Alithya Managed Services for Oracle

Key Features

> Oracle Cloud ERP, HCM, EPM, Analytics

> 20+ years of experience

> 100% certified consultants

> Technology COE

> Dedicated Managed Services Practice

Key Benefits

> Focus on mission-critical tasks and business initiatives without having to worry about system support

> Cross pollination/knowledge sharing among Alithya's client base

> Enhanced Coverage and Risk Mitigation by eliminating dependency on specific internal resources, especially during attrition, holidays, vacations, etc.

> Flex up and down based on business requirements

> Protect and evolve your investment through continuous process improvement

Managed Services for Long-Term Client Success with Oracle Systems

Alithya has a dedicated team of highly experienced consultants focused on providing post go live services to its clients. Our expertise lies in guiding clients from the go live stabilization period to steady state and eventually achieving self-sustainment by providing consultative, forward-thinking services in addition to assistance with day-to-day support of the application. Alithya believes in a high touch partnership model with primarily onshore-based resources, but has a team in India to provide 24x7 coverage, cost efficiencies, and global delivery. Alithya's Managed Services operations include:

> **Core Services:** Support, Training, Testing, Enhancements, Footprint Expansions, Oracle SR Management

> **Additional Services:**
> > Quarterly Update Services (Education, Impact Analysis, Testing & Support)
> > Business Reviews utilizing a Governance Model + Continuous Improvement Initiatives
> > Self-Sustainment Services

> Service Level Commitments tied to Response Times

> Cloud-based helpdesk system fully integrated with email and mobile apps

> Collaboration Platform & Knowledge Repository

> Weekly Reporting and Monthly Scorecards help identify trends, pain points, and root cause areas

> **Contract Types:** Time & Materials, Committed Hours (per month, quarter, annual), Fixed Fee Unlimited Support, Billing in 15 min increments

Contact Us

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