



## Global Services

Oracle Application Solutions for Engineering, Manufacturing and Supply Chain companies

### Application Support & Maintenance Simplified

Birlasoft combines a successful track record of best-in class industry practices and expertise to help you get the most from your Oracle systems.

In collaboration with your teams, our “One-goal, One-mission” approach helps deliver value to your customers and users. We bring a deep understanding of Oracle product modules and solutions and combine business and technology expertise to improve customer satisfaction.

### Broad Expertise in Oracle modules

- E-Business Suite
- Product Lifecycle Management - Agile
- Value Chain Planning
- Value Chain Execution
- Product & Customer MDM

## End-to-end Support & Maintenance

Oracle Application Support & Maintenance		
Oracle Applications		Oracle Database
Applications Support	Applications Maintenance	Database Support & Maintenance
<ul style="list-style-type: none"> <li>· Application Production Support</li> <li>· CEMLI &amp; Technical Support</li> <li>· EBS Functional Support</li> <li>· Forms and report Support</li> </ul>	<ul style="list-style-type: none"> <li>· CEMLI and technical enhancements</li> <li>· Functional Enhancements</li> <li>· New implementations</li> <li>· Forms/Reports enhancements</li> </ul>	<ul style="list-style-type: none"> <li>· Database Production Support</li> <li>· Production environment – monitoring and maintenance</li> <li>· Administration of Production &amp; Test environments</li> </ul>

# World-class Services Delivered

## Global DBA Services

We are a Specialized DBA partner to Oracle. Our expert Application DBA's help you focus on the strategic initiatives while we monitor and maintain your production applications at all times. This enables your operations to be able to provide services 24x7. Birlasoft's flexible models suit your business ranging from 24x7 dedicated to shared services. As a Specialized DBA partner to Oracle we assist you with:

- Architecture and Solution Design
- Application Monitoring (Health Checks and reviews) and Support

## Proven Methodology and Framework

**Process Framework:** We bring in best-in class tools and frameworks to support your business needs and always focuses on continuous improvements to reduce support cost and deliver improved productivity. We utilize our processes and tools to address the following support challenges:

- Knowledge Management
- Metrics Collection and Analysis
- Reporting
- Continuous Improvement

- Infrastructure Roadmap for future business needs
- Automation of best practices

## Functional and Technical Service Desks

Our experts understand the various nuances of your business as well as have deep understanding of the Oracle product to give you peace of mind for extending operations support to your users and customers.

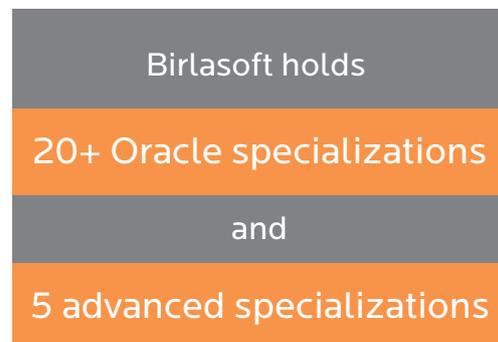
CEMLI factory has a large repository and tools that will help your Oracle application overcome usual business challenges as relevant to your industry.

**FASORS:** This proven and flexible transition methodology is comprised of 6 stages – Feasibility study, As is Assessment, Solution design, Operations and improvements, Review and control, Steady state. It is designed to plan and manage the critical aspects of knowledge transition while assisting you with transition management, risk mitigation and a faster route to steady state production support.

Birlasoft Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries.

More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
  - Oracle Configurator
  - Warehouse Management
  - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support



RESOURCES

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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 diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.