VEEBRIJ MANAGED SERVICES

Maximizing Performance and Value,
Minimizing Risk and Cost

Veebrij
Driving Innovation

WE'RE FOCUSED ON YOUR GOALS

Increase productivity with fewer resources. Optimize IT systems while cutting your budget. Add IT capabilities as a competitive weapon without adding IT staff to implement new systems. Help your business make more money, but spend less.

Never have you been called upon to do so much with so little.

We're the Veebrij Managed Services organization, and we can help.

Veebrij Managed Services offers a complete portfolio of hosting and application management services that help you reap the maximum value from your Oracle solutions. We can help you implement and run Oracle solutions, or we can run and support those solutions for you – and as a trusted advisor, we'll help you determine which of those options is best for you.

We can customize our services to meet your specific needs, and our expert consultants will work with you to help you realize tangible, measurable results – reduced risk, increased financial predictability, guaranteed system performance, and a lower total cost of ownership (TCO). And most important, we free your internal resources to focus on your core competencies. We make the most of your Oracle solutions, so you can make the most of your business.

Here's a brief look at who we are and the services we offer.

Veebrij Managed Services provides comprehensive hosting and application management services for planning, building, and running your Oracle solutions for optimal stability, reliability, and cost effectiveness. We can do this over the long haul or just for the short term as your needs require. We're flexible, so you can choose exactly what to outsource, or you can run your systems yourself and select those services that help you do that. Our products and services allow you to choose exactly how much IT to outsource and when.

Think of us as a strategic partner. We'll help you assess risk so you're properly prepared. Then we'll help you select the right application solutions, implement them, and operate them smoothly. Along the way we'll keep your operating costs in check, make the most of your internal resources, and make sure your IT plans match your business objectives.

As an Veebrij Managed Services customer, you receive active support from a dedicated customer service or program manager based in your country. This manager serves as your point of contact for everything related to your Oracle solutions. Your customer service or program manager:

- Coordinates and monitors all Veebrij services delivered from Veebrij locations around the globe
- Guarantees the quality of the services provided and ensures adherence to the service-level agreements (SLAs)
- Delivers periodic service reports and works with you to assess priorities and next steps
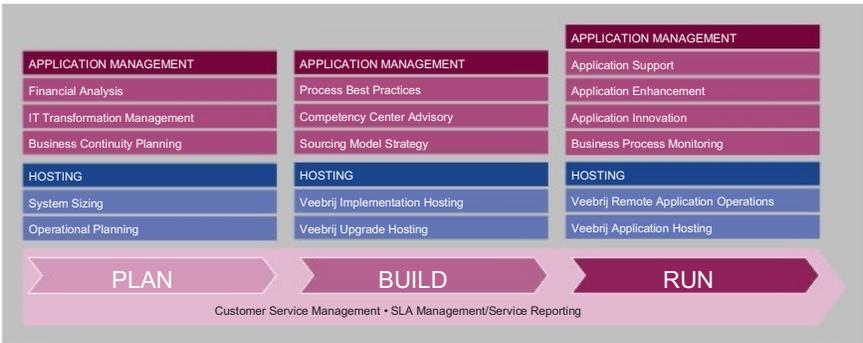- Keeps you informed of the latest developments in Veebrij solutions that affect your business objectives

Figure 1: The Veebrij Managed Services Portfolio

PLAN: DEVELOPING YOUR STRATEGY FOR SUCCESS

Our support desk provides a central point for recording all your inquiries – whether they arrive by telephone, fax, e-mail, or Web portal. This ensures that the content of every inquiry and issue resolution progress remains transparent to you at all times. You benefit from:

- A global customer interaction center that handles inquiries around the clock to monitor and report all procedures
- Automated, customized reports that detail the progress made and keep you informed about adherence to your SLA
- Service reports notifying you of any required actions and modifications to your system
- A knowledge repository of all resolved issues and escalations

Whether you select hosting or application management services – or both – the benefits provided to your organization are the same: predictable and transparent support costs, reduced risk, reliable and sustainable operations, and unmatched Oracle expertise and resources. And we provide the personalized service you demand. Now here's a closer look at how we help you plan, build, and run your Oracle solutions.

When you embark on a new IT project, you need a well-prepared strategic plan for success. We can assist you throughout the planning process. We'll help you find the right solution to meet both your IT and business needs, safeguard your investment, and plan support processes. Here's how.

Financial Analysis

By lowering your system landscape's operating costs, you add value to your organization. But you need transparent operating costs to do that. We can help you analyze the cost structure of your support organization, identify cost drivers and areas where you can maximize cost-efficiency, and provide solutions for reducing the total cost of operation. Our financial analysis service helps you:

- Make the operating costs for your systems transparent
- Identify whether it is more cost-effective for you to partially outsource the operation and support of your Oracle software
- Verify your decision based on our best practice approach
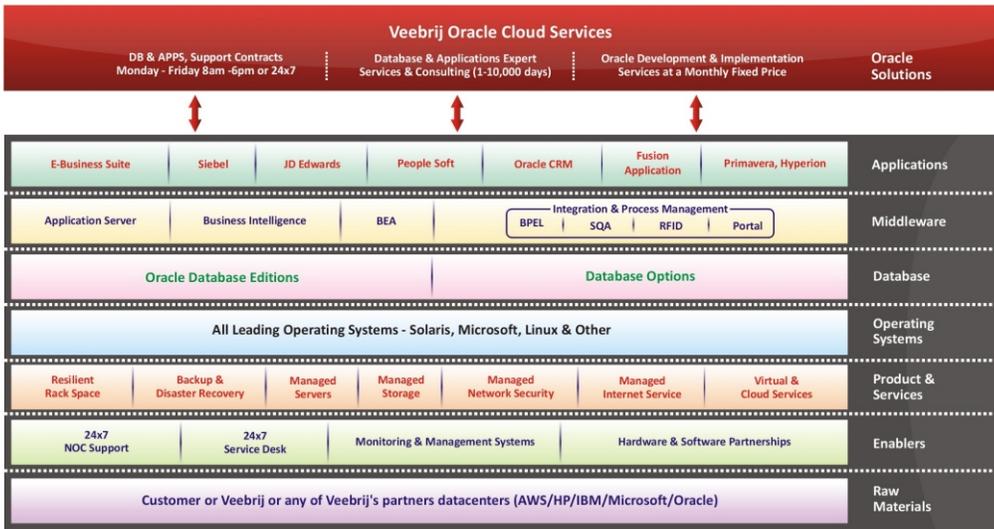- Help you drive the right sourcing strategy and make the right sourcing decisions

Figure 2: The Veebrij Oracle Product Cloud Offering

IT Transformation Management

Establishing a best-run IT operation means evaluating and transforming the way it is run and how it delivers services. Shifting from an IT-centric operations management perspective to a customer-centric, business process management perspective is a critical part of this transformation, ensuring that the value derived from your IT solutions is measured against your business and service objectives. We work with you to help your IT organization interact more with the business and adapt to ever-changing business demands. We help you provide the right IT infrastructure and solutions; incorporate best practices, processes, and tools; and deliver timely responses to business needs. With IT transformation management, Veebrij Managed Services:

- Assumes the role of trusted advisor to your IT organization
- Works with you to develop the vision, strategy, and road map to transform your IT processes, methods, and architecture
- Manages and delivers IT operations that meet your needs with minimal disruption to the business
- Ensures your IT service delivery and support model is fully synchronized with your business

- Mitigate the impact to your business by using proven risk reduction methodologies and practices, process continuity protocols, and fail-over system designs
- Help you through the spikes created by transitions to new IT systems by using trained personnel, best practices and processes, diagnostics, and tools delivered through Veebrij's global competency centers

System Sizing

It's not easy to choose the "right" IT infrastructure. To make the right choice, you need to take a close look at your planned production environment, identify the hardware infrastructure required to support it, and know whether and to what extent to change it as your technology requirements evolve. Our system-sizing service helps you design the best solution for your needs. We help you:

- Use our Quick Sizer tool to estimate your required hardware resources
- Define the ideal infrastructure design, applying industry best practices and standards
- Maximize the reliability and stability of your infrastructure

Business Continuity Planning

Changes to your business drive the changes to your IT systems, which requires flexibility from your IT organization to respond to change but still deliver business continuity. It's tough to deliver this combination of flexibility and stability because it calls for continual software release upgrades, solution enhancements, system architecture changes, end-user retooling, disaster recovery planning, and more. Most IT organizations have a hard time doing all of those things and still running systems 24x7. Veebrij Managed Services has extensive experience developing business continuity plans and then executing them with the least impact to the business and its customers.

With business continuity planning, we:
- Work with you to design an IT vision and strategy that maps to your business plans and processes, then execute on the plan

Operational Planning

We have worked with lot of organizations globally implementing and operating IT solutions. With that type of experience and expertise to help you make the right decisions when it comes to the operations of your Oracle solution. Leveraging Veebrij best practices, we can guide you on system landscape optimization, authorization strategy, change management, transport strategy, print and fax management, interface design, resource monitoring, performance monitoring, and more. We also have extensive experience with Oracle methodologies, products, and solutions, and we can recommend the ones that are right for your specific situation. We can help you make safe decisions to ensure success with your Oracle solution throughout its entire life cycle.

BUILD: HELPING YOU REACH YOUR GOALS

Changing business and IT requirements, fewer resources, and increased pressure to deliver higher levels of service and support you face these obstacles every day. These obstacles are also a risk when you introduce new software and build support structures.
We can help you build an effective support organization and mitigate the risks in implementing and upgrading your Oracle solutions. Here's how we do it.

Process Best Practices

As you adapt your IT organization to optimize your IT processes, you should drive daily operations using consistent, repeatable processes built on industry standards, such as the IT Infrastructure Library approach to service management. Veebrij Managed Services helps you integrate established Oracle best practices – including processes, tools, and metrics to measure service levels – to ensure your IT organization runs at its best. To help you identify and monitor roles and responsibilities, we offer a detailed service catalog that outlines the activities classified for applications and technologies to ensure that the right personnel contribute in the right places. We draw from an extensive knowledge base of best practices methodologies, tools, and templates to ensure your IT organization leverages the best IT practices for your operational success.

Competency Center Advisory

Top-notch IT support reduces downtime and increases employee satisfaction. We've learned a thing or two about support by operating more than several competency centers for large organizations. Based on our experience, our competency center advisory service helps you:
- Identify the optimum organizational form for your own competency center
- Raise the efficiency of your competency center, which Increases user satisfaction
- Train your competency center staff in the use of Oracle tools, diagnostics, and methods
- Build a support framework to manage IT goals and objectives

Sourcing Model Strategy

As you build a support organization to manage your Oracle landscape and legacy systems, the challenge is to determine the right mix of resources to balance skills and competencies. And there's the added pressure to support new IT projects with a shrinking IT budget and drive down TCO while increasing the value derived from IT investments.

Veebrij Managed Services works with you to find the right solution for your situation using quantitative analysis and tools like operational risk management and ROI calculators; then we map them to your long-term business and IT strategies. These exercises produce the right balance between insourcing, cosourcing, and outsourcing – without risking the loss of your competitive business benefits and accumulated business knowledge. We work with you to build sourcing models that take into account a variety of variables, including your service goals, end-user capacities, ongoing initiatives, and operating budget. And we help you build a road map for both long-term and midterm sourcing strategies to ensure success at the lowest possible TCO.

Implementation Hosting

The fastest way to reap the benefits of your Oracle solution is to Get it up and running fast. We understand that. That's why we can provide you with an implementation environment that's tailor-made for the relevant Oracle solution and ensures smooth system operation. We turn over the system to you – in **2 days** or less – so your project team can devote itself completely to optimizing and mapping your business processes. By allowing us to host your implementation, you:
- Begin your project quickly and avoid costly project delays
- Bypass staff shortages and focus your internal resources directly on strategic areas
- Increase project security and stable system operation
- Give yourself extra time to put your own infrastructure in place if transitioning to an internal system
- Adjust the contract period (two months and up) to suit the project

- Specify hardware sizing only when you know exactly what is required for live operation
- Rely on Veebrij to provide the expertise needed to optimize and tune your development system
- Gain a clearer overview of costs because implementation hosting is a fixed-price service

Upgrade Hosting

We continually work to improve our software solutions, so chances are, the latest releases offer the greatest value to you. That means upgrading your software. Our upgrade hosting service provides you with an appropriate infrastructure for upgrading your solution. We operate the test system in one of our data centers and handle the technical upgrade. This service:

- Provides a robust test system quickly
- Allows you to familiarize yourself with the functions of the new release by working with our Oracle experts
- Increases the planning certainty of your upgrade project
- Has an adjustable contract period (two months and up) to suit your needs
- Offers the benefit of our help desk and integration with the Veebrij Safeguarding for Upgrade portfolio of services
- Ensures better forecasting of upgrade costs because upgrade hosting is a fixed-price service

RUN: REACHING YOUR GOALS

You know that implementation is really just the beginning. Once your Oracle solution is up and running, you have to keep it that way. Solid, ongoing operations and support are critical to success. When it comes to IT solutions, we're experts in developing systems, managing ongoing operations and support, and then helping you tackle your next challenge. We have what it takes to manage your solution landscape, monitor processes, and keep you up-to-date with the very latest developments. Here's what we offer.

Application Management

Our application management services help you establish your support organization, provide professional support, and optimize your Oracle solution. If you wish, we can do more than just support your IT system. We can also monitor, improve, and implement entire business processes. You can select all or some of our application management services, depending on your needs. An SLA gives you contractual certainty. Our application management service provides application support, application enhancement, application innovation, and business process monitoring.

Application support includes:
- Incident and problem management
- Level two and three support from the Veebrij help desk
- Resolution on Oracle product issues in functional, technical, and operating system areas
- Routine daily maintenance services and system stabilization
- Product-related escalations to Veebrij support
- Minor enhancements for business add-ons, minor custom solution builds, and testing

Application enhancement includes:
- Application optimization
- New business add-ons
- New developments
- Technical upgrades
- Configuration management
- Landscape architecture

Application innovation includes:
- Major functional upgrades
- New Oracle add-ons, integration, testing, and end-user training
- Interfaces with best-of-breed systems
- Platform and technology landscape migration
- Legacy system migration
- Assistance managing mergers, acquisitions, and divestments
- Data archiving services
- Solution optimization
- Continuous maintenance
- Continuous business improvements
- Continuous change

Business process monitoring includes:
- End-to-end monitoring of business process chains for business efficiencies and performance
- Planning, implementing, and monitoring stress tests
- Extended monitoring of your system landscape and business processes
- Follow-up support for going live, new releases, and migrations
- Maintenance and monitoring of interfaces across multiple systems

Remote Application Operations

As part of our remote application operations service, Veebrij specialists provide remote support for your systems. A Jxed-line connection means they are constantly linked to the data center where your application is running.
You can cost-effectively:
- Seamlessly manage the operation of your Oracle products via a remote connection
- Utilize global 24x7 support
- BeneJt from round-the-clock access to a contact who knows your system landscape exactly
- Cut costs for training and utilizing in-house IT experts
- Gain a clearer overview of costs through Jxed prices

Application Cloud Hosting

You can choose to turn your applications over to us, and we will operate your Oracle systems over the long term in our high-performance data centers. We provide the entire infrastructure, develop the system, and install the Oracle components. We work with you to ascertain – and provide – your performance requirements. This service:
- Enables Veebrij to seamlessly manage the operation of your Oracle solution via a remote connect
- Allows you to focus 100% on your core business
- Reduces your infrastructure investments and cuts training costs
- Provides a clear overview of costs through Jxed prices
- Delivers global 24x7 support and customized levels of service
- Enables you to adapt your systems quickly and easily
- Allows you to call our help desk at any time and speak with your personal contact person
- Enables you to stay current on all upgrades and updates, security, and best practices

For More Information

To learn more about the portfolio of offerings available from Veebrij Managed Services, please contact sales@veebrij.com , call us at +1 866 669 6774, +44 (0) 117 325 0425, +91 (0) 11 25129960, or visit us online at www.veebrij.com.