



# Managed Services for Oracle on AWS

Today, organizations are faced with the challenge of finding efficient and cost-effective ways to maximize and extend the longevity of their Oracle applications while preparing for their future technology roadmap and meeting key business objectives.



ERPA's Hosted Managed Services for Oracle provides organizations like yours with the means to do just that through our flexible and fixed monthly price packages and comprehensive services offering.

## We make maintaining PeopleSoft on the AWS cloud simple.

ERPA is an AWS Advanced Consulting Partner with deep roots and nearly 25 years of experience in Oracle consulting. We modernize client systems on AWS for a SaaS like experience while managing the day-to-day operations and maintenance of the infrastructure and applications for optimal performance, security, and reliability. Our AWS and Oracle experts serve as an extension of your team so you can focus on strategic initiatives that impact your organization's bottom line. Get more out of Oracle applications like E-Business Suite, Hyperion, Peoplesoft, and JD Edwards on AWS.

### Key Features & Benefits



#### Flexible Service Model

*to meet your unique business needs*



**Secure, High Performing & Scalable**  
*infrastructure designed for Oracle*



**Fixed, Predictable & Cost-Effective**  
*monthly fees for accurate budgeting*



**Tailored High Availability Solution**  
*for disaster recovery & business continuity*



**Named Resource Delivery Model**  
*for consistent, dependable support*



**Strong Service Level Agreement**  
*for timely response & resolution*



**Customer Success Governance**  
*for collaboration & accountability*



**Service Operations Management**  
*powered by ServiceNow for real-time status*

### What We Include

Our comprehensive services offering covers managing, maintaining, and enhancing your Oracle applications. You define the services you want, and we tailor our solution to meet your needs.

ERPA's Hosted Managed Services are designed to give you a foundation of support services that can be easily layered based on your resource levels for Oracle infrastructure and application lifecycle management.

### Talk to an Expert!



877-NOW-ERPA



[AWS@ERPA.com](mailto:AWS@ERPA.com)



[www.ERPA.com](http://www.ERPA.com)



# Managed Services for Oracle on AWS

| Service Offering   | Infra + | Maintain + | Enhance + |
|--|---------|------------|-----------|
| Service Desk & ServiceNow Ticketing System               | ✓       | ✓          | ✓         |
| Engagement & Service Delivery Management                 | ✓       | ✓          | ✓         |
| <b>AWS Infrastructure Support</b>                        |         |            |           |
| <i>Incident Management</i>                               | ✓       | ✓          | ✓         |
| <i>Infrastructure Management</i>                         | ✓       | ✓          | ✓         |
| <i>Infrastructure Automation</i>                         | ✓       | ✓          | ✓         |
| <i>Infrastructure Security &amp; Compliance</i>          | ✓       | ✓          | ✓         |
| <i>Infrastructure Performance Monitoring</i>             | ✓       | ✓          | ✓         |
| <i>Operating System Patching</i>                         | ✓       | ✓          | ✓         |
| <i>Capacity Planning</i>                                 | ✓       | ✓          | ✓         |
| <b>Oracle Administration</b>                             |         |            |           |
| <i>Incident Management</i>                               |         | ✓          | ✓         |
| <i>Installation, Configuration &amp; Management</i>      |         | ✓          | ✓         |
| <i>Environment Backups &amp; Refreshes</i>               |         | ✓          | ✓         |
| <i>Performance &amp; Availability Monitoring</i>         |         | ✓          | ✓         |
| <i>Code Migration</i>                                    |         | ✓          | ✓         |
| <b>Oracle Maintenance</b>                                |         |            |           |
| <i>Regulatory Updates</i>                                |         | ✓          | ✓         |
| <i>Critical Patch Updates</i>                            |         | ✓          | ✓         |
| <i>Oracle Application Patching</i>                       |         | ✓          | ✓         |
| <i>Oracle Application Upgrade</i>                        |         | ✓          | ✓         |
| <b>Database Administration &amp; Maintenance</b>         |         |            |           |
| <i>Incident Management</i>                               |         | ✓          | ✓         |
| <i>Installation, Configuration &amp; Management</i>      |         | ✓          | ✓         |
| <i>Backups &amp; Restores</i>                            |         | ✓          | ✓         |
| <i>Performance Monitoring &amp; Tuning</i>               |         | ✓          | ✓         |
| <b>Oracle Development</b>                                |         |            |           |
| <i>Incident Management (Break-Fix)</i>                   |         |            | ✓         |
| <i>Batch Job Monitoring</i>                              |         |            | ✓         |
| <i>Integration Development &amp; Maintenance</i>         |         |            | ✓         |
| <i>Report &amp; Query Development</i>                    |         |            | ✓         |
| <b>Functional Support</b>                                |         |            |           |
| <i>Functional Configuration Issue Resolution</i>         |         |            | ✓         |
| <i>Demonstration of New Features &amp; Functionality</i> |         |            | ✓         |
| <i>End User Support</i>                                  |         |            | ✓         |