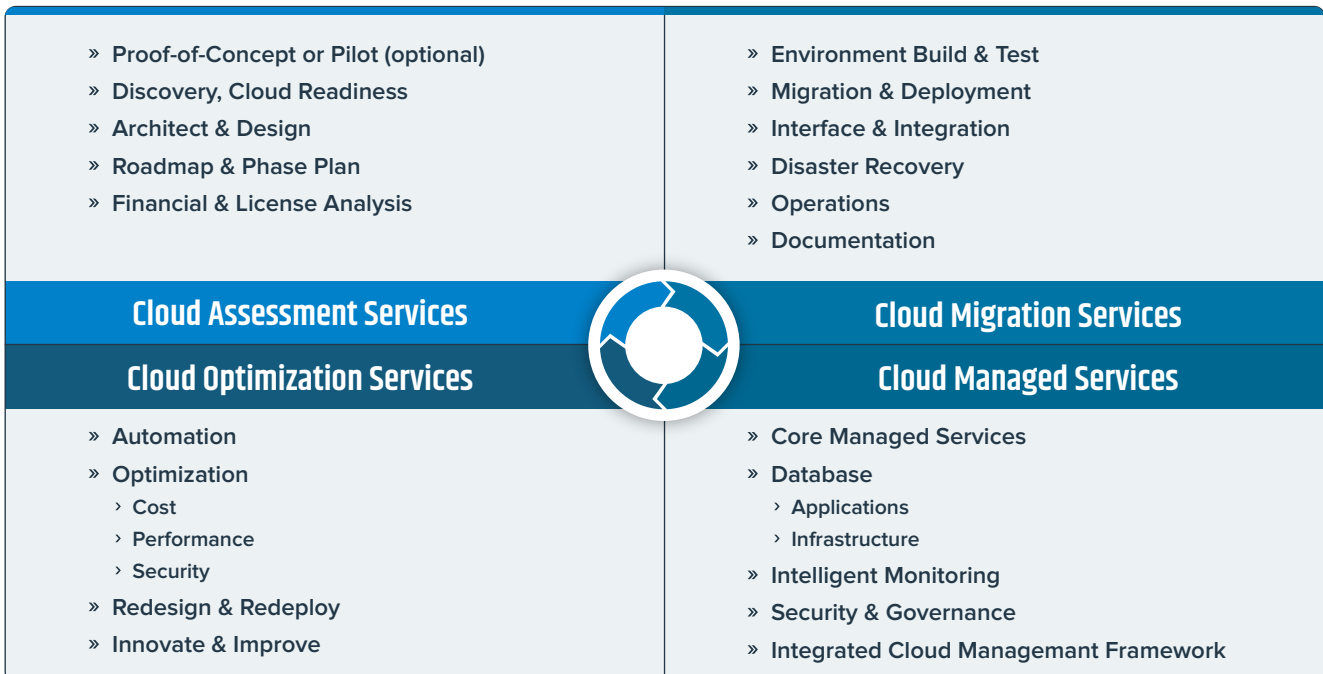
With Apps Associates Infrastructure Managed Services, we ensure the quality of your IT systems and operations to help you reduce costs and stay focused on those strategic, high-value activities. We provide reliable, flexible and secure infrastructure and database management both in the cloud and on-premise – so your team can focus on bottom-line growth.

We're proud to deliver solutions that address your immediate infrastructure demands, from datacenter operations management to public/private/hybrid cloud support, to business applications management.

Full-Service Offering:

- Enterprise Applications Administration
- BI Applications Management
- Database Administration
- Hosted Services
- Service Level Management
- Remote Infrastructure Management
- Datacenter Operations Management
- Fusion Middleware Administration

Here's How It Works:

Cloud Assessment Services

» Proof-of-Concept or Pilot (optional)
» Discovery, Cloud Readiness
» Architect & Design
» Roadmap & Phase Plan
» Financial & License Analysis

Cloud Migration Services

» Environment Build & Test
» Migration & Deployment
» Interface & Integration
» Disaster Recovery
» Operations
» Documentation

Cloud Optimization Services

» Automation
» Optimization
  › Cost
  › Performance
  › Security
» Redesign & Redeploy
» Innovate & Improve

Cloud Managed Services

» Core Managed Services
» Database
  › Applications
  › Infrastructure
» Intelligent Monitoring
» Security & Governance
» Integrated Cloud Managemant Framework

Support & Maintenance

Incident/Break-Fix: Corruption issues, cloud challenges, disaster recovery – we're on it. Our certified teams support your environment 24x7x365 so you can focus on your business. We also offer disaster solution backup and recovery processes for when things don't go according to plan.

Unlimited Support: We've got your back, with unlimited support on Oracle ERP, databases for patching, cloning, tech stack upgrades, point release upgrades, performance management and more. Not only that, we also provide support in the form of an integrated service desk, change requests and incident management.

Monitor & Maintenance: Rely on us to be proactive. We proactively monitor system performance and recurring tasks to reduce system interruption, and manage quarterly critical patch updates for OS, Oracle ERP and databases.

Licensing Support

When is the last time you read your Oracle contract? Odds are, it was a long, long time ago. We know the triggers that warrant a contract review – from server technology changes to cloud deployment to disaster recovery. We'll make sure you are licensed properly with Oracle, including proactively reviewing documents, preparing renewal recommendations, monitoring user activity and more.

Cloud Managed Services

From Amazon Web Services (AWS) to Oracle ERP Cloud to Hybrid Cloud – we've got you covered. We'll take a deep dive of your IT environment and map out the best approach for migration and/or maintenance.

Ready to transition to the public cloud, or looking to hybrid as you'd like to keep some applications on-premise? We'll guide you through the process and support your infrastructure, databases and applications every step of the way.

Or, let us build, administer and manage your AWS virtual private cloud platform. We'll handle everything from solution design to implementation and environment monitoring.

Data-Driven Diagnostics

Watchdog Diagnostics: At Apps Associates, we believe insight into diagnostics isn't a nice-to-have, it's a necessary and ongoing element that helps you manage your environment. Our proprietary software, WatchDog Diagnostics, 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.

BloodHound Diagnostics: Also take advantage of BloodHound Oracle Diagnostics, which identifies and catalogs the customizations in your Oracle E-Business Suite system. Knowing your extensions and what they impact will enable you to make better decisions as you manage your applications.

System Enhancements

We all like system enhancements, except for when they disrupt processes. We'll work with you to identify high-cost, inefficient, or high-risk processes that should be streamlined, automated or outsourced for efficiency.

We also provide quarterly critical patch updates, backup and recovery processes as well as testing support as per audit policies.

SmartDog

Ready to reduce risk, gain control and increase visibility of your IT environment? Meet SmartDog, a tool that allows you to quickly explore and dive into key functional areas of your business such as operations, service level management, security, cost management, compliance and risk.

Here's the bottom line: Save time and resources by letting us optimize your IT environment.

Business Operations Anytime, Anywhere

Ensuring that your business applications are available, efficient and secure at all times is paramount. This is why organizations need control over their entire technology stack from hardware and software to business applications.

Apps Associates Infrastructure Managed Services provides end-to-end support of all components under one umbrella.

What does this mean for you? Benefits include:

- ✓ Increased availability of your business systems
- ✓ Predictable performance to manage your service level targets
- ✓ Faster resolution of issues
- ✓ Experienced resources to support your business systems
- ✓ Secure operations with independent SSAE 16 Type II report to meet your internal controls
- ✓ 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

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

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PARTNER

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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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