DATASHEET

Oracle Managed Services

Tailored To Meet Your Individual Business Needs

Claremont Managed Services provides customers with consistent access to first class support for Oracle technology and E-Business Suite. Our scope and delivery approach is tailored and defined by the customer's individual business needs. We dovetail with customer's in-house teams and services to become an integral part of their IT solution.

Benefits Of Claremont Managed Services

- High quality & consistent focused services
- Guaranteed incident resolution and response times
- Service Level Agreements (SLAs) beyond incident management
- Guaranteed effective security, maintenance and performance
- Wide range of Oracle services
- Management for system issues and unscheduled changes
- System usage improvements and performance
- Planned system changes
- Long term partnership

How We Deliver

Each client is assigned a Service Manager, responsible for managing all aspects of the Managed Service providing a single and consistent point of contact. With Claremont's Managed Service support, we deliver by offering:

- Regular on-site visits
- A dedicated service desk
- Incident resolution SLAs
- Highly experienced consultants delivering the best solutions
- Service performance levels
- Opportunities to improve business and support processes
- Proactive maintenance and strategic advice

- Our highly experienced, support-focused consultants are at the heart of our Managed Services. We dedicate our consultants to specific clients enabling them to understand your systems and build partner relationships, resulting in a continuous and consistent point of contact.

100% Customer Satisfaction (Source: Monthly Customer Surveys)	**100%** Oracle Hosting Availability (No unplanned downtime)	**99.5%** Incident SLA Adherence (Including resolution SLAs emitted by other providers)	**51%** Average Savings For Clients (Versus in-house services & previous suppliers)

Effective Monitoring

Claremont's monitoring system detects issues at an early stage and tracks long term system changes. Information gathered supports the proactive services we provide such as capacity, performance and architecture management and we use this to add genuine value for our customers.

About Claremont

We are a leading professional services organisation using Oracle software to help businesses improve processes and performance through the full system lifecycle to achieve competitive advantage.

As an Oracle Gold partner with a strong management team, an outstanding customer service history and a proven track record of successful service delivery, Claremont is trusted by many leading public and private sector organisations in the UK and Europe.

Not all Managed Services Providers are the same. Claremont is revolutionising the delivery of Oracle Managed Services with results that speak for themselves. We deliver a first-class service and at the same time save our customers on average, over half of their costs compared to previous providers.