

Alternative Energy Company

Oracle Release 12 Application Management Support

Client Profile

Manufacturer of high-efficiency solar cells, solar panels, and solar systems

Business Requirement

- Rapid Multiple Business Acquisitions required a stronger Oracle Application Support Model.
- Required a dedicated team of skilled Oracle resources for outsourcing Oracle Release 12 application.
- Faster Turnaround for Issue Resolution and Management

Intelligroup Solution.

- 24*7 Global Application Support.
- 24*7 Global Helpdesk
- Services Included Problem Ticket Resolution, Minor Enhancements, Oracle TAR follow up and resolution, Application DBA Services, Patch Management, User Training and Adoption.
- SLA Driven Model

Business Benefits

- Reduced Total Cost Of Ownership
- Faster Time to Market.
- Streamlined Business Operations
- Improved Service Levels.