

# Application Management & Support

## Proactive Support for Oracle EBS/ERP

### APPLICATION MAINTENANCE & SUPPORT

- 24x7 Production Support
- Batch Job Monitoring and Management
- 24x7 Service Queue
- Help Desk
- Proactive Incident Analysis and Resolution
- Alerts
- Log Maintenance
- Application DBA Support
- Break-fix Development and Support
- System Audits and Health Checks
- User Access and Administration
- Bug Fixes for ERP and Custom Applications
- Oracle SR Management
- Instance Cloning and Maintenance
- Process Improvements
- Incident and Ticket Management
- Monthend Close Readiness and Support
- Release Item Planning, and Estimation
- Demand Management and Capacity Planning
- RICE Component Development
- Code Distribution and Deployment
- Service Reporting
- Full Application Re-engineering Services
- Application Migration and Porting Services

### APPLICATION RELEASE

- Code Distribution and Deployment
- Configuration Management and Administration
- Application Environment Setup
- Application Release Management
- Change Management

### ENHANCEMENTS

- Solution Design
- Patch Roll-ups
- Oracle EBS R12.2 Upgrades
- Database Upgrades
- New Module Implementation & Enhancements
- Minor RICE Enhancements & Customizations
- Major Enhancements & New Projects
- Performance Enhancements
- Oracle EBS integration to CPQ, HCM,
- Workday, SFDC, ServiceMax, NetSuite

### PATCHING & TESTING

- Functional Testing
- Vendor Patch & Updates
- Test Plans
- Code Review
- Proactive Patch Management
- Oracle Patching and Performance Management

Application management is complex and cumbersome, often derailing internal IT teams from focusing on forward-looking projects and innovation. ennVee helps Chief Information Officers (CIOs) reduce the cost and complexity of application management and support by synthesizing both business and IT through a blend of predictable price models, proactive risk mitigation, custom-built automation tools, and balanced service delivery models and approaches.

Our services are a powerful option for organizations seeking to augment IT development and support, optimize operational costs, and achieve performance goals that sustain long-term growth. ennVee's AMS services include application development, implementation, testing, integration, maintenance and support, and Level 1-3 help desk support services.

### What We Do Best

#### Application Support

Optimize application performance and ensure proactive maintenance for critical applications. Free up senior-level employees to take on the enterprising development measures that enhance your overall revenue.

#### Maintenance & Enhancements

ennVee's proven methodology in maintenance and enhancement services includes a dedicated team and well-established reporting and evaluation procedures. A standardized sequence of events is described for each maintenance phase and a record-keeping system for maintenance activities is established and the review.

#### Custom Application Development

Client-specific solutions for developing systems from concept development, application development, to post implementation support and services.

#### Migration & Re-Engineering

Rich, multi-environment experience developing and implementing applications migration projects, on-time and within budget, regardless of the development tool set location.

### What We Support

- Oracle E-Business Suite
  - Order Management
  - Manufacturing
  - Logistics
  - Procure-to-Pay
  - Supply Chain
  - Warehouse Management
  - Projects
  - Human Capital Management
  - Financials
- NetSuite
- Oracle ERP Cloud/Fusion Applications

**HOW WE SUPPORT**

- Remote (Near or Off-shore)
- 100% Onsite
- Flex (Fixed number of hours per month)
- Dedicated (24x7x365)

**SUPPORTED TECHNOLOGIES**

- Alerts
- Application Framework (OAF)
- Applications Object Library (AOL)
- BI Publisher / Reports
- Forms
- Java
- Oracle RDBMS
- PL/SQL
- Workflow
- Concurrent Manager
- Fusion Middleware
- AD Tools

**STANDARD OFFSHORE**

- Performance guarantee of resources
- T&M pricing models
- Measurable savings & Low TCO
- Teams' alignment by track in offshore for better organization and planning
- Allows more focus on value-added and core deliverables
- Increased flexibility to support Oracle Apps

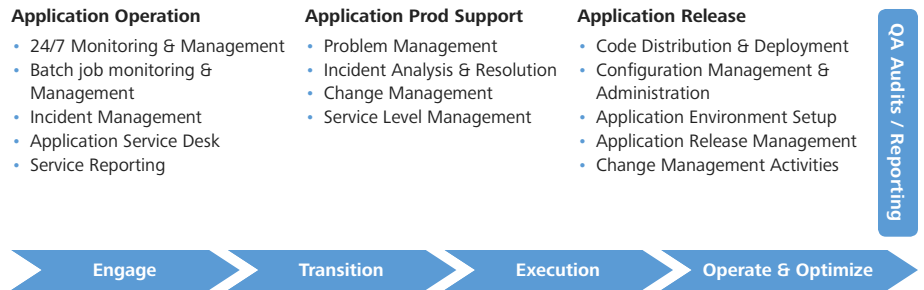
**ACCELERATOR TOOLS**

- Oracle EBS R12.2 Upgrade Automation [🔗](#)
- Cloning Automation [🔗](#)
- Data Masking and Auditing [🔗](#)
- TrendZ Performance Monitoring [🔗](#)
- Oracle Discoverer Migration Automation [🔗](#)

**What Sets Us Apart**

- **Predictable Cost Model & Arbitrage:** Whether subscription-based, T&M, fixed price, etc., our cost structure is designed to best fit each client.
- **No "Bait & Switch":** Each client works directly with named consultants with cross-functional experience. A dedicated account manager and executive sponsorship is assigned to each client.
- **Automated & Tool-based:** We use custom-built tools to automate instance monitoring, cloning, and health checks, and reduce manual effort and redundant issues.
- **Proactiveness:** Using custom-built monitoring tools, we identify risk areas early-on, and make recommendations and improvements to eliminate issues before the business is impacted.

**How We Deliver**



**Service Delivery Automation**

