

REMOTE ORACLE APPLICATIONS MANAGEMENT SERVICE

REDUCE COSTS | IMPROVE SERVICE TO BUSINESS USERS | ALIGN ORACLE TO STRATEGIC GOALS

Index

Remote Oracle Applications Management Service (RAM)	3
Remote Applications Management Service Breakdown	4
Proprietary Tools	6

Remote Oracle Applications Management Service (RAM)

Motion International provides expert remote support of your Oracle environment by highly skilled Oracle Consultants.

Choose from the following Oracle Support Service Offerings to insure your mission critical business processes are operational and available to your business users.

- **Technology Monitoring** – Insure your infrastructure supporting your Oracle Applications and your Database are operational and available. Avoid downtime by proactively resolving issues before they impact business operations.
- **Remote Production Support** – Knowledgeable, Reliable, and Professional Oracle Consultants available 24X7 to insure your key business processes are available and operational.
- **Minor Enhancements** – Improvements to your Oracle Production Environment to gain business operational efficiencies, reduce costs and increase profitability.
- **Oracle Strategic Planning** – Guarantee that your Oracle environment is aligned with the strategic growth plans of your organization to rapidly achieve strategic goals maintain competitive advantages in your marketplace.

EXPERT ORACLE SUPPORT SERVICES IN 4 SIMPLE STEPS

1	<i>Review Motion International's Menu Of Remote Oracle Support Service Offerings To Customize A Support Agreement That Is Right For You</i>
2	<i>Choose The Length Of Your Service Contract</i>
3	<i>Connect To Motion International's Web Help Desk</i>
4	<i>Log In And Turn Your Oracle Support Over To Motion International</i>

Table 1 – Steps to create Remote Oracle Applications Management Service

Remote Applications Management Service Breakdown

ORACLE SUPPORT SERVICE		
AREA	TYPE	ACTIVITIES
Technology Monitoring	DBA Monitoring	Remote DBA Monitoring
		Table Space Management
		Job\Batch Monitoring
		Back Up Monitoring
		Security Monitoring
		Monitoring And Management Of Interfaces
		Monitoring Concurrent Jobs And Reports
		Run As Scheduled
	Infrastructure Services	Performance And Trend Reports
		Monitoring Of Servers For Up Time
		Server System Administration
		Monitoring Of Network Performance
		Trend Analysis Of Network Resources
		Disk Space Monitoring
		24X7 Monitoring
Remote Production Support Services	Application Support/Remote Help Desk	E-Business Suite Business UpTime Monitoring
		End-User Support On All Oracle E-Business Suite Of Modules
		End-User Support And Trouble Shooting Of Standard Oracle Functionality
		End-User Support And Trouble Shooting Of Current Oracle Customizations In Production
		At Time Of Contract Initiation
		System Administration
		Roles And Responsibility Administration
		Remote DBA Services
	Interface Management	
	Back-Up And Recoveries	
	Patch Management	
	Database Job Set-Ups	
	Clones	
	Table Space Management	
	Performance Tuning	
Production Support		

Table 2 – RAM service breakdowns (part 1)

ORACLE SUPPORT SERVICE	
AREA	ACTIVITIES
Minor Enhancements	<i>Remote/On Site Business Analyst Role</i>
	<i>Functional Design/Business Requirements For</i>
	<i>New Enhancement Requests</i>
	<i>Customer Forms Development</i>
	<i>Customer Reports Development</i>
	<i>Workflow Customizations</i>
	<i>Interface Development</i>
	<i>Data Conversion</i>
	<i>Merge/Purge</i>
Oracle Strategic Planning	<i>Testing</i>
	<i>Code Management</i>
	<i>Analysis Of Business Strategy And Oracle</i>
	<i>Strategy</i>
	<i>Analysis Of Current State Oracle Configuration</i>
	<i>Oracle Strategic Roadmap To Support Business</i>
	<i>Growth Strategies</i>
	<i>Quarterly Reviews / Business Analysis Of New</i>
	<i>Opportunities</i>
<i>On-Site Demonstrations Of New Oracle</i>	
<i>Functionality Aligned With Your Business</i>	
<i>Strategies</i>	

Table 3 – RAM service breakdowns (part 2)

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 is an experienced, exclusively Oracle professional services company that works with manufacturing and retail 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 delivered Oracle projects on five continents. Its clients include some of the world's largest global companies.

Corporate Headquarters

United States

Northland Plaza
3800 American Blvd West | Suite 425
Minneapolis, Minnesota 55431
T: +1 952 746 5630

Italy

Via Santa Maria Valle 3
20123 Milano (MI)
Italy
T: +39 02 00681.620

United Kingdom

7887-790 Finchley Road
GB - NW11 7TJ London
T: +1 952 746 5630

This document has been created and published by Motion International. This document is copyrighted property of Motion International with all rights reserved. This information may not be copied in whole or in part without the prior written consent of the copyright owner.

This document is for informational purposes only. The information in this document represents the view of Motion International as of the date of publication and is subject to change.

MOTION INTERNATIONAL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT.