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# REMOTE APPLICATIONS MANAGEMENT SERVICE



## Remote Applications Management from Motion International

Motion International's Remote Applications Management (RAM) service ensures a live, fast response to day-to-day, non-critical activities and issues in your Oracle environment. With RAM, you can:

- OUTSOURCE NON-CRITICAL BUSINESS ACTIVITIES LIKE:
  - *Applications maintenance*
  - *Trouble ticket management*
  - *User complaints*
- INCREASE PRODUCTIVITY
  - *Your team is focused on core activities*
- INCREASE USER SATISFACTION
  - *You can benefit from Motion's experienced functional and technical experts to address user complaints*

## Features

Motion's RAM service leverages practical experience accumulated during our Oracle Applications implementation projects in 7 different countries, from release 9.3.7 to today. Features include:

- REMOTE SERVICES
- SECURE CONNECTIONS
- EXPERIENCED STAFF OF BOTH FUNCTIONAL AND TECHNICAL EXPERTS IN EUROPE AND THE US
- SUPPORT 24X7
- VAST AND COMPLETE INTERNAL KNOWLEDGEBASE OF CASES ALREADY STUDIED AND RESOLVED
- INTERFACE TO EXISTING TROUBLE TICKETING SYSTEMS AND MONITOR SOFTWARE TO PRESERVE PREVIOUS INVESTMENTS IN TROUBLE TICKET SOFTWARE AND MONITORING TOOLS

## Services

- REMOTE SUPPORT
  - This service provides functional and technical support for users and IT personnel. A specific proprietary tool is used to track all relevant information requested by the customer and to provide real-time feedback about requests, suggested solutions and resolutions.
- REMOTE ADMINISTRATION
  - This service includes daily system administration activities. Motion administers and supports planned activities, such as patch application, environment cloning and start-up/shutdown procedures.

- REMOTE MONITORING
  - This service monitors your system's various components. It provides an early notification/warning on possible errors as well as a detailed "as is" situation of your computer system. It covers servers, operating system, various levels of the Oracle Applications Technology Stack, network layer and concurrent processing.
- WEB HELP DESK
  - First-level help desk services are also available upon request.

### **Activities**

Motion's RAM activities can be grouped in two main categories: Nonrecurring (unplanned) and recurring (scheduled monthly, quarterly, operational and annual close activities):

BUSINESS AREAS	RECURRING ACTIVITIES	NONRECURRING ACTIVITIES
<b>Financial</b>	<ul style="list-style-type: none"> <li>↘ Period Opening</li> <li>↘ Posting</li> <li>↘ Reconciliations</li> <li>↘ Fiscal Reports</li> <li>↘ Interface Management</li> </ul>	<ul style="list-style-type: none"> <li>↘ Monitoring of sub ledger to GL posting</li> <li>↘ Support with Journal entry</li> <li>↘ Defining security rules</li> <li>↘ Accounts Maintenance</li> <li>↘ X-val rules</li> </ul>
<b>Distribution</b>	<ul style="list-style-type: none"> <li>↘ Purchase Order creation and management</li> <li>↘ Sales order entry and management</li> <li>↘ Receipts</li> <li>↘ Shipping</li> <li>↘ Inventory transactions</li> <li>↘ Price list updates</li> <li>↘ Purchasing contracts updates</li> <li>↘ Scheduled receipts</li> <li>↘ Inventory reporting</li> </ul>	<ul style="list-style-type: none"> <li>↘ Item / Item template creation / updates</li> <li>↘ Inventory transaction types creation / updates</li> <li>↘ OM transaction type creation / update</li> <li>↘ Lists updates</li> <li>↘ PO approval hierarchy process update</li> <li>↘ Discount and / or surcharge policy updates</li> <li>↘ Receiving or shipping process updates</li> <li>↘ Alerts updates</li> <li>↘ Responsibility menu creation / updates</li> </ul>
<b>Manufacturing</b>	<ul style="list-style-type: none"> <li>↘ Updating Activities on data master</li> <li>↘ Job/Batch monitoring</li> </ul>	<ul style="list-style-type: none"> <li>↘ Production reconciliations</li> <li>↘ Planning activities investigations</li> <li>↘ Defining production security accesses</li> <li>↘ Plants maintenance</li> <li>↘ Electronic signatures maintenance</li> <li>↘ Creation and adding of data masters records</li> </ul>

Table 1 – Examples of Recurring and Nonrecurring Activities

## RAM Service Levels

To help companies build their own RAM services and leveraging its experience, Motion International has outlined three levels of RAM services:

	Platinum	Gold	Silver
WEB HELP DESK	✓	✓	✓
REMOTE SUPPORT	✓	✓	
REMOTE ADMINISTRATION	✓	✓	
REMOTE MONITORING	✓	✓	
TIMEFRAME COVERAGE	Extended 6:00 a.m. to 12:00 a.m. Monday to Friday	Standard 8:00 a.m. to 6:00 p.m. Monday to Friday	Standard 8:00 a.m. to 6:00 p.m. Monday to Friday
TICKETS PER MONTH	20	5	5
MAN/DAYS PER QUARTER CLOSE ACTIVITIES	20	10	5
MAN/DAYS PER SEMI-ANNUAL AND ANNUAL CLOSE ACTIVITIES	40	20	10
NONRECURRING ACTIVITIES MANAGEMENT	✓ (Activities list TBD)	✓ (Activities list TBD)	
HOURS PER MONTH FOR NONRECURRING ACTIVITIES MANAGEMENT	80 (Activities list TBD)	40 (Activities list TBD)	
TIMEFRAME COVERAGE DURING:	Full 24 hours a day Monday to Friday	Extended 6:00 a.m. to 12:00 a.m. Monday to Friday	
(Q) - QUARTER CLOSE ACTIVITIES	Q - 1 week	Q - 1 week	
(S) - SEMI-ANNUAL CLOSE ACTIVITIES	S - 3 weeks	S - 3 weeks	
(A) - ANNUAL CLOSE ACTIVITIES	A - 3 weeks	A - 3 weeks	

Table 2 – RAM service levels

Furthermore, Extra coverage options are available:

- **Week end** - From Friday 6:00 p.m. to Monday 8:00 a.m.
- **Complete** - 24/7

## **Proprietary Tools**

Motion utilizes several tools, some developed internally, others standard from Oracle, to guarantee a complete customer satisfaction according to the requirements and agreed SLA.

### *SMASH*

SMASH is used to track customers' relevant information requests. All data are uploaded into a Service Monitoring and Support Hub application (SMASH). Customers use this application to request Motion support for problems or questions relating to their Oracle Applications installation, and Motion uses it to provide real-time feedback to customers' requests, suggested solutions and resolutions.

### *MoST*

MoST is a tool developed by Motion to monitor the various components of customers' computer systems. It provides an early notification/warning on possible errors as well as a detailed "as is" situation of the computer system. The service covers the operating system on which the system is implemented, various levels of the Oracle Applications Technology Stack, the network layer and concurrent processing.

### *Enterprise Manager*

Oracle Enterprise Manager (OEM) is the well-known standard Oracle tool utilized to monitor the various Oracle Applications components and schedule specific jobs to the systems to which it is connected. As a de facto standard in the Oracle world, it is guaranteed to be always up-to-date with the various versions of software components and backwards compatible with previous ones.

## **About Motion International**

Motion International ([www.motion-international.com](http://www.motion-international.com)) is an experienced, exclusively Oracle professional services company that works with manufacturing firms with international operations. One of very few firms that offers high-caliber multinational Oracle expertise worldwide, it has developed several proprietary best practices, tools and methodologies to ensure successful delivery. Headquartered in Minneapolis, Motion has offices in five countries and has delivered Oracle projects on five continents. Its clients include some of the world's largest global companies.

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