



Product Brief

AT&T Managed Application Services for Oracle®

Help extract full value from your enterprise applications

Like all top businesses today, you rely on the power of enterprise applications for key business functions and operational efficiency. But extracting their full value isn't always easy. Getting applications running – and keeping them running – can be time-consuming and expensive to manage in house, draining hours and dollars better spent on growing revenue and expanding your business.

Why Worry? Choose an Experienced Provider

With AT&T Managed Application Services for Oracle, AT&T can be your trusted provider at every phase of the application lifecycle – from new implementations to supporting your production environment.

Our long history in application services, combined with the experience of our highly skilled technology experts, means we know how to maximize the performance and reliability of business-critical enterprise applications at both the technology and business process level.



Leveraging well-established delivery and quality frameworks and a customer-centric approach, your applications team from AT&T is committed to moving forward, helping you meeting timelines and solving issues to your satisfaction.

We've Got You Covered

With a broad range of services and support, and one of the largest global networks of data centers available, AT&T can take complete responsibility for your Oracle applications and all the operational support services required to optimize them.

We can also manage a range of applications beyond your Oracle solutions to help you reduce complexity across your applications footprint. As part of the overall services delivered, we can:

- Host, manage and support your Oracle application suite, along with third-party applications, in our highly secure, world-class data centers
- Help get your Oracle applications optimized and running efficiently, whether it's a fresh installation, upgraded versions or a migration from another environment
- Integrate your applications efficiently by providing end to end business processing under a single agreement with AT&T

Potential Benefits

- Enjoy easy installation and rapid deployment of applications
- Reduce hardware, staffing and training investments to help decrease TCO
- Tap into special expertise, offload time consuming tasks and focus on business, not system issues
- Help obtain improved system performance and utilization
- Help avoid unscheduled downtime and unplanned maintenance
- Work with a dedicated customer service lead who understands your business processes and technology
- Have a single source provider to help decrease complexity and ease integration

Features

- Technical expertise available 24x7x365
- Application specific functional support
- Assigned customer executive
- Flexible monthly costs and scalability
- Proactive maintenance and monitoring
- Business process service level agreements available

To learn more about AT&T Oracle Application Management, visit www.att.com/oracle or [have us contact you.](#)

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- Provide service level agreements on availability, response time, or other business processes critical to your operations
- Give you a single point of contact through our unique customer service model to manage your services, resolve issues and help develop opportunities for improvement
- Deploy new functionality quickly to help your system stay efficient, effective and current
- Furnish you with a client portal for monitoring application performance, generating reports, tracking the status of changes and cases, and communicating with your support team

AT&T Cloud Infrastructure for Flexibility and Reliability

The AT&T cloud infrastructure provides a scalable managed hosting and support model for your Oracle applications. It includes hardware and full monitoring and management of the network, servers, operating systems and storage.

AT&T provides a range of infrastructure options, so you can shift to different service delivery models as needs change, but stay with the same provider.

We offer a world-class customer support model, security services, robust connectivity options and up to “four nines” availability.

Our support staff can also keep the technology up to date to help with security and compliance and increase uptime.

With the enterprise-class security of AT&T Internet Data Centers, and a global network that spans the world, you can expand your Oracle solutions with confidence.

Application Management: Offload Day-to-Day Tasks

Why let the day-to-day tasks of managing your Oracle applications drain your internal resources? Our qualified specialists give you the freedom to focus on key business goals, as they:

- Proactively monitor, manage and maintain applications
- Monitor your system performance continuously via custom application monitors
- Provide 24x7 global support of the production environment
- Apply patches, fixes and updates
- Develop and manage interfaces

Flexible pricing options are available for technical, functional and enhancement support.

Professional Services for Better Efficiency, Business Improvement

Knowing Oracle enterprise applications inside and out allows AT&T Professional Services to create solutions that help promote efficiency and ease of maintenance. Each project involves consultants with hands-on experience in the field, who think beyond immediate design, architecture and installation to plan a solution for long-term performance, business process improvements and user satisfaction.



Our suite of service offerings includes:

- Discovery Workshops – to help you clarify goals, determine needs, and figure out ways to get more business value from your applications
- Implementation – both new applications and additional functions to existing systems
- Integration with Systems and Applications – extending system efficiency through enhanced integration and improved business intelligence
- Upgrades – to keep your Oracle applications current and take advantage of new functionality
- Customizations and Enhancements – to broaden your system’s capabilities in the most cost-effective manner possible

Business Process Services

Letting AT&T host your Oracle applications is a great step towards freeing your internal staff from the never-ending chores of application management. But even when AT&T doesn't host your Oracle applications, we can still provide business process outsourcing services to you.

When you work with a certified Oracle service provider, there's no need to tie up internal staff or budgets on in-house implementations and ongoing maintenance. There are people behind the scenes who can manage the entire software lifecycle for you – from implementation and management to maintenance, upgrades and support.

For predictable costs, we can offer a range of service options. For example, some service components can be provided for a fixed monthly fee, a subscription-based fee or a per-user fee.

In addition, we offer business process outsourcing (BPO) for your Oracle applications. Consider using AT&T for assistance with financial processing or third-party integration services to help reduce perpetual costs, as well as the burden on internal staffs.

AT&T: A Single Source for a Complete Solution

AT&T has experience managing and supporting various Oracle modules across industry segments, including financial services, insurance, technology, manufacturing, retail and healthcare. Our status as an Oracle Platinum Partner lets you know we have the product knowledge and technical expertise.

With AT&T as your single source provider for Oracle applications, you can also have an end-to-end solution that helps reduce cost and complexity, while delivering an optimal user experience.

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