Oracle Cloud AMS

Achieve business and operational excellence with Birlasoft through hyper-automation and innovation
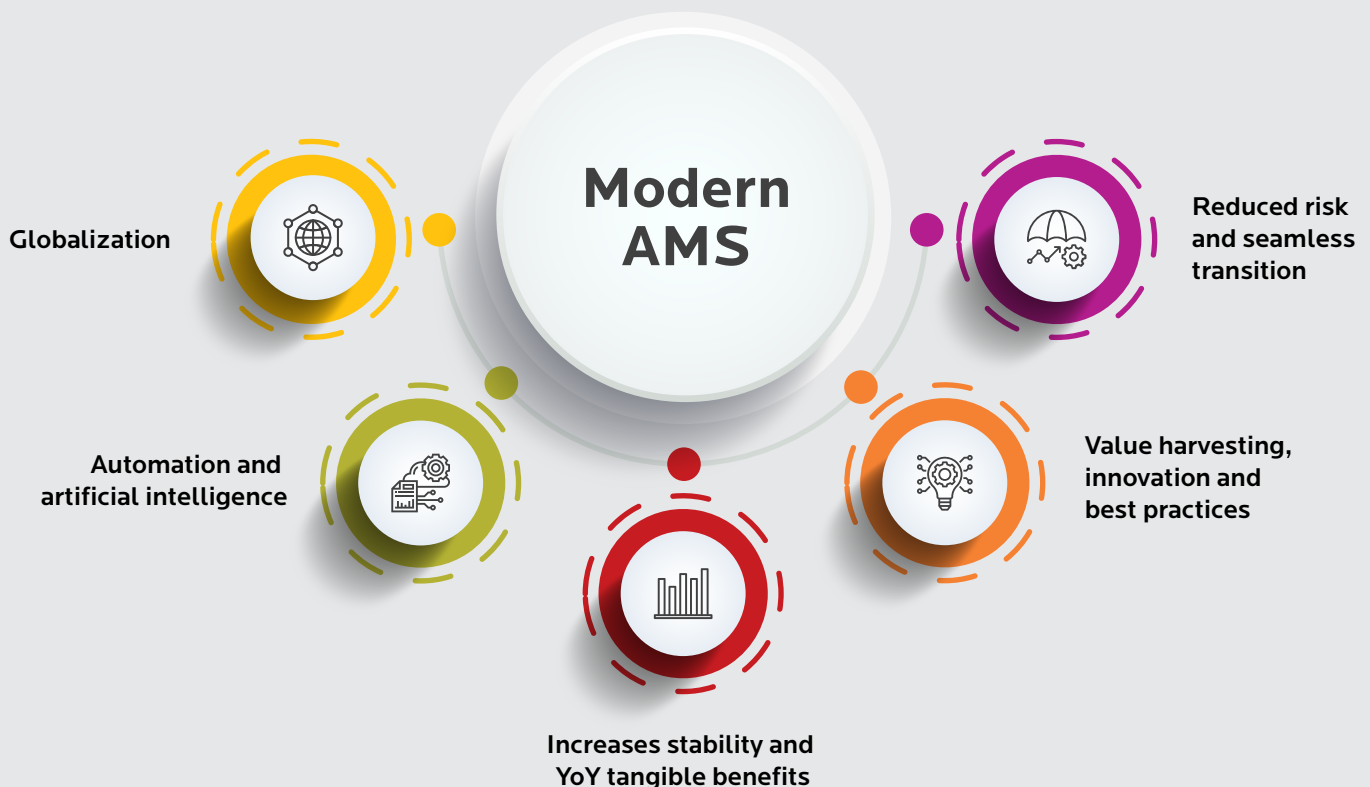
Modern AMS | Thinking Beyond the Enterprise's Day to Day Operations

Implementation and application maintenance of an ERP System has been undergoing many methodology changes over the last few years. Gone are the times when Application Management Services (AMS) used to be reactive and was restricted to solving day-to-day operational issues.

More and more enterprises are now shifting their focus on modernizing their ERP by moving to Cloud and leveraging techniques like Robotic Process Automation (RPA) and Artificial Intelligence (AI) to maximize the value of ERP Systems and minimize out-of-system and manual activities. Acquisitions, mergers, and joint ventures are on the rise, and today's ERP systems are expected to seamlessly take care of such events. With increased competition, there has been an exponential increase in enterprises changing the AMS partner after a short period. The transition is expected to be seamless and risk-free, emphasizing increasing stability and tangible year-on-year benefits. Permanent closure of incidents by doing a holistic root cause analysis using techniques like Six Sigma is prevalent in modern-day AMS.

As a result of Globalization, enterprises operate out of multiple countries, thereby giving rise to the need for support in multiple time zones, supporting localization and statutory requirements of each country and multiple languages of communication and implementation.

In the dynamic environment prevailing today, managing the team on the ground presents unique challenges in terms of team members handling more than one project and increased use of a shared services model for better optimization. The induction and release of new team members are more dynamic and need-based. This also lays more emphasis on creating a customer-specific knowledge pool or academy to fast-track the onboarding process.

Modern AMS

- Globalization
- Reduced risk and seamless transition
- Automation and artificial intelligence
- Value harvesting, innovation and best practices
- Increases stability and YoY tangible benefits

It is imperative to have more than one application in a typical Enterprise to support the entire gamut of operations by adopting the best of all world's strategy. There has been an increased zeal in adopting industry best practices, value harvesting, and innovation. Processes or modules are no more looked at in isolation, and the focus is on a holistic sector-specific approach.

Birlasoft Oracle Cloud Practice AMS Philosophy Partners, Not Vendors

In tune with the prevailing market trends and the needs of a modern enterprise, Birlasoft's Smart AMS model underlines the significance of providing quality AMS Services with tangible value additions, automation, innovation & leverage of industry best practices and continuous improvement improvements as the core themes.
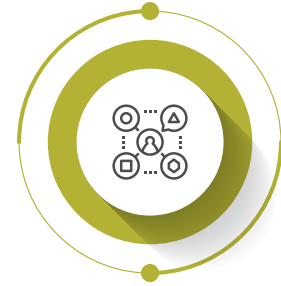
TCO Optimization

- Tangible ticket reduction via Root Cause Analysis (RCA), Six Sigma, and leverage of Birlasoft Analyzer
- Core Flex model to handle ticket surges and enhancements

Automation

Automated Testing of Oracle Quarterly releases using **Birlasoft OCUST**, process automation using **Birlasoft SaaSBOT**, configuration automation using **Birlasoft RPrIm**, data migration automation for any acquired entity using **Birlasoft MIGRA**

Enhanced User Experience

Increased use of dashboards, enabling decisive action using intuitive reporting and analytics, reduction in manual activities and out-of-system activities

Innovate Continuously

Focus on getting the business processes right, quarterly value harvesting of processes by priority and criticality, holistic review of the entire enterprise and commitment of approved innovations per quarter, leverage of leading methodologies like BizDevops and DevSecOps

Reduced Risk and Stabilization

High availability of the system, mutually agreed on KPIs to measure the success of the AMS, competitive SLAs, customer-specific knowledge pool for rapid onboarding, persona-based user training, derisked transition using Birlasoft **IMPACTA**

Why Birlasoft | Our Value Proposition

Clear AMS Vision with realistic strategy and roadmap

1

Accelerated and derisked transition based on solution complexity determined through Birlasoft IMPACTA

2

Automated testing of upgrades via Birlasoft OCUST at no additional costs

3

Industry-specific Business Process Automation via Birlasoft SaaSBOT at no extra cost

4

Personalized recommendations from Oracle CoE for new features adoption

5

Committed hours per quarter for Value Harvesting and Innovations

6

Seamless handling of ticket surges during critical periods and significant enhancements via tried and tested Core-Flex model

7

Holistic and scientific incident reduction strategies by leveraging Birlasoft Smart Analyzer, RCA, and proactive system health monitoring

8

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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion dollar diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 159-year heritage of building sustainable communities.