SYNTAX

Application Management Services for Oracle E-Business Suite

Augment your Functional Application support teams to fill talent/skillset gaps and deliver on business imperatives

- Improve support responsiveness
- Refocus internal support staff on strategic projects
- Maximize the return on your software investment

Overview

Attracting, retaining and developing talent to maintain and improve systems is increasingly challenging in today's market. Shifting priorities, limited resources, and constant support requests leave little time for doing the work, training on new technologies, and driving key business initiatives.

Syntax Application Management Services (AMS) for Oracle E-Business Suite augments your existing Functional Application team to help fill the talent/skillset gaps and scale on demand when needed. Our experts average 20+ years of Oracle applications and technology experience across a broad range of industries and geographies and can support the entire Oracle applications stack to help you deliver on business imperatives.

Advisory Services

- Comprehensive functional support, development, testing, and workflow configuration services
- Customized to meet your specific support structure, skill set, and coverage needs
- Configurable support options, including on-site, remote, off-shore, or near-shore, and 8x5, 12x5, or 24x7
- Choice of designated or pool of Oracle certified implementation experts, with industry and operational subject area expertise

Services Subject Areas	Development Services	Production Support
• Financials (GL, AR, AP, FA, iRec, iPay, iExpenses) • HCMS (HR, Benefits, Payroll) • Procurement (PO, iProcurement) • Order Management, Advanced Pricing • Projects (Costing, Billing, Resource Management, Time and Labor)	• PL/SQL and Java • OAF/ADF • Oracle Reporting (OBIEE, BI Publisher) • Integration Cloud Services • Development • SOA/Fusion Middleware • CEMLI Development	• Integration Error Handling • Forms Errors • Month, Quarter, and Annual Issues • Business Analyst / IT Training • Super User / End User Training • Configuration Reviews / Updates • Application Performance Issues

Benefits

- Shift focus to business while simultaneously cutting total cost of software ownership
- Improve support responsiveness and resolve issues faster
- Refocus internal support staff on strategic projects
- Achieve service level goals and faster time to benefit for new functionality
- Extend your organization's ability to fully utilize your Oracle system and help to maximize the return on your software investment
- Can be bundled with Software Asset Management (SAM) services to maximize compliance and cost-optimization

Get started

Want to learn more about Syntax services to manage your Oracle applications and technology into the future?

Email us at hello@syntax.com

Why Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With 50 years of experience and 900+ customers around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with Oracle and other global technology leaders to ensure customers' applications are seamless, secure and at the forefront of enterprise technology innovation.

Start your journey at syntax.com

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