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# Cloud Managed Services

## Minimize Cost and Maximize Quality

Backed by over 20 years of Oracle Applications Expertise, Elire's Managed Services Practice offers a comprehensive suite to address your end-to-end application management and maintenance needs. The Elire Managed Services Team will allow your organization the flexibility and cost savings to enjoy your application's full potential, with a familiar team that you can trust.

The work isn't done once you go-live - leave your maintenance and enhancements in the right hands.

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### Elire Managed Services will allow your organization to:

- Improve Service Levels
- Reduce Operational Cost and increase issue resolution with a defined support model that meets your organizational needs
- Access Elire's deep Oracle Applications Experience
- Address variations in business needs
- Stay current with technology and business changes
- Maintain regulatory and statutory compliance
- Focus on strategic initiatives, leaving the day-to-day to your Trusted Advisors
- Derive maximum value from application investments by thoroughly testing and reviewing Quarterly Updates

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### Leverage Elire Managed Services to Deliver Success:

- **Cloud Technology** – advancing your Cloud application with advanced reporting, application testing, application integration, data conversion for new modules, and security
- **Incident Management** – including break-fix, data issues resolutions, root cause & resolution, and end-user support in addition to Oracle Service Request (SR) Management
- **Special Projects** – Using Managed Services for more than just production support, including new legal entities, Oracle Analytics Cloud, Training, Application Optimization, IDR, and more to extend the value of Oracle Cloud
- **Quarterly Update Management** – review quarterly updates including patching, preview new features, and regression testing ahead of each release
- **Application Enhancement** – extending your application with PaaS technology, including interfaces, workflows, enhancements, development, reporting, business intelligence, and data analytics
- **Application Management** – keeping your application current with dev and test environment refreshes ahead of quarterly updates



## Why Elire?

- **Hybrid Delivery Model** – The Elire team is comprised of a hybrid team of functional and technical resources that are onshore, offshore, and near-shore for a cost-effective solution without compromising quality
- **Named Resources** – meaning your organization gets to know the Expert answering your requests and becoming an extension of your team
- **True Business Partnership** – ensuring you get the most value out of your Cloud application is our goal, with Experts providing recommendations for new functionality, module add-ons, change management and training, and cloud roadmaps that will lower TCO and accelerate impact to automation
- **Flexible and Scalable** – Elire Managed Services are built custom for each customer, with no “one size fits all” model for your organization to fit in to. Each customer is unique, and so are their support needs
- **Functional and Technical Experts** – helping bridge the gap between IT and the Business with continued knowledge sharing to clarify how technology and process improvements drive business results

