



C3 Application Support Menu

Overview

C3 offers a unique blend of services, time-tested tools, and at-your-convenience scheduling allowing you to tailor the type of services for a "Perfect Fit" to your business. We realize your Oracle business priorities are different and dynamic, and require a "Perfect Fit" solution.

By applying the C3 "Perfect Fit" philosophy to Oracle initiatives our clients maximize efficiency and value while minimizing risk and disruption to their business. Our approach, expertise and resource timing is tailored to "Perfectly Fit" the availability of your internal resources, internal strengths/weaknesses and project deadlines.

Committed to Customer Excellence

The best measurement of success for any consulting company is customer satisfaction. Our service model has been built with one thing in mind delivering talented in-house Oracle® resources when and where You need them



Benefits

- ◆ Proactive Application Monitoring
- ◆ No extra support team to manage
- ◆ Save time and money
- ◆ Gain support from highly skilled Oracle Certified Consultants
- ◆ Functional, Technical and DBA services
- ◆ On-line Management Reports



Menu:

Triage

C3 offers a team of people, usually on a short-term basis, to tackle your high priority issues that have been causing business stress. C3 will assemble a SWAT team of its most experienced people relative to your issues, and attack them to deliver solutions or workarounds in just a few hour or days.

Assessments

C3 offers a team of people to perform setup, process or technical assessments as needed. C3 assembles a SWAT team of it most experienced people to analyze the desired area(s) and report its results. Assessments are usually done over a 1 or 2 week period and focus on finding 80% of the issues.

- State of Union Assessment
 - Review of all areas of your system: SR's, System Admin, Setup, Functional Use, and Development Standards
- Process Improvement Assessment (aka Functional Assessment)
 - Focuses review of a business area for quantifiable improvements. General results can include suggested setup changes, user training and/or extension.
- Technical Assessment
 - Review of the desired technical aspects of EBS including performance, architecture setup, development standards and disaster recovery plans.

Power Maintenance Programs

C3 also offers the Power Maintenance Program, known as PMP, as a way to receive the extended support needed. Our PMP service will improve your Oracle® Investment, and give you a predictable monthly service level at a reasonable rate. You will still receive all levels of support needed from functional to technical as well as DBA services. Each month, you can use as much of the service as needed, and roll any unused amount of hours into the next period. Below are the components to choose from as needed, each can be used in a regular scheduled manor or as need (ad hoc):

- Support PMP
 - Access to C3 functional or development resources' to solve business issues or extend functionality (e.g. Create a unique report)
- DBA PMP
 - C3 develops a manage service plan to monitor and support your EBS system

