



ALL SUPPORT PLANS INCLUDE:



COMPREHENSIVE SUPPORT HOURS



100% AUSTRALIAN BASED SUPPORT



DEDICATED SUPPORT RESOURCES



TAILORED SERVICES & SLAs

## Putting you in control

Getting the most from your Oracle software investment, protecting against risks and maximising system availability are critical to sustaining successful business processes. Why waste time and precious resources trying to diagnose problems and logging issues when you could be focused on core business? Let our experts help you optimise, protect and sustain your software investment, without the cost of hiring and training additional staff.

## The support you need, when you need it

Our experienced consultants proactively work with you to resolve issues, improve performance and anticipate and prevent problems based on our best practice expertise. Whether you require ad hoc support to supplement in-house capability or a fully outsourced support solution, Prescience Technology's range of flexible and scalable support services can be tailored to your needs.

## Dedicated assistance from experienced professionals

Prescience Technology is Australia's leading enterprise focused Oracle Primavera Specialized Platinum partner. We have a dedicated, local team of Oracle Support Consultants whose deep knowledge of Oracle systems and technologies is unique and unmatched in the market today. Choose from one of our three Support plans, or we can tailor a solution to suit your needs.

### The Prescience Advantage<sup>®</sup>

#### The Prescience Advantage<sup>®</sup> Support Service is:

- Reliable, responsive and results-focused
- Delivered by Australian-based Oracle Specialized Engineers.
- Effective for small and large companies, as well as individual operators
- Flexible, scalable and tailored
- Suitable for asset intensive industries, including mining, resources, energy and infrastructure
- Backed by a team of Technology, Project Management and Oracle Training professionals
- Proven with local, national and global support clients

## Supported applications at a glance

### Oracle ERP Cloud Managed Services

ERP software is the backbone of many organisations, managing important processes throughout the entire enterprise. ERP support is therefore critical throughout the product's lifecycle, and should be a major consideration for new implementations. With traditional, rigid support models, however, the costs associated with protecting your ERP investment can quickly skyrocket.

PrescienceAdvantage<sup>®</sup> Managed Services for Oracle ERP Cloud is different. Our solution is a cost effective and flexible way to optimise, protect and sustain your software investment, all while reducing time and resources wasted diagnosing problems. PrescienceAdvantage<sup>®</sup> Managed Services help you spend smarter by filling the gaps in your vendor support with flexible, scalable and tailored solutions.

### Oracle E-Business Suite Managed Services

Protecting your Oracle E-Business Suite investment requires the right combination of business expertise and technical experience. Finding the right balance is the difference between proactive process improvement and system stagnation.

PrescienceAdvantage<sup>®</sup> Extended and Elite Support is coordinated via a dedicated manager who knows your business and is backed by a national team of experts with deep technical knowledge and proven experience driving real business outcomes.

### DBA Managed Services

We understand that your data is a precious resource; and with exploding data volumes and increasingly complex data management requirements, it is more important than ever to be proactive about your database administration. Our Database Managed Service is an insurance policy that helps safeguard your database investment with fully managed, proactive database and DBA services.

PrescienceAdvantage<sup>®</sup> Database Managed Services provides organisations with comprehensive functional and technical support from a whole team of experts, often at a fraction of the cost of employing a single in-house DBA. In every situation, we tailor our services to address your particular challenge; identifying the issues, implementing a fix and most importantly ensuring that it is a sustainable solution.

#### SUPPORTED PRODUCTS

- Oracle ERP Cloud
- Oracle Cloud Integration (SaaS, PaaS, IaaS)

#### SUPPORTED MODULES

- Financials
- Revenue Management
- Accounting Hub Reporting
- Project Financial Management
- Project Management
- Procurement
- Risk Management

#### SUPPORTED PRODUCTS

- Oracle E-Business Suite
- Oracle Business Intelligence - Discoverer, OBIEE & OBIA
- Oracle Cloud (SaaS, IaaS, PaaS)

#### SUPPORTED MODULES

- Financials
- Procurement
- Projects
- Supply Chain
- Value Chain Planning
- Manufacturing
- Human Resources

#### SUPPORTED PRODUCTS

- Oracle Database
- SQL Server
- MySQL


#### SERVICES INCLUDED


- Database installation, configuration, tuning, migration and patching
- Real time 24x7 Database monitoring
- Database health checks
- Oracle licensing optimisation
- 24x7 online support coverage


Plans at a glance

	ELITE	EXTENDED	EVERYDAY
Hours of Operation	24/7	6am to 6pm Local Time, Mon to Fri	8am to 5pm AEST, Mon to Fri
Weekends & Public Holidays	✓	✗	✗
Service Levels	✓	✓	✓
Logging & Managing Vendor SRs	✓	✓	✓
Technical Support	✓	✓	✓
Functional Support	✓	✓	✓
Administrative Support	✓	✓	✗
Dedicated Service Delivery Manager	✓	✓	✗
Proactive Monitoring	✓	✓	✗
Proactive Performance Management	✓	✗	✗
Integration Support	✓	✗	✗
Onsite Mobilisation	✓	✗	✗
Technical Health Check	Bi-Annual	Annual	✗
Application Patching	Quarterly	Bi-annual	✗
Service Delivery Checkpoints	Monthly	Monthly	✗



  
 ▼  
**2,500+**  
 Supported Users

  
 ▼  
**1,000+**  
 Tickets Resolved  
 Each Month

  
 ▼  
**99%**  
 Resolution Within  
 SLA Timeframes





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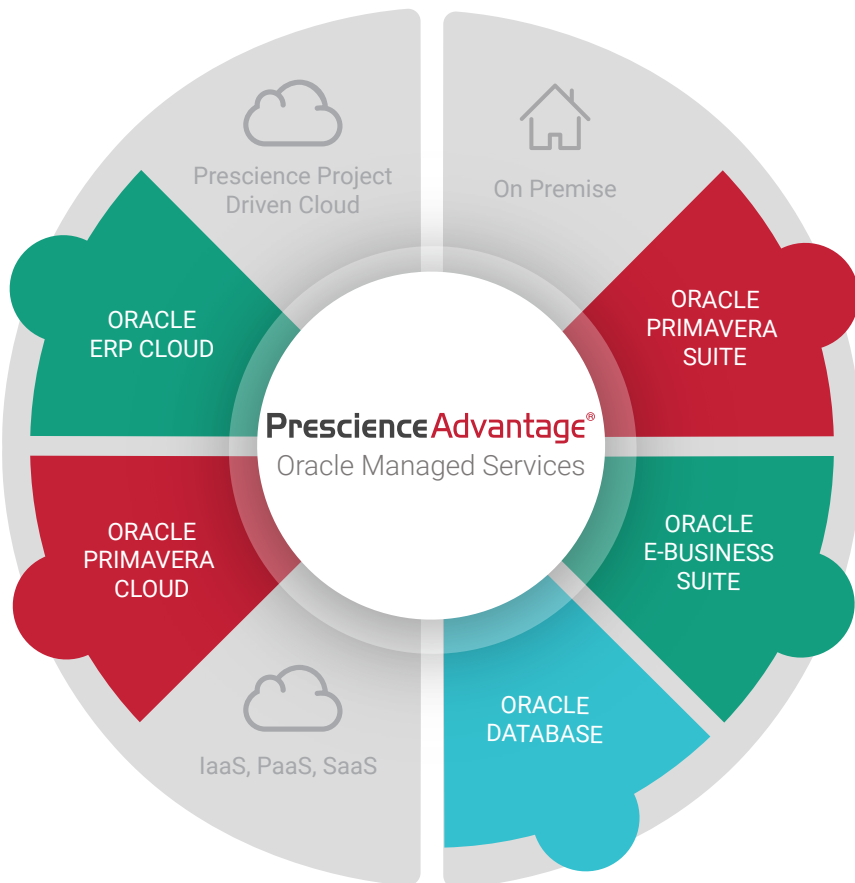
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### Support Coverage

With offices throughout Australia and an international base in Singapore, we serve a diverse range of clients across the Asia Pacific region and support global projects and organisations by request.



**Contact us to find out more:**

**call:** 1300 086 816  
**email:** [info@prescience.com.au](mailto:info@prescience.com.au)  
**online:** [www.prescience.com.au](http://www.prescience.com.au)