

Functional Application Support

For Oracle EBS and Cloud ERP



Reliable Support & Outcomes with Managed Costs

Oracle E-Business Suite (EBS) and Oracle Cloud Enterprise Resource Planning (ERP) applications drive essential business functions at many organizations. Return on Oracle investment value, however, drops when IT struggles to provide proper EBS and ERP support.

Standard outsourcing agreements are often inflexible, expensive, and low-quality hourly contracts. Consequently, the internal team remains ill-equipped and abandon proactive development.

Manage costs and unburden resources with Data Intensity's **Functional Application Support**, a resolution-based subscription delivered by experts who understand Oracle EBS and Oracle Fusion Cloud Applications environments. In doing so, you will:

- Meet user demand while maintaining strategic focus.
- Increase Oracle application value at a targeted, predictable spend.
- Receive high-touch services to capably transform your IT business via full-stack functional and technical support as well as tiered support mapped to your current, specific, support needs.
- Raise employee productivity.

Escape hourly-pricing traps and meet vital support needs through three service tiers:

- **User Transactional Support** removes internal team burden at low cost.
- **Application Configuration Support** identifies and remediates challenges while eliminating staffing constraints.
- **Customization & Development Support** offers deep, dedicated, expert Oracle functional and development skills.

About Data Intensity

Data Intensity is an Oracle Strategic MSP partner delivering managed services for the complex lifecycle of Oracle-powered workloads. Offering a complete portfolio under one roof, we provide full-stack, technical, and functional application managed services on any cloud. Additionally, we maximize and future-proof our clients' Oracle investments through effective license position assessments and cloud-independent migration services. Learn more at www.dataintensity.com.

Functional Application Support offers:

- Performance
- Productivity
- Innovation
- Automation
- Alignment
- Scalability
- Expertise
- Optimization

Subscription Features

- Case-Managed Solution Assurance
- Rapid-Response SLAs
- Global Service Delivery POD Teams
- Core App Targeting (HCM, FIN, SCM)
- Continual Internal Skills Development
- Ongoing Access to Advanced Innovation
- ServiceNow eBonding
- Named Team Lead (tier-dependent)
- Transition to Service Support

ORACLE

Partner