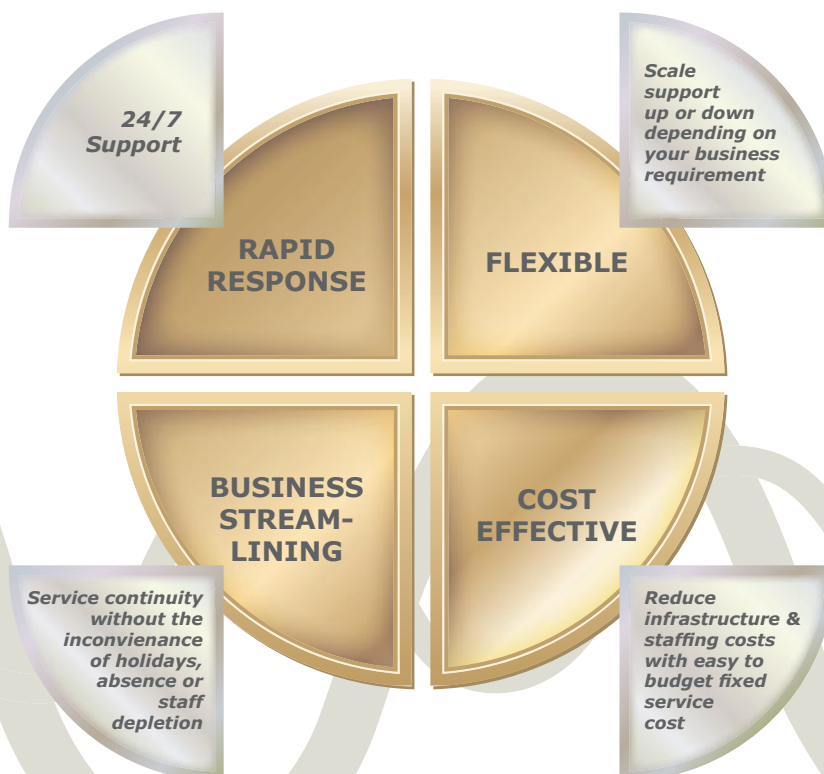# EPC
TECHNOLOGIES

Oracle Premium Support

EPCT Oracle Premium Support

Benefits of EPCT's Third-Party Support & Managed Services

Premium Support Services at your fingertips

Organisations that require Oracle Business Systems Support often struggle to justify the cost of hiring a full-time Oracle Business Systems Support resource – a critical business resource that simply doesn't come cheap.

EPCT offers a cost-effective alternative which typically saves our clients up to 50% compared to the cost of hiring or retaining a full-time Oracle Business systems support resource.

24/7 Support

Scale support up or down depending on your business requirement

RAPID RESPONSE

FLEXIBLE

BUSINESS STREAM-LINING

COST EFFECTIVE

Service continuity without the inconvienance of holidays, absence or staff depletion

Reduce infrastructure & staffing costs with easy to budget fixed service cost

Business Systems Support

EPC TECHNOLOGIES

Support & Maintenance Features

The full spectrum of Oracle Support is precisely our business. Our proven Oracle Support Features ensure your Oracle environments are available, secure and performing optimally.

The EPCT Premium Support service takes contracted responsibility for the maintenance and evolution of applications within well-defined service levels, to maximise cost savings, quality and flexibility. We have a number of Oracle clients that are supported via our state of the art support portal service and covering most of the major applications sets.

Our services cover:

Reporting & Business Intelligence Management and Support: Development and Maintenance of Business Reports running on our state of the art reporting solutions and maintained by our team of experts.

Service Management: Provides resource management, service planning, service measurement, control and reporting, quality management, service evolution.

Maintenance: Provides production support, corrective maintenance, preventive maintenance, release management, configuration management.

Database Administration Services: Provides performance monitoring, capacity planning, backup management, database recovery, database refresh.

Enhancements & New Development: Provides the modification of existing software, the development of new software or the installation of software packages to respond to regulatory changes, business changes, technology changes.

Configuration Management: Provides for the version control of the build of software and documentation while in development. Also maintains records and control of released versions of software, hardware and documentation.

Release Management: Provides for the control of updates of software, hardware and documentation to the user community.

User Support: Provides second and third level help desk support, training and education services, business and feasibility analysis, business needs analysis, solution consulting.

Change Management: In this context Change Management provides the management and control of all changes applied to your IT systems using a proven mechanism. Change at the IT development and enhancement level is as rigorous as discussed above for the change to the operational system through incident resolution.

Oracle Cloud: Oracle cloud implementation services and support thereof.

Reporting & Business Intelligence

EPC TECHNOLOGIES

Tailored Support Packages

EPCT Premium Support Services is tailored according to your organization's needs, to better manage, maintained and continuously improve your Oracle system.

When your organisation consider EPCT's Premium Support Services, we will do a full analysis of your current support calls and Health Check of Oracle environment, to be able to provide a tailored support service package for your organization's needs, including well defined Service Level Agreement (SLA) adherence and cost plan.

We go further. Our comprehensive Incident SLAs guarantee the time to fix incidents, not just respond to them. We also provide business-oriented SLAs such as system availability (not just hardware availability), security and Oracle performance as required. We don't intend to fail, but if we do, we'll give you service credits and a termination option.

EPCT Support Model

We assign a Customer Account Support Lead (CASL), as a key contact to your organisation – CASL who is knowledgeable about your organisation's technology environment. Backing up the CASL, is a team of product specialists, functional leads, solutions architects, data base administrators, system administrators and specialist in development and support.

We will provide onsite consultancy and offsite support, and we're agile and flexible enough to create an Oracle support service that integrates and works for your business requirements.

Skilled help is provided from your first request for speedy issue resolution.
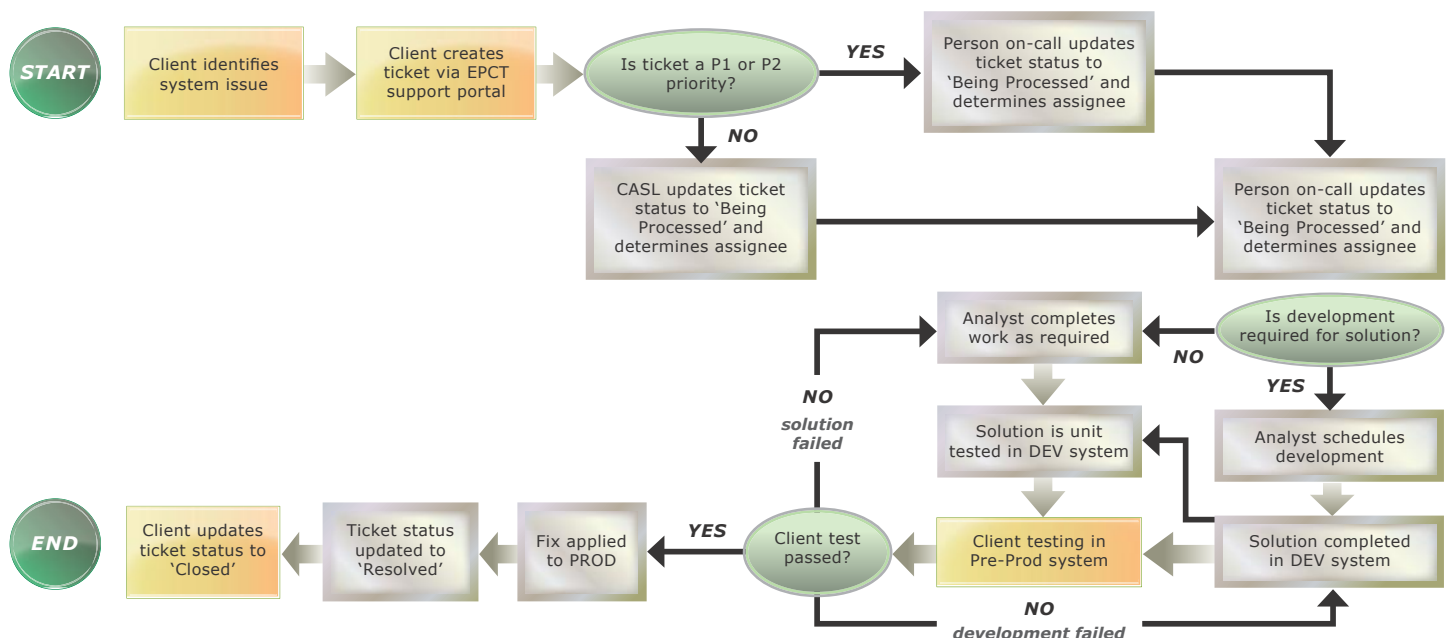
Service Ticket Types

The priority of service requests will be defined by your IT department or end users:

P1 (Severity/Priority 1) – "Urgent Priority"

Defined as an urgent issue that requires immediate assistance.
Production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity/Priority 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

P2 (Severity/Priority 2) – "High Priority"

Defined as a serious issue that requires prompt assistance.
Experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

P3 (Severity/Priority 3) – "Medium Priority"

Defined as a non-urgent issue that requires assistance within standard support hours.
Experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

P4 (Severity/Priority 4) – "Low Priority"

Defined as a minor issue, question, or problem that requires minor research or low-priority assistance within standard support hours.
Request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

Moving forward with confidence, with

EPCT Oracle
Premium Support

We are offering the highest levels of service excellence through delivering on our promises, genuine proactivity, attention to detail and motivation to exceed customers' expectations.

We have a dedicated team of the very best Oracle functional and technical support consultants who share a passion for support delivery. Most of all, we work in partnership with customers to ensure our support enables their Oracle systems to deliver their business requirements.

For detailed Support Services quotation or further information, please contact us:

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