



PeopleSoft Managed Services

CHOICES THAT WORK FOR YOU

PeopleSoft Managed Services



Pricing Models

SmartERP offers both hourly and fixed-fee pricing models, for our services, depending on your needs.

A Whole Stack Of Services

SmartERP has services to manage the 'whole stack' of a customer's IT infrastructure. In this model, infrastructure and applications are managed for clients and a single team manages the support. Services are constantly updated, with existing features upgraded and additional features added.

A La Carte' Services

Customers may also elect an a la carte' option where they can choose only the specific services that they want SmartERP to manage.

Application Management

Fixed Fee and SLA-based PeopleSoft application management to keep the application running like a well-oiled machine without having to worry about bugs, performance, downtime and late evening calls. Production support issues are part of the managed services while all enhancements / change requests becomes a project based service. Application management services include ownership and support of client specific application functionality as well.

Managed Testing Services for PeopleSoft 8.53+ customers

We offer fully customized testing services to our customers based on the PeopleSoft Testing Framework (PTF), which has been strengthened further using our testing productivity enhancement accelerators.

Cloud Hosting and Management of PeopleSoft Application

This service is designed for clients with unique business needs who want to stay on PeopleSoft, but would like to move their on premise PeopleSoft infrastructure to the cloud.

PeopleSoft Environments Management – Production and Non-Production

PeopleSoft Administration support includes sizing and designing architecture for all PeopleSoft Environments. This service also includes PeopleTools configuration and management for various DB platforms and PSFT versions; applying updates and fixes for PeopleTools and PeopleSoft applications; managing PeopleSoft security.

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Managed Services for PeopleSoft 9.2 Customers in the Post PUM World

We are experienced with and can manage for you, the constant new releases of PeopleSoft Images (PI) leveraging the new PeopleSoft Update Manager (PUM) and make it relevant for your PeopleSoft usage, including incremental additions of new features. We will bring much needed structure to the constantly evolving images in the new PeopleSoft Update Manager world.

Systems Management, Systems Monitoring and Storage Management

To address the current challenges and be prepared for the next generation data center, we believe that a fundamental shift is required within the data center from high maintenance to high performance. Our Data Center Services provide end-to-end management of computing environments. Data Center Services include systems management, systems monitoring and storage management services to enable a secure, stable, and high-performance systems environment.

Middleware Application Administration Services – Oracle WebLogic, IBM WebSphere, TIBCO, Oracle SOA Suite

We provide 24x7 monitoring, deployment, tuning and upgrade services for the enterprise application commercial middleware products. SmartERP can manage clients' application servers (Oracle WebLogic, IBM WebSphere and RedHat JBoss), web servers (IIS and Apache), and Message Oriented middleware for integration such as TIBCO and Oracle Fusion SOA suite. We can be your one service provider to manage the complete environment.

Database Administration Services – Oracle and Microsoft SQL Server

24x7 Database monitoring, issue response & resolution and sustained support comprises our core DBA managed services. We also provide architecture and design, remote database administration and monitoring, high availability, performance tuning, migration, deployment and upgrade services for any version of Oracle and Microsoft SQL Server databases.



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SmartERP Offers Choices That Work For You



For more information

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Founded by Oracle/PeopleSoft veterans, Smart ERP Solutions® is a unique organization in the Enterprise Business Applications space providing innovative, cost-effective, and configurable solutions that efficiently extend the capabilities of ERP systems to meet specific business process needs.

ORACLE® **Platinum
Partner**