

## Remote Support Decisions

Every business faces the question of how to fund its IT group to support a growing infrastructure while being able to invest in strategic business applications that will enhance its competitive position.

End user needs must be dealt with quickly and effectively to reduce frustration and maintain productivity. ERP systems, by their nature, require care and support. Most organizations struggle with providing low-cost, but effective, up-to-date, support for their user community. Organizations may not have the resources needed to maintain top-notch, experienced application experts who can solve troublesome application problems rapidly and efficiently.

O2Works Remote Support Services has the hands-on experience to support our clients with their Oracle EBus suite applications. Our resources have more than 20 years of experience working with the Oracle applications as well as significant business backgrounds. There is no substitute for experience. Furthermore, because this is what we specialize in, our consultants stay current on the nuances of the applications and the "tricks of the trade" to help solve problems.

O2Works Remote Support Services offers a tiered approach to the standard, expensive outsourcing models and allows you the flexibility to spend for what you need. This enables your IT dollars to be spent on items of more strategic importance while maintaining excellent support capabilities.

## Flexibility

Whether you are looking for a complete outsourced solution or flexible supplemental expert level 2 application support, O2Works Remote Services can customize a plan to match your support needs. For a fraction of the cost of a Business Analyst full time equivalent employee, we can provide inexpensive, expert assistance to support your internal customer's Oracle applications needs.

## How it works

We provide remote functional troubleshooting and resolution support for Level 2 issues related to Oracle Applications. Examples of these items would include:

- Error message trouble-shooting related to the applications.
- Functional system administration
- Basic Oracle Navigation problem resolution
- Investigate, research and resolve user issues related to the Oracle Applications
- Oracle Applications log in issues
- Mentor users and recommend best practice solutions for problems or setup related changes
- Refer technical issues to the relevant Database Administrators and Developers for any issues requiring Level 3 technical support
- Assist in resolving any Service Request issues with Oracle Support
- Patch testing/resolution support

Notification takes place either through use of customized alert addresses that immediately notifies the O2Works support team or through integration with a company's trouble ticket notification system.

# Experts on Call

## Oracle EBS Applications

## Functional Remote Support



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## Remote Support Functional Services

### Tiered Support:

Our Support Plans are tiered to provide a more customized and personalized solution. Base plans assume that customers do not need full time support and are tailored to deliver quick responses from experienced experts when problems arise. All plans require a short discovery assignment to ensure proper familiarization. This is an 8-hour billable activity that is included in your first month's payment. Existing O2Works clients are exempt from this requirement due to prior familiarity. The three levels of Remote Support Functional Services are:

#### Executive Level

This level consists of Ten hours (10) of remote functional support activity per month. It assumes a two (2) hour response time during business hours

on all Severity 1 issues. A faster response is available for a slight fee increase.

Prices for Executive Level Support begin at One thousand four hundred dollars (\$1,400) per month prepaid retainer for the Executive Level support. All rates assume remote support and no travel is expected. If travel is required it will be invoiced based on receipts.

#### Gold Level

Thirty (30) hours of support per month are included in this level. There is also a two (2) hour response time as part of this service grade.

Prices for Gold Level Support begin at Four Thousand and fifty dollar (\$4,050) monthly and the base hours can be modified to fit your specific needs.

#### Platinum Level

This level provides Forty (40) hours of support per month. For the Platinum services, a two (2) hour response time is provided during business hours on all Severity 1 issues.

The prepaid retainer fee for Platinum Support is Five Thousand three hundred dollars (\$5,300.00) per month.

#### High Quality / Low Cost:

Our goal is to provide customers with high quality Oracle application support when they need it, at a fraction of the cost it would take to staff internally. This will enable companies to improve support while saving money.

