



ORACLE EPM INFRASTRUCTURE MANAGED SERVICES

A NEW APPROACH TO MANAGING YOUR
ORACLE EPM INFRASTRUCTURE

BLUMARBLE'S ORACLE EPM INFRASTRUCTURE MANAGED SERVICES

Oracle EPM is an enterprise class software solution. Like the businesses it serves, it is both sophisticated and complex. The software delivers a comprehensive, integrated suite of EPM applications featuring common Web and Microsoft Office interfaces, reporting tools, and administration. It comprises a diverse set of databases, services, and integration points across multiple servers and tiers.

Delivering technical support in this complex of an environment is difficult and stressful. When things are going well, support personnel are invisible. 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 Infrastructure 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 on-premise Oracle EPM infrastructure functional: monitoring, fixing issues as they arise, providing sys admin support, along with expert advice on tuning performance.

HOW DO INFRASTRUCTURE MANAGED SERVICES WORK?

Our Managed Services philosophy is consistent with that of our implementations. 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 client. 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 client's success. The client assigns a Client Co-ordinator (CC) who manages the BluMarble relationship. The CC and AM 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 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 infrastructure 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 requests. This process facilitates collaboration between the client and BluMarble, and manages key tasks such as problem identification, prioritization, assignment, and resolution. When your system is down, it's a mission critical situation and a speedy resolution is vital. Our expert resources know your systems and go to work on the issue.

WHAT'S INCLUDED IN INFRASTRUCTURE MANAGED SERVICES?

There are four (4) key components to BluMarble's Infrastructure Managed



Services: Monitoring, Incident Management, Preventions, and Insurance Policy.

We bundle these services and estimate the expected 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.