NTT

Managed Application Services

Managed Services for Oracle® E-Business Suite

Application performance in a secure private cloud

Oracle E-Business Suite is the most comprehensive suite of integrated, global business applications for everything from supply chain management to inventory management and financial planning. **Enterprises depend on these systems to increase productivity, streamline processes and provide rich data to base decisions. We provide comprehensive Managed Services for Oracle E-Business Suite applications that are focused on delivering business value.**

Optimize your Oracle E-Business Suite investment

We combine our deep infrastructure, security, and compliance expertise with our knowledge of Oracle E-Business Suite - concentrating on helping clients get the most from their Oracle investment. When you partner with us, we design a solution that minimizes risk, incorporates best practices and offers a deployment model that meets your unique needs.

Flexible deployment options

Choose the best deployment model for your business. We manage your Oracle E-Business Suite applications on premise, in one of our secure data centers or in a public cloud. We assist clients with phased implementations across geographies or help an enterprise with a hybrid approach to the cloud. The choice is yours.

End-to-end Oracle E-Business Suite hosting and administration

With our team of strategic professionals, we provide end-to-end hosting and managed services. We guide and manage the day-to-day operations of Oracle E-Business Suite applications, so your IT teams can focus on strategic initiatives and business growth.

Our 20 years of experience implementing, hosting, upgrading and managing Oracle environments allows us to deliver the secure, reliable and optimal performance that is necessary to stay agile in today's rapidly changing business environment. Great consideration is given to disaster recovery and business continuity planning across the wide range of critical technologies we provide our clients - starting with our data centers, network operations and managed services, which are all designed with reliability, security and compliance in mind.

Key features

Rapid enablement and scalable hosting.

System administration, security and performance tuning.

24/7 monitoring and alarming.

Industry-leading application-level SLAs.

SSAE 16-Certified data centers.

Flexible solutions: on-premises, cloud (AWS, OCI, Azure, Google) or hosting in our data center.

Key benefits

- Flexibility and scalability - choice of deployment model.
- Reduce costs and improve IT operations.
- Industry best practices across all cloud platforms.
- Framework for governance, risk and compliance.
- Enhanced security through technology and administration.

Our comprehensive Managed Services provide

- Dedicated technical support team.
- Online client portal/dashboard, ticketing system.
- Assigned client success.

- Manager/quarterly business review.
- Support: Technical application and infrastructure.
- Vendor support communication.
- Reactive, unscheduled tasks against defined service level agreements (SLAs).
- Proactive, automated and scheduled tasks.

- Timely software patches.
- Backup and recovery.
- Security and compliance/audit readiness.
- Disaster recovery with annual testing.
- Business continuity.
- Private cloud SSAE 16-certified data centers.
- Managed hybrid/multicloud

We have the expertise and knowledge to help an enterprise make informed decisions. **This is an opportunity to maximize the possibilities.**

Planning for Oracle E-Business Suite to 2030

Enterprises have a lot to consider now Oracle has stated it will support Oracle e-Business Suite 12.2.x through 2030 and it is included in Oracle's Continuous Innovation for updates. Now is the time to assess the enterprise's priorities and strategy.

- What benefits will the enterprise gain from an upgrade?
- Is the enterprise culture ready for cloud or hybrid cloud?
- Are there workflow or compliance issues to be improved?
- Does the enterprise have a strong disaster recovery and business continuity plan to support mission critical infrastructure?

We have the expertise and knowledge to help an enterprise make informed decisions. This is an opportunity to maximize the possibilities.

Security, compliance and control

Our focus remains constant in meeting the highest security standards and compliance requirements across all our managed services. Specifically, our private cloud hosting infrastructure is designed with security in mind. We implement rigorous construction standards, multi-layered biometric access controls, redundancy for every component, and strict processes and procedures. Both applications and data are protected over a highly secure connection that incorporates the most stringent security standards.

Regulatory compliance: ISO/IEC 27001:2013, ISO/IEC 27017:2015 and 27018:2014 Certifications

We have achieved the International Standards for Organizations (ISO) 27001:2013 Certification for Information Security Management System (ISMS) and Operations, the ISO/IEC 27017:2015 International Standards Certification for Cloud Services and the 27018:2019 Certification for Protection of Personally Identifiable Information in the Cloud.

SOC 2 evaluations

We offer third-party validated audit reporting for SOC 1, SOC 2 and SOC 3. The report includes the Security and Availability Trust Principles which demonstrate effectiveness of controls over security systems and availability.

Performance. Innovation. Trust. Comprehensive Managed Services.

Get in touch

If you'd like to find out more about our services, speak to your client manager or visit our website