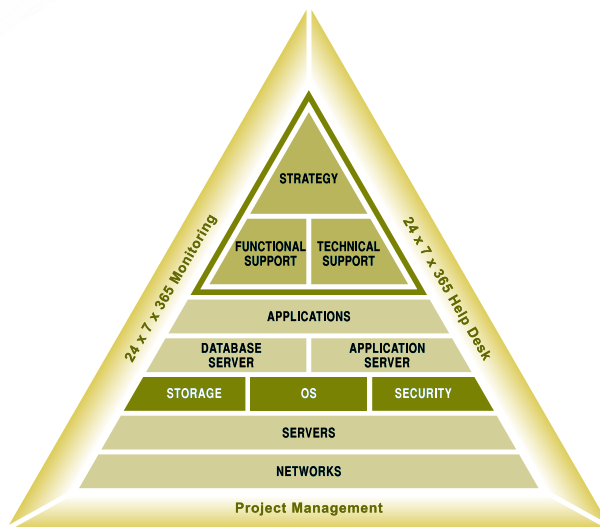




Oracle E-Business Suite Managed Services



IT Convergence Support Services (ISS) provides Oracle Applications E-Business Suite Managed Services. ISS reduces the complexity and cost of applications management and support, utilizes the latest industry best practices, and leverages economies of scale to deliver unmatched levels of system uptime and availability. Our dedicated and experienced account managers ensure service consistency, and they are fully knowledgeable about your unique E-Business Suite environment. Our flexible contracting model allows you to select from a host of Managed Services combinations to address your specific needs, and ISS can provide complete Hosting or Co-location services as desired.



TALENTED AND EXPERIENCED TEAM

ISS Account Managers are Subject Matter Experts with experience in global-scale Oracle Applications implementations. This first hand experience gives these seasoned professionals the knowledge needed to quickly diagnose and remedy complex application issues. Experience alone is not enough to effectively support ERP and CRM applications. Identifying the quickest, most effective solution to support issues frequently requires advanced functional and technical expertise. Similar to a project implementation team, ISS team members are assigned to support individual customers. This allows

team members to integrate with your staff while learning your setups/configurations, ensuring they offer appropriate and practical service. The result is a dedicated, highly capable and effective support team – exactly what is required for mission-critical, enterprise-wide business systems.

SUPPORT FOR YOUR RELEASE LEVEL

ISS doesn't employ a "one size fits all" approach to Oracle release management. ISS supports Oracle Applications from release 10.7 and Oracle Database from version 7.3 through the latest versions of these products. Our Functional and Technical experts collective experience in supporting Oracle Applications and Database Technology makes this possible. Whether you are content with your current release, or you want to keep pace by upgrading now, ISS provides the know how to keep your environment available and enabling your business mission. Our wealth of resources allows us to provide you with hosting and co-location services, 24 x 7 x 365 monitoring, technology stack management, and functional application testing.

APPLICATION PATCHING AND RELEASE MANAGEMENT

All enterprise-wide application suites are complex, and the many integration points between modules make software updates and maintenance patching necessary. ISS takes a strategic approach to patch management, making recommendations based on impact analysis. ISS doesn't simply apply patches, it tracks the dependencies and idiosyncrasies of patch levels/releases, impact across modules, and required deployment times. ISS also assists in creating test/validation scripts and functional application testing. As a 24/7 service provider, ISS can apply software updates during off-hour maintenance windows.

ORACLE VISION INSTANCE

This is a unique service offered by ISS which provides access to a current release, non-production Oracle E-Business Suite. Vision Instances are pre-seeded with a prototype configuration of a new Oracle



Oracle
E-Business Suite
Managed
Services



implementation and are ideal for testing, training, development or prototyping needs. Building a test environment is costly and time consuming. ISS provides immediate access to a validated, thoroughly tested and patched "Gold" Instance at the most recent release levels. This eliminates testing delays, saving you time and money. These environments can be refreshed throughout a calendar month, providing unlimited opportunities for testing.

WORLD CLASS APPLICATIONS HOSTING

By partnering with 365 Main data center, ISS brings you the most secure, safe, and flexible infrastructure available today. Relocate your systems with ISS and rest assured that your server architecture will be connected 24 x 7 x 365. Or, let ISS provide the equipment and the services, while you focus on what really matters – your business. Our flexible hosting and co-location programs allow you to take advantage of our existing infrastructure and to adjust your configuration over time.

■ **Monitoring and Reporting:** ISS utilizes state-of-the-art monitoring to proactively poll hosted systems and network infrastructure, providing immediate notification of availability threats. This information is visible to both the customer and ISS. Performance can be tracked and compared historically and evaluated against SLA requirements.

■ **Operating System, Database and Application Access:** Customers frequently require access to the OS and wish to perform Application and/or Database Configurations. ISS hosting and co-location are flexible, providing the customer with secure and documented access to their components.

■ **Flexibility:** There is no single standard for operating system, application, database, network or communication infrastructure. Within an ISS Data Center, you can co-locate or host platforms from SUN, HP, IBM, or Dell, utilizing the operating system and release levels you desire. Components can be administered by ISS, your personnel, or a combination of the two. Flexible communications infrastructure allows you to share burstable bandwidth up to 100Mb or contract dedicated bandwidth from more than one dozen providers.

DATA CENTER CAPABILITIES

24 X 7 X 365 PREVENTION OF SECURITY BREACHES

UNLIMITED N+2 REDUNDANT POWER

N+2 REDUNDANT COOLING SYSTEM

FULLY REDUNDANT CONNECTIVITY

FIRE SUPPRESSION SYSTEMS

IMPENETRABLE SECURITY POLICY

GIGABIT LAN TOPOLOGY

A COMPLETE MANAGED SOLUTION

If you are looking for a partner to support your entire IT infrastructure, ISS has a solution for your organization.

Our wealth of resources allows us to provide you with functional application support, technology stack management, 24 x 7 x 365 monitoring, hosting, and co-location services.

EXPERIENCE THE POWER OF RESULTS THROUGH OUR ORACLE E-BUSINESS SUITE MANAGED SERVICES. CALL US TODAY!

US Offices

**SAN FRANCISCO
CORPORATE
HEADQUARTERS**

450 Sansome, 13th Floor
San Francisco, CA 94111
Toll free: (800) 675-0032
Tel: (415) 675-7935
Fax: (415) 675-7940

NEW YORK

One Exchange Plaza
55 Broadway
21st Floor
Suite 2102
New York
NY 10006
Toll free: (800) 675-0032

CHICAGO

Naperville Corp. Center
1250 East Diehl Road
Suite 100
Naperville, IL 60563
Toll free: (800) 675-0032
Tel: (630) 799-0922
Fax: (630) 799-0926

Global Offices

BUENOS AIRES

San Martín 344
27th Floor
C1004AAH
Buenos Aires
Argentina
Tel: [54] (11) 4000-8400
Fax: [54] (11) 4000-8410

MEXICO

Torre del Ángel
Paseo de la Reforma 350
11th Floor
Colonia Juárez
Mexico DF, CP 06600
Mexico
Tel: 1 (800) 777-0051

SHANGHAI

159 Madang Road
Suite 501
Shanghai
200021
China
Tel: [86] (21) 6135-7190
Fax: [86] (21) 6135-7100

For more information, please visit our website: www.itconvergence.com