DATASHEET

Revolutionary Managed Services for Oracle

BENEFITS

- Total system management
- Performance tuning and capacity planning
- Expertise and efficiency
- Flexibility and customisation
- Proactive support
- Security managed services
- Comprehensive services for multiple platforms



Oracle ERP Management Challenges

Organisations often struggle to effectively manage their Oracle systems due to a lack of staffing or technical expertise, leading to inefficient operations, unplanned downtime, and increased security risks. Common challenges include managing system performance, implementing backup and disaster recovery mechanisms, and establishing seamless data integration across components. Ensuring the performance, security, and compliance of your ERP requires constant monitoring, which is resource-intensive and difficult to maintain without dedicated expertise. Revolutionary Managed Services for Oracle can bridge these gaps and ensure your systems are optimised, secure, and aligned with your business objectives.

Revolutionary Managed Services Overview

Address staffing and skills gaps: Comprehensive management services and support, tailored to your specific needs.

Ensures system reliability and minimises downtime: Services include:

- Proactive monitoring
- Backups
- System clones
- Restores
- Regular health checks

Comprehensive functional support: Provides complete second-line support for any functional issues, including critical processes like month-end or year-end payroll runs.

Revolutionary Security Managed Services (optional): Offers proactive protection against vulnerabilities and threats, ensuring continuous compliance with industry standards.

Guaranteed recovery (AWS & Azure): For clients utilising AWS or Azure, we guarantee:

- **15-minute Recovery Point Objective (RPO)**: The maximum acceptable amount of data loss measured in time
- **Four-hour Recovery Time Objective (RTO)**: The maximum acceptable downtime

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Support Revolution

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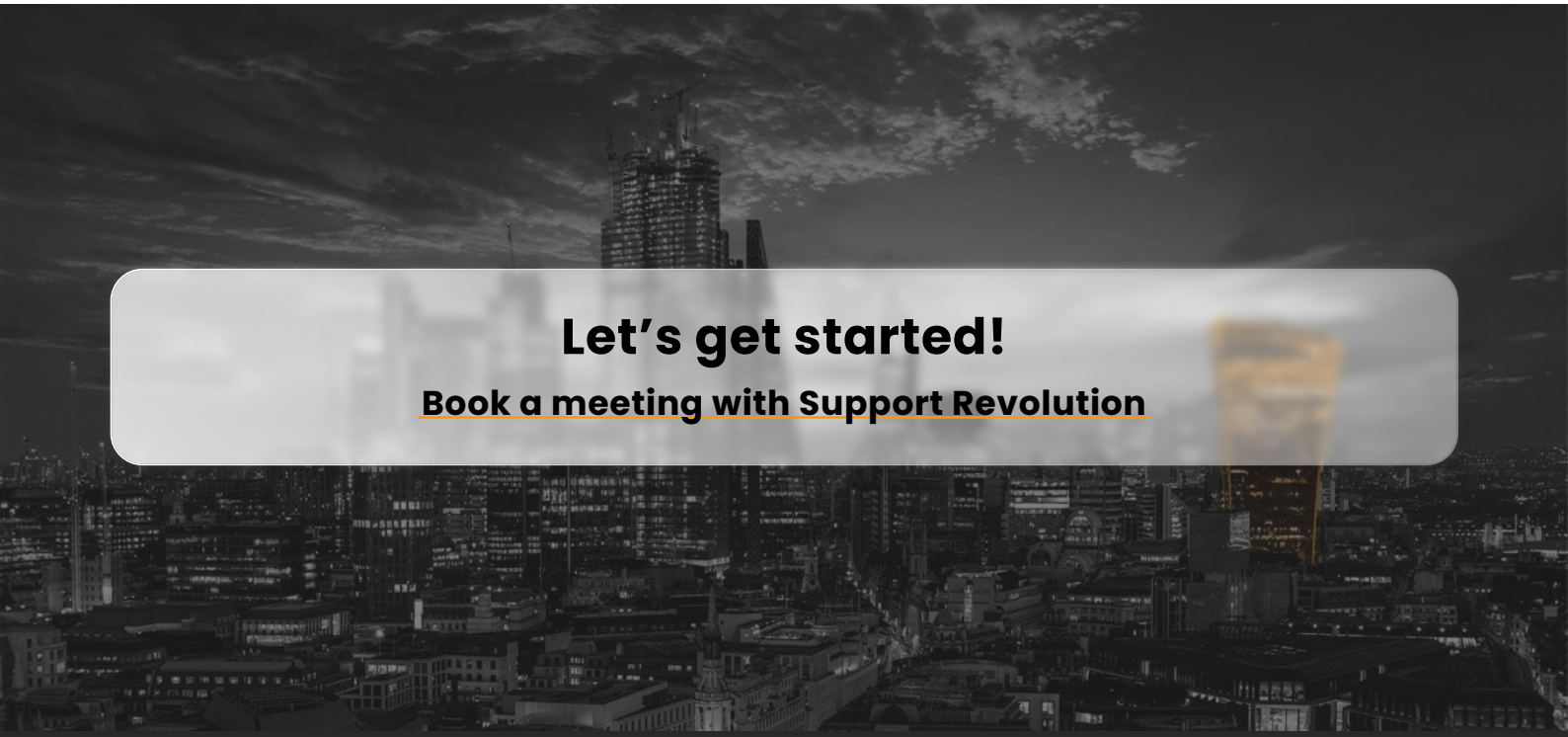
Support Revolution Comprehensive Support

Support Revolution helps organisations effectively maintain their Oracle software and reallocate budget and resources towards strategic initiatives by providing:

- **Significant cost savings** of up to 90% compared to vendor maintenance costs
- **Issue resolution** for all technical and functional aspects
- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for software critical issues
- **Binding resolution times** of less than 2 hours for software critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support
- **Revolutionary Managed Services** delivers enterprise-grade support that you don't have to manage and administer, giving you time to focus on projects that move the needle for your business
- **Enterprise-grade security solutions** are available, including Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security

> **Support Revolution provides a tailor-made service to suit our needs, which our previous supplier was unable to provide. We have been particularly impressed with how responsive Support Revolution is, the speed and quality of service delivery, and most importantly, its personal service.**

– Head of Applications, €5B+ multinational public transport company



Let's get started!

Book a meeting with Support Revolution

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