



FUNCTIONAL MANAGED SERVICES FOR ORACLE EBS

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

Right Resources, Right Services, and Right TCO

Data Intensity enables IT teams to succeed at repeatable tasks in order to provide innovative and customized services to their user base. We take ownership and care of processes that include monthly and quarterly closures and seasonal peaks to help reduce conflicting resource demands. By partnering with a boutique service provider for traditional day-to-day operations, your IT team gains much-needed bandwidth. We offer experience, flexible, and low- cost staffing, as well as technical expertise for managing business-critical applications such as Oracle E-Business Suite (EBS) and Oracle Fusion Cloud ERP. We help ensure your ability to meet user demand and maintain focus on your company's strategic goals.

Functional User Support , Business Process & Workflows, CEMLI (Configurations, Extensions, Modifications, Localizations, Integrations)



Expertise

Our technical, functional, and development expertise in Oracle EBS and Oracle Fusion means your critical Oracle applications meet service-level goals and reduce system downtime.



Reduced Risk & Cost

For the cost of one salaried employee, a dedicated account team with development and functional expertise provides 24x7 support. As your needs change, we can quickly scale to meet new requirements.



Experience

Data Intensity's business analysts, developers, and application administration consultants have an average of five years of experience.





Our Teams Include:

- Business analysts who understand overall business flows and module-specific functionality.
- Developers who create CEMLI (Configurations, Ex-tensions, Modifications, Lo-calizations, and Integrations), develop new user interfaces, and manipulate data.
- Application administrators who manage application user passwords, application security, and workflow.

Data Intensity Delivers Better Application Experience

Data Intensity enables you to improve employee productivity and maximize the value of your applications through its unique combination of Functional Application and Technical Operational Support Services. Our teams consist of highly experienced technical and functional consultants that work as an extension of your internal Oracle support team to provide application-specific expertise at both the user-interface and data layers. We offer a single point of contact and global coverage, with onshore resources for enhanced communications and offshore support for maximum cost-effectiveness.

Data Intensity's Functional Application Subscription Services operate through a flexible Response Time SLA-backed service model. Each client has a named Functional Services team overseen by a named account manager and run by a functional liaison. These teams are integrated with both technical and functional professionals for continuity and information sharing across your account.

Trust Data Intensity to maximize the power of how users adopt and utilize Oracle Applications to automate your business process workflows with our Functional Application Support Subscription Services.

Functional Services Solutions

Practices that support the offerings



Functional Services for EBS

Financials (GL, AR, AP, FA)
Procure-to-pay
Order to Cash
HCM
Service Management
Supply Chain
Projects PA Module



Development Services

Reports
Workflow
BI Publisher
XML
SQL*Loader
WebADI
Forms (Custom and Oracle Application Pages, Custom Table Integration Mobile App Support)
OAF
PL/SQL
EBS Interfaces/Conversions
AIA & SOA Gateway
Data Migration & Integration



Production Support & System Admin

Concurrent Request Issues
Forms Errors
Month, Quarter & Annual Issues
Configuration Errors
Performance Issues

Our Services

Development Services

- Application customization and enhancement creation
- Creation/modification of application workflows
- Third-party system integrations and remediation
- Creation/modification of reports
- CEMLI (Configurations, Extensions, Modifications, Localizations, Integrations)
- Management and source control application

Functional & Consulting

- Application administration and health checks: financials, projects, and concurrent requests
- Multinational support: tax and localization Requirements
- Optimized month-end close process
- Data and workflow purging
- Data structuring as it relates to EBS third-party integrations
- Change-and-release management
- Cross-training and education

Production Support & System Administration

- Application or user changes/modifications
- Support for corporate audits, SOX requirements
- Administration of user security and HR setups
- User administration: add/delete/modify
- User training
- Concurrent request scheduling