



MANAGED SERVICES

Improve efficiency, minimize costs and re-energize investments

Utilize our expertise to keep your systems stable, optimized and secure. Stay focused on strategic and high-value activities while we support or run your entire Oracle ERP, EPM and Analytics stack, on-premises, in the cloud or hybrid.

Qubix is your trusted support partner.

We manage some of the world's most complex and vital ERP, EPM and Analytics environments.

Qubix's Managed Services offering draws upon our industry experience and system expertise to deliver clients proactive, customizable and comprehensive support for all core Oracle applications and platforms.

Our world-class managed support specialist can work seamlessly alongside your in-house team, driving end-to-end operational efficiency to ensure your organization can:

- Preserve and leverage existing investments
- De-risk & improve performance with proactive services
- Tap into Qubix's IP and automation tools
- Migrations and upgrades to the Cloud to drive innovation
- Leverage the latest Oracle functionality
- Ensure business process and compliance best-practice
- Maximize uptime and improve productivity
- Minimize costs & disruption with proactive support

"With Qubix Managed Services, we can finally sleep at night."

U.S. Real Estate Investment Trust

Overview

Key features:



All core Oracle platforms

Support your entire Oracle enterprise stack including ERP, EPM and Analytics - on-premises or in the cloud (including Oracle Hyperion and E-Business Suite).



SLAs to meet every need

Design a customizable support agreement that suits your priorities, response times and budget. Meet your unique strategic and operational requirements.



On-demand support 24/5

Around-the-clock 24/5 service desk. Utilize a web-based customer portal (knowledge base) and ticketing system with guaranteed response times.



Accessible & responsive team

Tap into our highly experienced team online and with on-site options, giving you access to relevant system experts and a dedicated service account manager.



Broad service capabilities

From enabling cloud innovations to BAU support. We cover cloud migrations, proactive maintenance, performance tuning, business continuity and more.



Proven and Oracle accredited

We are a global Oracle Platinum Partner and winner of multiple industry awards, including Oracle's EMEA Analytics Partner of the Year.

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Service Capabilities

Our Managed Services provides end-to-end, proactive support capabilities from business-as-usual (BAU) to enabling cloud innovation.

SYSTEM & BAU SUPPORT



Functional & How-to Help

- First or second-line support to respond to ad-hoc queries and provide general app support



Troubleshooting & Fixing

- Analysis and resolution of errors, performance issues, and general incidents
- Root-cause analysis of tickets as well as escalation and interfacing with Oracle
- Design of workarounds or alternative strategies to accelerate resolution



Business As Usual Activities

- Proactive system monitoring
- New roles and user set-up
- General system administration tasks
- Monitoring of business critical jobs



General Consulting

- Enhancement of an existing application
- Development of smaller change requests

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Service Capabilities



SYSTEM & BAU SUPPORT



Upgrades & Migrations

- Upgrading planning and impact analysis
- Regression testing for updates as required
- Implementation/configuration of modules/features



Business Process Support

- On-site BAU support during critical periods
- Financial month-end or year-end support
- Resource augmentation

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CLOUD PLANNING & MIGRATION



- Cloud strategy, roadmap development and complete migration services
- Cloud readiness analysis
- Business case development

Support for every need. ✨

On-Demand - The help you need, *when* you need it

Leverage our team's deep experience and technical expertise to provide highly targeted, *reactive* and, therefore, cost-effective support. We can complement or supplement your in-house capabilities to meet any operational or strategic challenges you may encounter.

On-Demand Scenarios Including:



Business Process Support



Project Assistance



Holiday Cover



Post Go-Live Hyper-Care

Proactive - The help you need, *before* you need it

Our Managed Services team will take *proactive* steps to monitor and tune your environment to minimize any disruption, improve performance and reduce downtime. This approach speeds issue resolution, or prevents issues altogether, and ensure reliable performance.

Customizable - The "*with you or for you*" approach

Whether you need us to manage your entire Oracle environment, or you need a customized solution to supplement or extend in-house capabilities, we can provide a tailored managed services agreement, enabling you to focus on business growth and value-added activities.

Support Options Including:

Out-of-hours support

On-Site BAU Support

1-Hour Response Times

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Oracle Environments



Our Managed Services team provides end-to-end support for all core Oracle on-premises and cloud platforms, plus third-party integrations.

24/5 Service Desk & Incident Management

APPLICATIONS

Oracle Cloud Applications

- ERP, HCM, and EPM

Oracle On-Premises Applications

- Hyperion, E-Business Suite, OBIEE and more

TECHNOLOGY & PLATFORMS

Oracle Cloud Platforms

- Analytics
- Essbase Cloud
- Oracle Database
- Autonomous Data Warehouse

DATA INTEGRATION

Oracle

- ODI, FDMEE, DRM, Integration Cloud and more

Third Party Tools

- SSIS, Informatica, Talend and more



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Support Levels



Our Managed Services pricing is based on an estimate of the number of 'Support Units' a client will need over a fixed period. Support Units are the equivalent of 4-hours of dedicated support time completed on-site or off-site. Clients can use their Support Units to perform any type of work required. We can create tailored pricing models for your needs.

- Select number of Support Units
- Use Support Units for any purpose
- Monthly tracking & reporting
- Alerts & notifications for usage totals

Choose a support plan or customize one to meet your specific requirements:



**STARTER
COVERAGE**

Perfect for clients who just want peace of mind and stability.

Use cases:

- Annual health-check
- Reactive support



**STANDARD
COVERAGE**

Ideal for clients who may need to lean on us to free up resources.

Use cases:

- Starter plus...
- Reactive support
- BAU "lite" services
- Minor enhancements



**SUPER
COVERAGE**

For clients who require a dedicated support partner.

Use cases:

- Standard plus...
- Proactive support
- Minor enhancements
- BAU services
- Upgrades & migrations



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Get in touch



Qubix is a leading provider of Oracle Technology Consulting and Managed Services; we have more than 1,000 successful ERP, EPM and Analytics engagements and counting. We design solutions that improve efficiency, minimize costs and scale innovation. Helping our clients change and transform their business.

Qubix has offices in the United States, United Kingdom, Australia, Slovenia and India. Our consulting team is highly experienced across a spectrum of industries including, financial services, manufacturing, travel, transport and logistics as well as retail.

Oracle has recognized our deep expertise and proven track record by accrediting us with Oracle Platinum Partner and Oracle Cloud Standard and Business Analytics Partner of Year for UK & Ireland.

Learn more about our proactive, customizable and end-to-end Managed Services. Explore how we can design a support plan that is tailored for your environment and business needs. Our service can support your growing and changing business priorities.

Click to contact us to arrange a free consultation and discuss next steps.

HOW ELSE CAN WE HELP

Business process knowledge and industry specific experience

- Driver-based Planning & Budgeting
- Strategic Workforce Planning
- Capital Expense Planning
- Project Financial Planning
- Financial Close Automation
- Account Reconciliation
- Cash Flow Forecasting
- Franchise / Group Reporting
- Board & Management Reporting
- Regulatory Reporting (GAAP / IFRS)
- Cost Allocations
- Customer Profitability
- KPI & Balance Scorecards
- HR Analytics
- Predictive Modelling
- M&A Modelling
- Debt, Liquidity & Capital Analysis
- Autonomous Data Warehouse
- Advanced Analytics
- Data Orchestration

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ORACLE

Platinum
Partner
Cloud Standard

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