

Major Italian energy and natural gas firm chooses Motion International to manage its Oracle environment

Motion International's Remote Application Management (RAM) service ensures the customer continuous assistance and monitoring as well as consulting services that support its IT environment evolution

Motion's Remote Applications Management service

The customer needed a reliable and specialized partner to support, manage and maintain its ERP system, the Oracle E-Business Suite.

In June 2004, the customer started using Motion International's RAM service for all the Oracle E-Business Suite areas implemented (General Ledger, E-Procurement, Data Warehousing, Project Accounting, Time and Labour, Time Expense, iCustom).

High-level consultants to fully leverage the remote support

Motion's RAM service is managed by a high-level Motion consultant team with extensive experience in Oracle environments. This team provides **remote support for the Oracle application, functional, technical and system areas**. To guarantee complete customer satisfaction, Motion International utilized **SMASH, its proprietary web application for managing trouble ticketing**. The tool allows the customer to have the maximum transparency and to monitor the service supplied. In fact, SMASH tracks customers' relevant information requests and gives real-time feedback to their requests, suggested solutions and resolutions.

Motion's RAM service also includes remote monitoring. This service is carried out with Monitoring & Statistical Tool (**MOST**), a **proprietary Motion International tool that monitors the various components of custom-**

ers' computer systems and provides a detailed "as is" situation of computer system in order to give early notification/warning on possible errors.

The value of this tool resides in the ability to monitor various variables, ensuring a proactive monitoring.

Motion International's RAM services also give customers access to the firm's functional and technical consultants and database administrators in order to guarantee support that fully address customers' needs.

Why Motion International

Choosing a skilled and experienced Oracle E-Business Suite partner like Motion ensures the highest service level: **the latest statistics on the trouble ticketing system indicate that the average ticket resolution time is 50-60 percent below the time limits agreed in the SLA.**

Counting on this reliability, the customer is benefiting from an innovative and flexible IT solution that could be rapidly adapted according to the company's changing strategy.

Future enhancement

The customer is considering outsourcing the recurring activities regarding system exercise to Motion as well, moving from a Remote Application Management service to a fully outsourced system.