



FUNCTIONAL MANAGED SERVICES

Areas of Support

Benefits

- IITIL- and SLA-based delivery of service requests, daily incidents, and user requests
- Faster resolution of critical service requests with escalation paths for high-priority requests
- Customer billing solutions resulting in **25%** manual-labor cost reduction
- Accelerated value from Oracle investments by driving efficiency and alignment of business processes to ERP
- Qualified resources with extensive Oracle knowledge at a lower cost
- Reduced legacy applications, while centralizing and streamlining business processes in EBS, resulting in an **80-85%** infrastructure-complexity reduction
- **171** team members globally
- Thousands of CEMLIs managed
- **40-50%** development-cost savings
- Reduced costs for customers, with one example being **\$125,000** a year

Data Intensity's Functional Application Support Subscription Services provides expert support of any aspect of your Oracle applications. From trouble-shooting user issues, updating application configurations and setup changes, providing data corruption assistance, building new procedures, supporting third-party program integrations, Data Intensity ensures your users, applications and business processes perform as expected.

Financials Applications/ ERP Cloud Financials

- Setups for GL/AR/AP/FA/PA
- Migration to EBS
- Lockbox Setups, Configuration, and Testing
- Payment Manager Setups, Configuration, and Testing

Order-to-Cash/SCM Cloud

- Price Lists Setups
- Customer Setups
- Defaulting Rules/Shipping Constraints
- Order Management Interface Import Customizations
- Period Closing Support

Supply Chain Applications/SCM Cloud

- New Inventory Setups
- Company Acquisition Support
- Upload of Customers and Suppliers in EBS

Procure-to-Pay Applications/ SCM Cloud Procurement

- Purchasing Setup
- Receiving Setup
- Receipt Load Via Receiving Open Interface
- Supplier/Payables/Payment Setup

Service Management

- Field Service
- Mobile Field Service
- Depot Repair
- iSupport
- Spares Management
- Service Contracts
- Human Capital Management Applications/ HCM Cloud
- Organization and Work Structure Implementation
- Advanced Benefit/Payroll Setup
- PTO Accrual Plan Implementation
- HR Workflows, Reports, and Forms Customization

Customization and Integration with Third-party Systems

- Inbound/Outbound From Banks to AR (e.g., Lockboxes)/AP
- Loading Information to Oracle (HR Benefits, Forecasts, etc.)
- Creation of Custom API Such as Adeptia, Salesforce, Agile, etc.
- Extract and Export Data to Other Systems
- Creation of New Service-Oriented Architecture Applications and Customization of Existing Ones
- EDI Inbound/Outbound

Report Design

- Inventory, Bill of Material, Shipping, Packing Slip
- Sales Order Acknowledgment and Invoicing
- Receivables, Payables, Purchasing, Fixed Assets, GL — Journal Lines with drill-down to AR/AP

Workflow Creation

- AME Setup for iProcurement and iExpense
- Workflow Approval Customizations
- Creation of New Workflows for Different Applications/Business Processes

Shell Scripting

- FTP/SFTP, Encrypt/Decrypt Scripts
- Inbound/Outbound Processing

Cloud Migration and Coexistence

- Partial Cloud Solutioning
- Integration
- Financials, Supply Chain, and HCM Support
- Testing Services
- Reporting Services
- GL Reporting
- User Training and Support Structure on Adapting to Cloud Function
- Rolling Out to New Business Units

Data Intensity is the largest independent multi-cloud services provider focused on managing mission-critical applications and services in a hybrid cloud world. Our purpose-built solutions and services focus on the life-cycle design, implementation, support, and operation of technologies and platforms that power our customers' business processes. Customers choose Data Intensity because we allow them to focus on their critical business needs while we focus on their applications and multi-clouds investments.