

ORACLE ON DEMAND FUNCTIONAL SERVICE DESK

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KEY BENEFITS

- Oracle Experts providing end-to-end business flow support
- Frees up IT resources to focus on business needs
- Makes users more productive and resolves problems faster, leading to greater return on your investment
- Lowers Total Cost of Ownership

When deploying business applications, organizations require a Functional Service Desk to accelerate user adoption and minimize any potential business disruptions. Many organizations are looking to Oracle to provide the experts to mentor and coach, triage, assess, and resolve issues that relate to their business applications. Oracle On Demand's Functional Service Desk provides technical and functional experts to help employees incorporate new solutions into their business, resolve issues more quickly, and return employees to performing business functions. Functional Service Desk customers can focus their own business experts on innovation and strategic projects.

FUNCTIONAL SERVICE DESK OVERVIEW

Oracle On Demand's Functional Service Desk provides functional and administrative support to Oracle E-Business Suite and Oracle Collaboration Suite users. The Functional Service Desk team provides Oracle E-Business Suite On Demand (EBSO) and Oracle Collaboration Suite On Demand (CSO) customers with services that are designed to quickly diagnose and effectively resolve problems with end to end business flows, getting to the root cause and helping prevent problems from occurring in the future, leading to continuous improvement.

FEATURES

Functional Support

- Assist users with usage and navigation of Oracle functionalities and business processes within the modules, specific to the customer's application functional setup
- Create and perpetuate a customer specific knowledge base of business flows
- Troubleshoot functional issues and provide solutions through configurations and setup changes
- Assist users with issues associated with data consistency within their Oracle applications
- Assist customers with analysis of the potential impact of new features in Oracle modules on the customer's current business flows and processes

Administrative Support

- Maintain user accounts, including creating new accounts, resetting passwords, assigning roles and responsibilities
- Respond, record, and triage functional issues and communicate solutions offered from a knowledge repository
- Perform functional setups and printing administration
- Advise users on how to submit concurrent job requests and to view/download output and logs
- Guide users to schedule jobs within concurrent manager

BENEFITS

The Functional Service Desk Support team consists of highly experienced, technical and functional consultants with an intimate understanding of Oracle technologies and the ability to map business requirements to Oracle functionality.

The Functional Service Desk Support improves the quality and reduces the cost of supporting your systems by leveraging Oracle experts.

Oracle On Demand's Functional Service Desk provides you with the following benefits:

- End-to-end business flow support
- Scalable solutions to fit your needs
- Single Point Of Accountability for all functional and administrative issues
- Web-based knowledge base with customer specific business flows to reduce time to resolution and improve customer end user satisfaction
- A fixed-cost service to enable customers to easily budget for their ongoing support requirements

GETTING STARTED

To find out more about the Functional Service Desk, call 866.264.5909, or visit us at www.oracle.com/ondemand.

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