

# 10 Reasons to Reconsider your Support Arrangements for Oracle E-Business Applications

Oracle's highly acclaimed E-Business Suite is delivering business-critical applications for a growing number of companies. Many organisations have chosen to further extend the capabilities of the platform by adding custom applications to address specific functional requirements.

If you've chosen to implement the Oracle E-Business Suite within your own organisation, you're clearly in good company. But are you getting the very most out of your investments, and if not, could it be time to reconsider the support arrangements for your Oracle E-Business applications?

## A QUESTION OF RESOURCE

Getting the very best out of your E-Business applications requires deep expertise. Supporting applications 24\*7, and keeping them up to date with the latest patches updates and upgrades, tuning them for maximum performance uptime and reliability, and dealing with enhancement requests in a timely fashion all depend on your ability to call upon the right resources, at the right time.

And for many IT departments or solution providers, that can present a challenge. At a time when we're all trying to do more with less, and make the most of scarce resources, the skills you need to get the most out of your E-Business applications may not fall easily to hand.

## 10 CRITICAL FACTORS

That's why we would like to highlight 10 factors that may cause you to reconsider your support arrangements for Oracle E-Business applications. Can you recognise any of them in your own organisation?

### 1. You've Just Implemented a New E-Business Application

Whether you've implemented in house or via a third party, the skills, processes and infrastructure required to support and maintain applications 24\*7 are very different from the ones you need to configure and deploy the application in the first place

### 2. You've Implemented Multiple E-Business applications

If you're trying to get the most out of multiple E-Business applications, you'll want to ensure that they are all being supported in a consistent manner. Have you got 24\*7 access to all the skills, expertise and resources that are going to be required?

### 3. You're Running a Mixture of Custom and E-Business Applications

You may have added custom applications in order to address your company's specific functional requirements. But have you got the processes and resources in place to support them to the same level as your E-Business solutions?



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## 4. You've got Critical Interfaces to other Corporate Systems

Your E-Business applications may need to interface to other mission-critical corporate systems. Are those interfaces developed and supported in a way that guarantees their stability, performance and functionality - 24\*7?

## 5. You Need to Support other Legacy Applications

Your E-Business applications may be complemented by other legacy applications. How can you ensure that they are also supported to a high standard if the original implementers (whether in-house or third party) are no longer involved?

## 6. You Need to Update or Extend Your Applications

Have you applied the latest patches, updates and upgrades to your E-Business applications? Or maybe you need to extend your applications to embrace new functionality. Have you got the resources required to make it happen?

## 7. Application Outages have Impacted Revenue or Reputation

In today's 24\*7 world, even a few minutes application downtime can have a negative impact on revenue and reputation. Have you got guaranteed access to the resources and skills to pre-empt application downtime, or deal with it at any time of the day or night?

## 8. Application Performance is Affecting Revenue or Reputation

Applications don't have to be off-line to harm your business. Sluggish or inconsistent application performance can cause dissatisfaction to both users and customers. Have you got access to the skills and tools required to ensure consistently high application performance at all times?

## 9. You're Suffering Reporting or Analytics Challenges

Are users struggling to get the information they need out of the system, as and when they need it? Or are new BI applications taking too long, costing too much and failing to deliver the desired results? If so, how are you planning to deal with this?

## 10. IT Resources

Last, but by no means least, are your IT resources a bottleneck? Are you having to balance resources between supporting existing systems and implementing new ones? Have you got the systems and resources to provide high levels of support, 24\*7?



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## THERE MAY BE A BETTER WAY

If you answered “yes” to any of the above questions, there may be a better way - a way to get the most out of your systems at all times. A way to ensure that you make the most out of your investments in Oracle E-Business solutions. A way to ensure that your users have 24\*7 access to reliable, performant systems. A way to achieve this without having to divert your existing resources.

## QUANTIX MANAGED APPLICATION SERVICES

Quantix are experts in supporting Oracle E-Business applications. As Oracle’s leading UK Platinum Partner, we not only have an unrivalled understanding of these powerful solutions, we also have the expertise, processes and infrastructure necessary to ensure that your applications can be supported and maintained 24\*7.

Our Managed Application Services are enables a growing list of committed Oracle users to focus on their core business while we monitor their applications and databases for availability, performance and resilience. We offer assured application uptime, and the right skills whenever you need them.

With multiple specialists in every relevant field, we understand the Oracle stack from top to bottom, and we back up our skills with a highly reliable, professionally managed 24\*7 support infrastructure supported by comprehensive service level agreements.

You can be confident in our service: it’s backed by deep expertise in ensuring the highest levels of performance, reliability and uptime. Our clearly defined escalation processes ensure that a problem won’t be allowed to turn into a crisis.

## FIND OUT MORE

We would be pleased to share what we’ve learned from supporting multiple E-Business applications for some of the most demanding Oracle users. If you’re interested in finding out more, why not ask us to schedule a discovery workshop at a time convenient to you to explore your current application environment.

There’s no charge for the workshop, and we can guarantee that you’ll emerge with actionable recommendations that could help ensure that you get the most out of your investment in Oracle E-Business applications.

## NEXT STEPS

We hope that we’ve helped you to realise whether or not you should reconsider your support arrangements for your E-Business Suite applications within your own organisation.

You can review our [case studies here](#) or [get in touch](#) to arrange a discover workshop for your organisation to find out how you can maximise your investment in Oracle E-Business Suite.



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