

VerdantSMS

Sustainable Managed Services for Oracle E-Business Suite

RELAX... VERDANT WILL HANDLE YOUR APPS SO YOU CAN TAKE CARE of BUSINESS

VerdantSMS is a complete support solution for your Oracle E-Business Suite. Our goal is to reduce the complexity and overhead required to support ERP solutions at mid-size companies.

Verdant offers high quality support from a team of expert Technologists, 24x7x365 on-call support, and an aggressively enforced Service Level Agreement – all for a significantly lower cost than supporting the application internally.

- Expert US-based Staff of Technologists
- Service Level Agreement with Service Level Guarantees
- 24x7x365 On-call Support
- Complete 360 support – Application, Database, OS and Virtualization
- Online Customer Portal
- System Metrics Reports
- E-Business Suite Security and Configuration Auditing
- Proactive Maintenance & Performance Tuning



Verdant offers a formalized Service Level Agreement with each support package. This is your guarantee that a qualified Technologist will respond to your support requests and start work on resolving issues within an agreed upon amount of time. The SLA sets clear expectations about how our teams will work together and the support levels that must be maintained. A well-defined and properly supported SLA is the best way to ensure that your users will get the support they need to carry your business forward. Our SLA provides for 30-minute response time during business hours and 24x7x365 on-call support for high severity issues.

COMPLETE INFRASTRUCTURE SUPPORT

Verdant Technologists have experience and expertise in supporting all the tiers of the Oracle E-Business Suite application, from the web server down to the database. Verdant also offers optional support for the Operating System and Virtualization layer. Our holistic application support model ensures that you can get all the support you need from a single partner. VerdantSMS is the true “one stop shop” for Oracle E-Business Suite support.

PROACTIVE SERVICES

Verdant proactively manages your application infrastructure. Some support vendors are content to sit back and wait for tickets to arrive. Verdant actively and continually monitors your system to detect faults or maintenance issues that may impact your users. Our proprietary monitoring tools watch your systems 24x7x365 and alert a Verdant Technologist when a fault is detected.

Verdant will assist you with supporting all stages of your application lifecycle. This includes recommendations for patch application, technology upgrades, security hardening and capacity management. Verdant Technologists can lay out a customized roadmap tailored to your growth curve, strategic initiatives and technology infrastructure that ensures that your application can meet the needs of your business both now and in the future.

REDUCE TCO

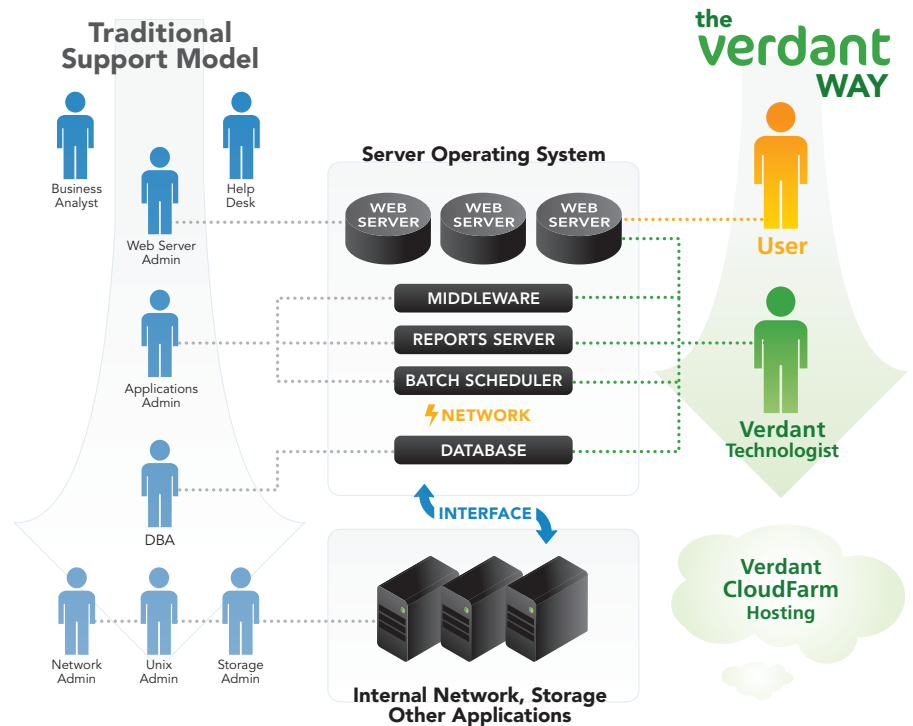
Verdant can help you reduce IT support costs by providing just the right amount of expertise on demand, while eliminating the need to build a large internal IT team. Enterprise Applications can be quite expensive to properly maintain, but the costs of letting application performance and reliability degrade are much higher. It takes a number of different distinct skill sets to support modern enterprise applications, and the staffing costs can be prohibitive.

The Challenge

Start with the effort and expense of recruiting and hiring the right talent, training them, and retaining them. Then add the inefficiency of carrying partially idle IT staff with critical skill sets but less than full time work. Finally, add the skyrocketing costs of health benefits as well as the oft overlooked costs of providing equipment, office space and telecom services to each employee and you have a very expensive proposition indeed.

The Solution

Managed Services can offer a myriad of benefits for those who recognize the substantial hidden costs of building internal IT staff. Verdant can provide the services you need at a fixed, predictable monthly cost that can be less than half the cost of building an internal capability. What's more, you only pay when a Technologist is actively working an issue. Verdant can typically replace the work output of a full time employee with 40 billable hours per month.



Sustainable IT Services and Application Hosting.

To find out more, visit verdantservices.com

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ALL SYSTEMS GREEN!