Managed Application Services

Managed Services for Oracle® PeopleSoft

End-to-end Oracle PeopleSoft Managed Services

From Human Resource Management (HRM) to Supply Chain Management (SCM) and Customer Relationship Management (CRM), Oracle PeopleSoft solutions are designed to address the most complex business requirements. But the day-to-day application and infrastructure maintenance can stretch the limits of IT staff. **With our PeopleSoft Managed Services, businesses can quickly optimize application benefits — whether they remain on-premises or move to a private, hybrid or multi-cloud environment.**

Maximize your PeopleSoft investment

Our Managed Services for Oracle PeopleSoft makes it easy for businesses to maximize their PeopleSoft investment. Our Managed Services save organizations time and money and deliver peace of mind. A client can feel confident they have a secure, scalable and reliable environment with proactive patching and monitoring, responsive technical support and continuous optimization.

We work with clients to maintain the environment at the release or patch level they desire, with technical experts at the ready when the business is ready to migrate or upgrade.

Flexible deployment options

Choose the best deployment model for your business. We manage your Oracle PeopleSoft applications on-premises, 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.

Scalable, secure and cost-effective PeopleSoft hosting

We provide the highest security and compliance for business-critical applications and data from best of its kind SSAE 16-compliant data centers and utilization of ITIL and COBIT standards and processes. With 20 years of experience in implementing, hosting, upgrading and managing PeopleSoft environments, our focus is on delivering a secure, reliable and optimal performance 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. We design our data centers, network operations and managed services with reliability, security and compliance in mind.

Key features

- End-to-end management of PeopleSoft applications and tools.
- Hosting options: at client location, one of our data centers or a hybrid cloud option.
- NTT portal access for real-time system visibility.
- Global operational support 24/7.

Key services

- Lower system administration costs.
- 24/7 proactive application monitoring and management.
- High system availability and optimal performance.
- Industry-leading service level agreements (SLAs).

Our comprehensive Managed Services provide

- Dedicated technical support team.
- Online client portal/dashboard and ticketing system.
- Assigned client success manager/ quarterly business review.
- Support: technical application and infrastructure.
- Vendor support communication.
- Reactive, unscheduled tasks against defined SLAs.
- Proactive, automated and scheduled tasks.
- Timely software patches
- Backup and recovery.
- Security and compliance/ audit readiness.
- Disaster recovery with annual testing.
- Business continuity
- Managed hybrid/multicloud.

Our security team can help increase your security posture through threat intelligence, monitoring and analysis of security event data, **enabling rapid identification and immediate remediation.**

Enterprise-level security, compliance and control

Our focus remains constant in meeting the highest security standards and compliance requirements across all our managed services. Our security teams help increase your security posture through threat intelligence, monitoring and analysis of security event data, enabling rapid identification and immediate remediation.

Specifically, our private cloud hosting infrastructure is designed with security in mind: rigorous construction standards, multi-layered biometric access controls, redundancy for every component, and strict process and procedures. Both applications and data are protected over a highly secure connection that incorporates the most stringent security standards.

Why choose our Managed Services for PeopleSoft?

Best fit solution: We provide a single consistent governance model, ticketing system, customer support structure that is able to manage all types of landscapes - on-premise, public cloud or our enterprise private cloud.

Solid SLAs: Comprehensive application-level SLAs with penalties for non-performance.

Rapid enablement: Prompt delivery of new technologies that provide practical function, efficiencies and competitive advantage.

Zero downtime tolerance: Provide mission-critical application hosting with no tolerance for downtime.

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.
For more information about our Managed Services for Oracle® PeopleSoft, call