

Oracle Professional Services

As a foremost supplier of integrated business solutions, Capita IB Solutions plays a major role in enabling organisations to achieve their financial and e-business strategies, using both Oracle applications and technology.

Overview

Business solutions provided include; Oracle e-Business suite, Hyperion/ EPM, Business Intelligence Suites as well as our own Integra Financials & e-Procurement operating on the Oracle RDBMS.

Through this experience we have developed an Oracle Centre of Excellence offering a range of technical support and application services covering:

- Oracle e-Business Suite Consultancy & Training services
- Oracle EPM/Hyperion Suite Consultancy & Training services
- Oracle Business Intelligence Suite Technical Consultancy
- Technical support services for the e-Business Suite including a remote upgrade and patching service;
- A Hosting Service from our own data centres; and
- A database support and upgrade service

Supporting Database and Application Software Upgrades

Capita IB Solutions has a proven track record in implementing hardware, database and application upgrades.

Using Prince 2 methodology, the following is a sample list of some of the major projects successfully completed:

- Oracle eBusiness Suite 11.5.9 to 11.5.10 CU1
- Oracle RDBMS 8.1.7 to 9.0.1
- Oracle RDBMS 9.0.1 to 10.1.0.5
- Oracle eBusiness Suite 11.5.7 to 11.5.10 CU2
- Oracle eBusiness Suite 11.5.10CU2 to R12
- Oracle RDBMS 8.1.7 to 10gR2
- Oracle EPM 11.1 to 11.2
- Hardware Infrastructure upgrade to increase capacity from a 1750 user system to 3000 concurrent user system

Best Practice Hosting

Capita IB Solutions provides an adaptive service, which pro-actively monitors, manages and supports the clients desired solution footprint.

This adds value not only in terms of cost efficiencies, but also utilising expertise, capability and experience of e-Business, EPM/Hyperion, Business Intelligence and Oracle RDBMS hosting to enable clients to take advantage of best practice procedures and processes.

Leading Edge Infrastructure

Capita IB Solutions has many years of experience in implementing technical best practice and leading edge architecture, such as Clustered Multi Tier E-Business Suite and Snap Clone.

Capita IB Solutions works closely with Oracle in providing certified Infrastructure Configurations.

In addition, Oracle has included a number of Capita IB Solutions Hosted Systems in its Customer Reference Program.

Pro-active Monitoring

In order to monitor large and business critical infrastructure, Capita IB Solutions has invested heavily in developing its own bespoke monitoring solution based upon an open source framework, which runs alongside the standard Oracle Tools such as Oracle Enterprise Manager.

Summary of Services

- Oracle e-Business Suite Consultancy
- Oracle EPM/Hyperion Suite Consultancy
- Oracle Business Intelligence Suite Consultancy
- Technical Support Services
- Hosting Services
- Database Support
- Upgrade Services
- Remote Upgrade Services
- Patching Service

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In addition to standard server metrics such as CPU and Memory utilization, it has been tailored to test for key Oracle E-Business, Oracle EPM/Hyperion system processes.

Our Data Centre offers secure hosting which is managed and manned 365 days a year providing flexibility, security and quality. It is also audited annually by External Auditors against the SAS70 and ISAE3402 standards.

This allows Capita IB Solutions to offer additional services and undertake work outside of the agreed Service Level Agreements should any requirement arise.

Periodic Maintenance Plans

In order to reduce downtime and any impact on end users, Capita IB Solutions provides a Periodic Maintenance Plan (PMP) to clients covering the following:

Monthly

- Security patches reviewed and applied as necessary

Quarterly

- System Assessments
- Hardware/Operating system engineering
- Client initiated changes.
- New Technology and Functionality reviews

Half Yearly

- Technology Stack upgrades, e.g. minor database upgrades

Annually

Government Legislative Upgrades

Every Two Years

- Major Release upgrades to database or Application

Disaster Recovery and Business Continuity Plan

Disaster Recovery & Business Continuity are a key element for all organisations and through a programme developed with our partners, we are able to offer a ship-to-site service as well as a full recovery data centre option.

This includes the expertise to ensure that the database is properly recovered and therefore minimising downtime.

Consultancy

In addition to providing Project & Programme Management and technical consultancy, we provide training courses to fit every eventuality, including:

A tailored, bespoke, programme - developed to meet the training requirements of organisations which includes scheduled training, bespoke workshops and implementation projects.

Standard Oracle Application Courses

- scheduled courses which provide a standardised approach to training on the core e-Business applications.

Bespoke Oracle Courses – the provision of specialised courses where the training requirements are discussed with the client and the course components configured and delivered to reflect the specific requirements.

Oracle Workshops - the provision of specialised Oracle workshops which provide a more detailed and thorough level of education.



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