

# Application Management & Support for Oracle EBS

Application management is complex and cumbersome, often derailing internal IT teams from focusing on forward-looking projects. Since 2003, ennVee has helped organizations reduce the cost and complexity of Oracle application management by providing proactive application support services using custom-built performance monitoring and automation tools. Our mission is to become a partner for life and true extension to each client's staff by proactively spotting and fixing risk areas before they escalate, and being available whenever support is required.

## Our Expertise

### Maintenance, Enhancements, & Support

Optimize application performance and ensure proactive maintenance for critical applications. Free up senior-level employees to take on the enterprising development measures that enhance your overall revenue.

- Level 2-4 Application Help Desk Services
- Month-end Close Readiness and Support
- Release Item Planning and Estimation
- Demand Management and Capacity Planning
- RICE Component Development
- Code Distribution and Deployment
- Service Reporting
- Integration
- Patch Roll-ups
- Solution Design
- New module implementation
- Proactive performance management & enhancements
- Oracle Database upgrades
- Oracle E-Business Suite R12.2 upgrades

### Methodology

A proven methodology that includes a dedicated team and well-established reporting and evaluation procedures. A standardized sequence of events is described for each maintenance phase and a record-keeping system for maintenance activities is established and the review.

### Custom Application Development

Client-specific solutions for developing systems from concept development, application development, to post implementation support and services.

### Migration, Re-Engineering, & Porting

Rich, multi-environment experience developing and implementing applications migration projects, on-time and within budget, regardless of development tool set location.

## What We Support

**ORACLE**  
E-BUSINESS SUITE

**ORACLE**  
+  
NETSUITE

**ORACLE**  
FUSION APPLICATIONS

## Differentiators

### AUTOMATED & TOOL-BASED

Custom-built automation tools to reduce manual effort and provide more proactive support.

### NO "BAIT & SWITCH"

Named resources, dedicated account manager and executive sponsor for every client

### COST PREDICTABILITY

- Near-shore/Off-shore
- On-site
- Fixed hours/month
- Dedicated 24x7x365



### PROACTIVENESS

We identify risk areas early-on, and make recommendations and improvements to eliminate issues before the business is impacted.