ORACLE Platinum Partner

maximizing
business process performance
with Right-Fit Application Management for Oracle

Turn business technology into business advantage

Businesses today need to extract value from every aspect of their operations and infrastructure – and that includes their IT. To do this, organizations are increasingly relying on their business and IT applications to help balance cost reduction and revenue growth, enable them to cope with shifts and trends in customer demand, global competition, sustainability and statutory compliance. Managing your applications, therefore, is becoming not just functional necessity, but a vital aspect of business success, continuity, innovation, and growth. Right-Fit Application Management for Oracle from Atos can provide the answer you need to gain real value from your application landscape.

Our Oracle expertise

We have over 20 years' experience of implementing, upgrading, and supporting Oracle. This means we have the prerequisite depth of product and industry knowledge to manage your Oracle applications landscape, including:

▶ Oracle E-Business Suite
▶ Oracle CRM and Customer Experience
▶ Oracle Fusion
▶ Oracle Databases and Middleware.

Together with these specializations, our portfolio provides:

▶ Business strategy and transformation
▶ Health check, roadmap, and business cases
▶ Design and build of Oracle solutions using best-practice accelerators
▶ Enhancements and upgrades
▶ Software-as-a-Service (SaaS) solutions
▶ Fully managed services, available in the cloud.

The perfect blend

Right-Fit Application Management for Oracle is a tailored approach to managing and optimizing your Oracle applications. This is a transformational journey toward enhanced system performance and efficiency across your Oracle landscape – driving competitive advantage with more effective business processes and a maximum return on investment.

This journey takes place in two key stages. It is the perfect blend of foundation services to drive efficiencies with business-enabling services that enhance core business processes and boost performance (fig. 1).
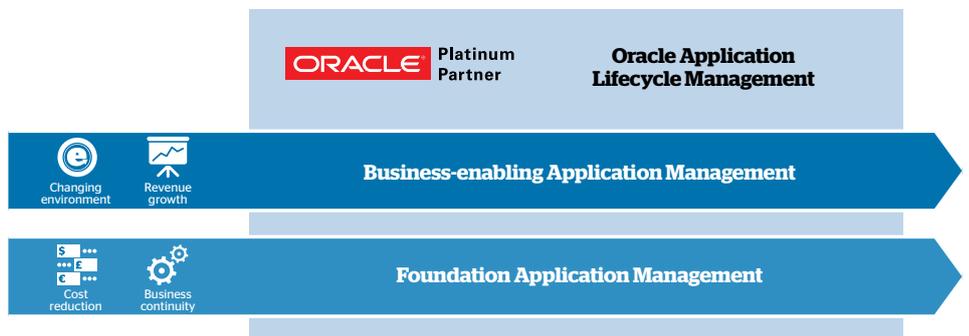

Fig 1: Application Management for Oracle – Foundation and Business-enabling

The voice of our clients

"Atos clearly has the people to deliver Application Management services; this is evident in their customer focus/partnership approach to delivering support and project services, which provide a right-fit to enabling us to meet our business objectives. Atos' Oracle experience was key during our challenging E-Business Suite upgrade project. When major functionality issues were experienced, these were dealt with effectively by the dedicated Atos Oracle team, which significantly contributed to the eventual success of the project."

Paul Dougherty, Service Relationship Manager, Manchester Airports Group

Atos

Foundation Application Management

Provides the core Oracle application support and maintenance, change, enhancement, upgrade and test services. These include hosting, Oracle middleware and Oracle database management services.
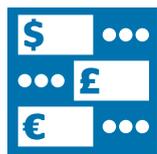
Business-enabling Application Management

Plots consulting-led 'transformational pathways' that deliver application standardization and rationalization, modernization and process integration, cloud transformation and ecosystem management. This two-stage approach actively addresses four key business issues:

Revenue growth

Grow revenue with Atos taking over the day-to-day running of your application estate, so you can switch focus to core business operations.

Cost reduction

Significantly reduce annual spend on Oracle Application Mangement by up to 50%, without compromising quality or security.

Business continuity

Assure business continuity with improved service quality using best-practice ITIL-based processes, Lean Management and robust security models.

Changing environment

Respond to the changing market, providing access to new skills and resources to cope with peaks in demand.

Is Right-Fit right for you?

There are any number of different pressures that can affect business performance. And not every organization encounters the same pressures at the same time or in the same way.

Cost

▶ Are you facing significant budget pressure and specifically with Application Management?

▶ Are you restructuring?

▶ Do you want to explore off-shore or near-shore delivery models?

Agility

▶ Do you have sufficient expertise to manage your existing Oracle estate to accommodate peaks and troughs in demand?

▶ Can you respond quickly to changing business needs?

▶ Are you able to explore, understand, and deploy future Oracle technologies?

Quality

▶ Is there room to improve customer responsiveness and business user productivity?

▶ How are you dealing with regulatory and security pressures?

▶ Can you meet business-focused service level targets for your Oracle systems and is it scalable, resilient and highly available?

Value

▶ Is your IT team able to conduct value-add business activities?

▶ Is your current Application Management Service delivering innovation?

▶ Are you considering cloud IT services?

Traditional Application Management – a one-size-fits-all approach for the lowest possible price – is no longer enough. If you are asking some, or all, of these questions, then our Right-Fit Application Management for Oracle offering can help.

Business Process Chain Management

This offering focuses on business outcomes. Applications and infrastructures are mapped to your critical business processes and monitored up to 24x7 through The Bridge operations center in our Global Delivery Center in India.

This represents a shift from responsive service to proactive service – business alerts and traffic light functionality across your Oracle environment flag potential issues when agreed Business KPIs are breached.

With process chain analytics support from The Bridge, we can evaluate your business process chains to highlight pain points and value potential. We also provide sector-specific AM packages, built on deep industry know-how.

Together, we identify optimization potential and make recommendations, implement them, and measure the outcome to achieve tangible business process chain improvement.

Talking technical, boosting business

Atos understands that service performance must be measured through Business KPIs. While traditional IT SLAs (such as incident response and application availability) must still be tracked, business outcomes are now the main service focus.

We use standardized building blocks as the basis for every solution, selecting and combining those that are most appropriate to your specific business needs. We are business technologists. We are multi-sector specialists. And we have developed a comprehensive Oracle service portfolio that will deliver efficiency, performance improvements, and competitive advantage from your Oracle investment.

Next steps

Atos knows all about Right-Fit Application Management for Oracle. Let us show you how to transform your Oracle landscape with specially developed systems and solutions outlined here. For more information, please visit us at: uk.atos.net/oracle or email us at oracle.solutions@atos.net.