



## ORACLE EPM APPLICATION MANAGED SERVICES:

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A NEW APPROACH TO MANAGING YOUR  
ORACLE EPM APPLICATIONS

## BLUMARBLE'S ORACLE EPM APPLICATION MANAGED SERVICES

Technical support is difficult and stressful. When things are going well, support personnel are "doing their job". When trouble arises, it is support that feels the wrath of the user community. It's not a surprise that the average tenure of support personnel industry wide is between 12-18 months.

With Application Managed Services, BluMarble has crafted a suite of services tailored to fit an organization's need for business continuity, expert resources, and professional support. Our focus is keeping our client's Oracle EPM applications functional: fixing issues as they arise, providing system administrator support, and delivering expert advice.

### HOW DO APPLICATION MANAGED SERVICES WORK?

BluMarble's Managed Services philosophy is consistent with that of our implementation model. Relationships are the most important element in getting things done, and this is true of Managed Services. To ensure a quality service, our support model requires a central point of contact from both BluMarble and our clients. These individuals are responsible for all aspects of the support. From BluMarble, an Account Manager (AM) fulfills this role. The AM is entrusted with the ownership of the client's success.

The client assigns a Client Co-ordinator (CC) who manages the relationship from the client side. The CC communicates with the AM to establish client priorities and define work and action plans for both incidents and scheduled tasks. The CC is responsible for ensuring that the client's methodologies and processes are consistent with the guidance provided by Oracle.

During the on-boarding process, our AM and support technician(s) carefully familiarize themselves with the client's applications and environments, build relationships with the client's staff, and are the resources that solve the client's issues. The better our teams get to know each other and develop trust, the better we can work through difficulties and deliver the best resolution. Contacting our Support Centre and talking through an issue with a technician who knows you and your applications is Best Practice. There can be NO wasted time when time is of the essence.

To efficiently manage incidents, tasks, and activities, our ticketing process handles all support requests. This process facilitates collaboration between the client and BluMarble, and manages key tasks such as problem identification, prioritization, assignment, and resolution.

When applications are down, it's often a business or mission critical situation and a speedy resolution is vital. Our expert resources are focused on their Oracle EPM specialty. Once engaged, they will have a good understanding of what the root cause of a problem is likely to be. We utilize "Teams" for conference calls with the client's resources that may be required to help troubleshoot the problem. And we keep working until we resolve the issue.

### WHAT'S INCLUDED IN APPLICATION MANAGED SERVICES?

There are three (3) key components to BluMarble's Application Managed Services: Incident Management, Application Management, and Insurance Policy. We bundle these services and estimate the effort to deliver these



services. We then offer our client a fixed-priced subscription-based cost model for the duration of the Support Agreement. As opposed to billing for hours utilized, and the management and justification of these hours, a fixed cost model is affordable and predictable. It encourages more client interaction with our support resources without worrying about the consumption and tracking of billable hours.



### ABOUT BLUMARBLE:

**We are a Canadian provider of Oracle Enterprise Performance Management (EPM) implementation and Managed Support Services.**

We understand FP&A and best practices from both the domain and technical perspectives.

Managed Services is a focused business service line for our firm.

Our skilled resources have 10+ years average tenure with the Oracle EPM product set.

We have a battle tested, EPM specific methodology & support model.

### **Our key operating principle:**

**Developing long term relationships with our clients builds trust and that trust builds relationships.**

**This way of operating makes us both successful.**