

Oracle Managed Services: A time for change.

Claremont Managed Services provides customers with consistent access to first class Oracle technology and Oracle E-Business Suite support and consulting services. The scope and delivery approaches are defined by the customer according to their business needs but in every case the services give commercial and operational certainty. This enables customers to focus on their core areas and offload their Oracle “headaches” to Claremont.

Flexibility is key because no two organisations have the same requirements; each customer requires a unique blend of service scope, Service Level Agreement (SLA) and commercial terms. Claremont’s Managed Services team understands this and builds individual, tailored solutions accordingly. This delivers the services our customers require and the quality they expect through cost-effective solutions.

Benefits of Claremont Managed Services

Many customers switch to Claremont from unsatisfactory competitor services, yet we have never lost a Managed Service Customer ourselves. This demonstrates that Claremont is different and delivers genuine benefits, including:

- High quality & consistent customer-focused services delivered by experienced Oracle consultants.
- Guaranteed Incident resolution times as well as response times.
- SLAs beyond Incident Management, e.g. we guarantee effective security, maintenance and performance.
- Customers can focus on their core business and the IT areas where they have capabilities.
- Claremont customers gain operational and commercial certainty.
- Customers have access to a wide range of Oracle services without the staffing issues, such as recruitment, retention, sickness and holidays, inherent with in-house teams.
- We work proactively to help customers avoid Incidents and plan system changes; this minimises system issues and unscheduled changes, thus improving the business’s usage and perception of the system.
- We dovetail with customers’ in-house teams and services to become an integral part of their IT solution

rather than a distant provider.

- We engage in long term partnership with our customers, and are dedicated to the continual improvement of every customer’s Oracle implementation.



What we deliver

A Claremont Managed Service can include Oracle hosting, DBA, technical and Oracle E-Business Suite functional support and consulting services in any combination. We provide services that dovetail with customers’ in-house teams to provide seamless solutions. Current Oracle E-Business Suite managed service solutions include:

- Hardware leasing, hosting and DBA support for one of the UK’s most complex multi-terabyte systems.
- Complete hosting, DBA, technical, functional, system administration and licensing outsource for a manufacturing organisation.
- Ad-hoc 3rd line functional support for the UK arm of a global high technology company.
- Comprehensive DBA support for an organisation that is self-sufficient for functional services but lack DBA skills.

In all cases, we deliver proactive support and work with customers to ensure we are never just “keeping the lights

on". The commercial structure is similarly flexible and may be fixed price, call-off or fixed price for some services with additional scope delivered using call-off.

Customers may blend the service types, scope and commercial components that they need to create a genuinely custom and flexible service.

How we deliver

Highly experienced, support-focussed consultants are at the heart of our Managed Services. ITIL-based processes and a robust support infrastructure are essential in enabling this support but we recognise that only experienced consultants who have delivered and supported Oracle solutions can provide quality support. Unlike many organisations, we don't use a shared consulting pool and our Managed Services consultants are dedicated to that role. That means they understand support, know our customers' systems, build relationships with customers and are a continuous and consistent point of contact.

Incidents are raised and progressed through our Service Desk online, by email and by phone. While most updates are via our online Service Desk system we recognise the importance of discussing Incidents and Problems and our consultants readily take this approach rather than forcing clients to communicate online. Taking this a stage further, we recognise the importance of on-site visits and these are built-in to our Managed Services solutions.

Supporting our consultants are processes based on ITIL V3 best practice and a comprehensive support infrastructure. This includes the Service Desk, comprehensive Oracle monitoring and secure remote access solutions. The Service Desk is used to manage all Incidents and Problems but can be used flexibly as suits each customer. For example, Incidents may be logged by the customer's own Service Desk staff, by "super users" or by the end users.

Claremont's monitoring system is used to detect issues at an early stage and track long term systems changes. The 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.

Our robust infrastructure enables secure remote access to customers' networks while ensuring access is not available between customers or to anyone other than authorised support consultants. However, we recognise that for security reasons some customers can not permit any remote access and we have services available to those organisations too.

Every customer is assigned a named Service Manager (SM) who is responsible for managing all aspects of the Managed Service and who provides a single and consistent point of contact and escalation. Our SMs come from delivery backgrounds rather than being sales or account focussed and we believe it is essential to maintain that delivery and commercial separation. The SM regularly meets customers, at a pre-agreed frequency, to cover areas such as:

- Review Incidents raised and discuss any lessons learnt.
- Discuss service performance against agreed service levels.
- Identify opportunities to improve business or support processes.
- Plan ongoing maintenance activity.
- Provide strategic advice and guidance.

About Claremont

Claremont is a leading professional services organisation that uses Oracle software to help businesses improve processes and performance through the full system lifecycle to achieve competitive advantage.

As an Oracle Investment partner with a strong management team, first class customer service history and a proven track record of successful service delivery, Claremont is retained as a trusted advisor 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. The results speak for themselves. We can demonstrate that we deliver a first class service. We're saving our customers over half of their costs on average versus previous providers. All of our customers are happy with the managed service that we are providing them.

Claremont.

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