

JASDATA
DATA DRIVEN SOLUTIONS



DELIVERING *HIGHEST VALUE ON* YOUR *ORACLE INVESTMENTS*

MANAGED SERVICES
by JASDATA SOLUTIONS

JASDATA SOLUTIONS OVERVIEW

- 1** Providing 24/7 ORACLE Managed Services
- 2** Near-shore Delivery Center in Monterrey (Mexico)
- 3** Off-shore Delivery Center in Pune (India)
- 4** Off-shore Delivery Center in Singapore
- 5** Deliver Oracle projects globally – strategy, audits, implementations, roll-outs, AMS, tech delivery
- 6** Flexible engagement models
- 7** Complete End to End Application Managed Services Support capability
- 8** World class secure infrastructure
- 9**  Oracle Gold Partner

ORACLE PROPOSITION & SERVICES

OUR ORACLE VALUE PROPOSITION

“Help our clients leverage their Oracle investments for better returns through high quality, on-time & predictable ORACLE delivery across the globe based on long term engagements”

SERVICE OFFERINGS - FULL-LIFE CYCLE SUPPORT FOR ORACLE

- ORACLE Solutions Delivery: Hyperion Implementation/Global Roll Outs/Upgrade Services
- ORACLE Solutions Support: Hyperion Application Management Services
- ORACLE Technical Delivery: Hyperion Applications & Hyperion Platform Infrastructure

EXPERTISE AREAS

- Oracle Essbase
- Hyperion Financial Management
- Hyperion Planning



WHY JASDATA SOLUTIONS?



24/7 SUPPORT



ACCELERATORS/IP



NEARSHORE MEXICO



ORACLE-HYPERION EXPERTISE

- JASDATA is a provider of Enterprise Performance Management (EPM), Business Intelligence (BI), Data Warehousing (DW) and Big Data solutions across various industry verticals.
- We have experience in Planning, Forecasting, Consolidations, Reporting & Analysis, Technology Infrastructure and Business Process re-engineering

SERVICE SCOPE

ORACLE - HYPERION:

- Provide support on all the Hyperion functional/technical issues that ensures smooth usage of the system
- Deliver continuous uptime and throughput

COMPREHENSIVE SUPPORT WINDOW

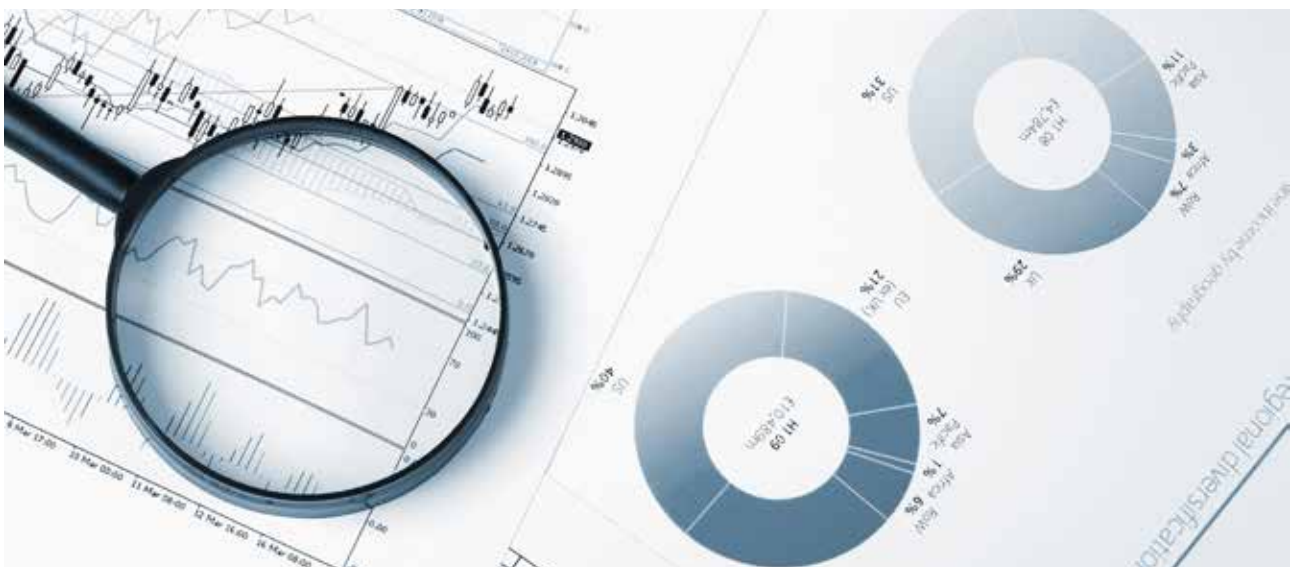
- Ensure Hyperion is available as per business window required to support business operations

BEST RETURN ON HYPERION APPLICATIONS INVESTMENTS

- Squeeze more functionality from the existing Hyperion releases and existing infrastructure
- Stay current on Hyperion releases and leverage new Hyperion functionality to meet your business needs on an ongoing basis

SERVICE FEATURES:

- Service Management - Deliver services that capture your business support requirements
- Single Point of Accountability - Service Delivery Manager (SDM)
- Ease of interacting with the support team - optimum mix of web, telephone and onsite support



SERVICE TAKE OVER

- Need Assessment
- Service Transition
- Knowledge Transfer
- Support Organization

SERVICE IMPROVEMENT

- Continuous Improvement
- Business Benefits Tracking
- SLA optimization
- Preventative Maintenance

SERVICE DELIVERY

- Service Planning (SLA defn)
- Service Monitoring & Control
- Service Reporting & Review

SERVICE HANDOVER

- Transition
- Knowledge Transition back
- Shadowing & Handover



GLOBAL DELIVERY MODEL

Global Delivery Model supported by geographically distributed teams

Oracle EPM | BI knowledge Pool:

- Functional and Technical Consultants | Presales Consultants
- Subject Matter Experts
- Project Managers
- Certified Trainers | Support Consultants

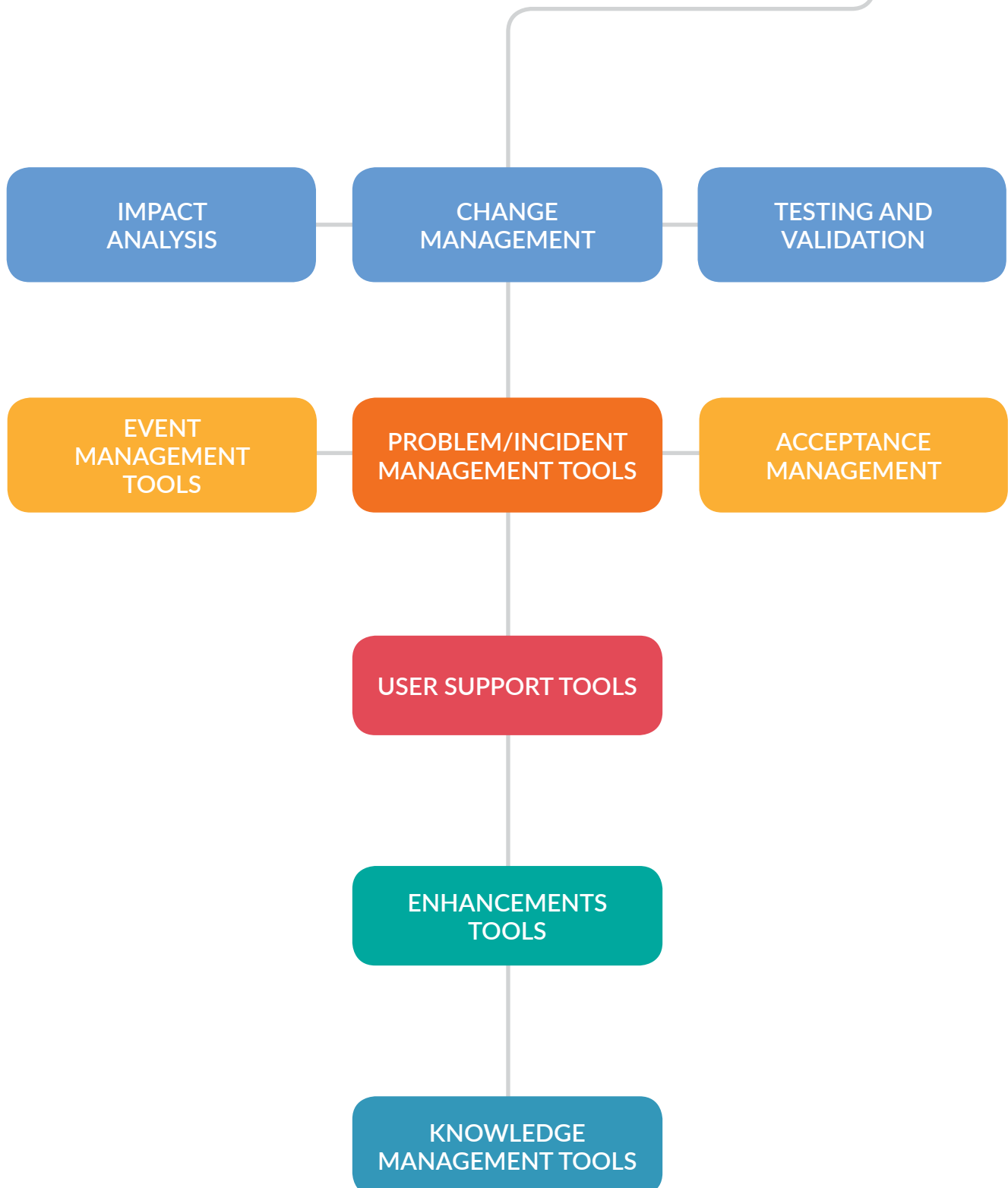
Cost Optimization leveraged by Onshore / Nearshore / Offshore models

Global Security Standards

24x7 development and a Global Support Model



SERVICE MANAGEMENT AND CONTROL



ATTRIBUTES

Well defined repeatable processes
Standardized
Well documented in Service Charter
Enabled by tools and templates
Customized for business-specific needs
Fully complied with Measured and controlled
Continuously improving/optimizing

BENEFITS

High predictability
Ease of taking on newer applications
Complete Accountability for Delivery
Weather attrition effectively
Maximize Application Usage
Deliver promised returns
Identify weaknesses for improvements
Better business results



PROCESS & MODEL FOR TRANSFERRING MANAGED APPLICATIONS SERVICES TO JASDATA SOLUTIONS

INITIATION

- Transition Team Setup
- Transition Project Plan

ASSESSMENT

- Support Needs Assessment
- Delivery Process & Organization Assessment
- Application & Document Assessment

SUPPORT SET UP

- Center Infrastructure Setup (Tools, Connectivity, Facilities, etc)
- Support Organization, Process, Governance, Reporting and SLAs

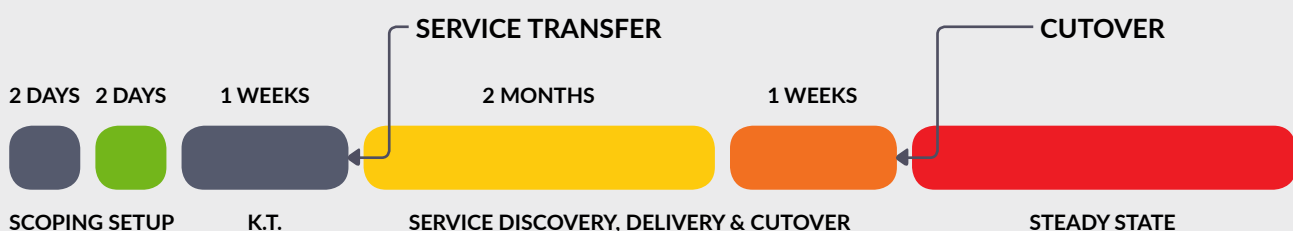
KNOWLEDGE TRANSFER

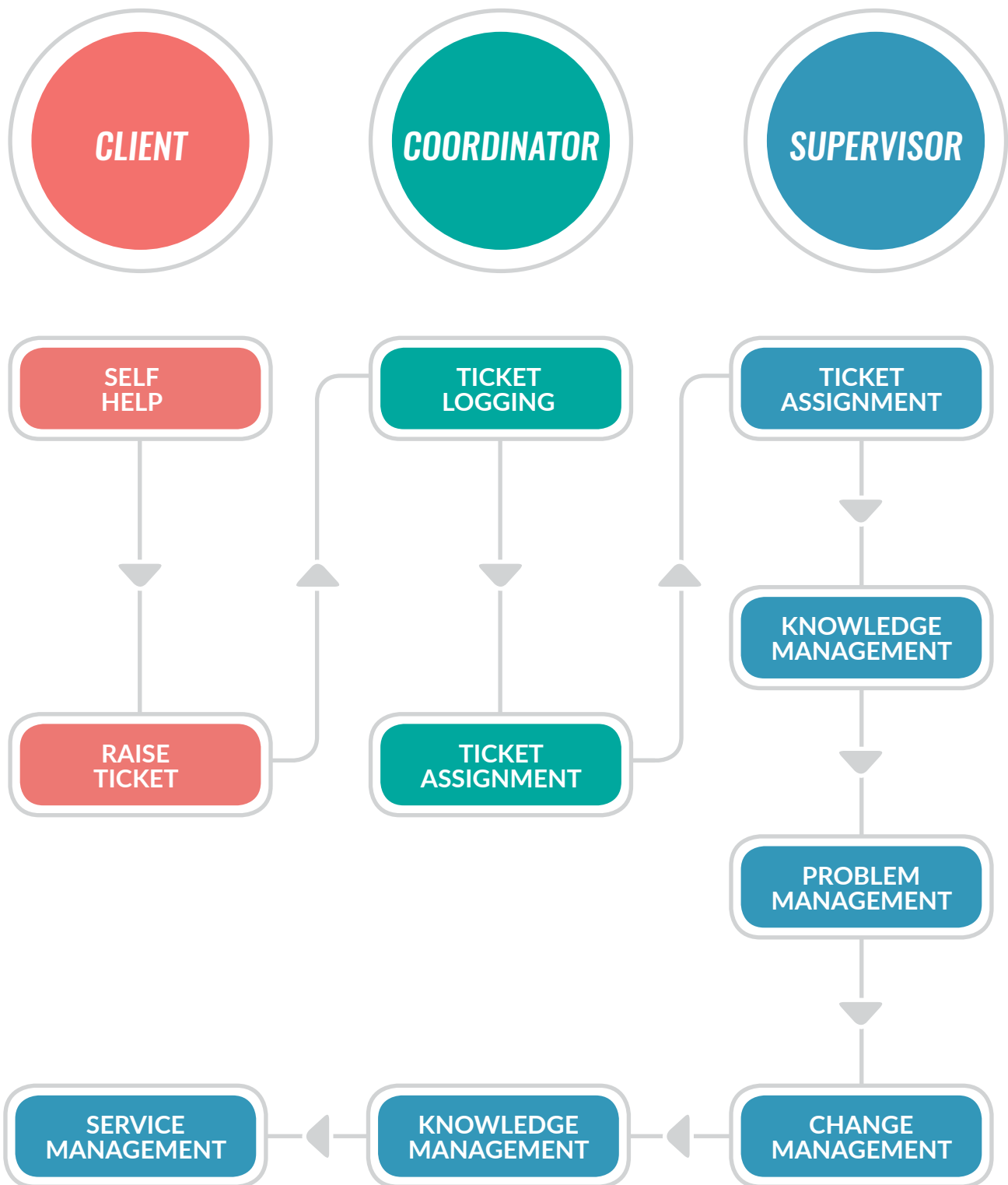
- Knowledge Transfer Plan
- Knowledge Transfer Execution

SERVICE DISCOVERY, DELIVERY & CUTOVER

- Shadowing
- Service Discovery & Delivery
- Cutover readiness assessment (Acceptance Criteria)
- Cutover

TYPICAL TIMELINES





INCIDENT/PROBLEM MANAGEMENT

1. Monitor Response
2. Monitor Resolution
3. Feedback to User

WE OFFER AN INTEGRATED HELPDESK PROVIDING SUPPORT IN THE FOLLOWING AREAS:

- Application Support and Maintenance (ERP and other applications integrated with ERP)

- Support for L1, L2 and L3

- Break-Fix Support

- How-to calls (Functional Support)

- Security & Authorization Profile Management

- Functional & Technical Enhancements

- Batch Job-Monitoring & Resolution

- Performance Tuning

- Routine / Periodic Maintenance activities

- Change Management & Regression Testing.

- Database Administration and Support

- Server Administration and Support

- Desktop Support

- Disaster Recovery and Business Continuity

HYPERION ENTERPRISE PLATFORM

SUPPORTED BY APPLICATIONS MANAGED SERVICES

ENTERPRISE BUSINESS PLANNING PRODUCTS

- Oracle Hyperion Planning
- Oracle Hyperion Workforce Planning
- Oracle Hyperion Strategic Finance
- Oracle Hyperion Capital Asset Planning
- Oracle Hyperion Project Financial Planning
- Oracle Hyperion Public Sector Planning and Budgeting
- Oracle Planning and Budgeting Cloud Service
- Oracle Financial Services Balance Sheet Planning
- Oracle Crystal Ball

RELATED PRODUCTS

- Oracle Data Relationship Management
 - Oracle Essbase
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ORACLE HYPERION FINANCIAL CLOSE AND REPORTING PRODUCTS

- Oracle Hyperion Financial Management
- Oracle Hyperion Financial Close Management
- Oracle Hyperion Disclosure Management
- Oracle Financial Management Analytics
- Oracle Hyperion Financial Data Quality Management Enterprise Edition
- Oracle Essbase Analytics Link for Hyperion Financial Management
- Oracle Hyperion Tax Provision



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