



SMART ERP
Solutions®



Managed Services

Choices that work for you

PEOPLESOFT | ORACLE CLOUD | JD EDWARDS | E-BUSINESS SUITE

Managed Services



Pricing Models

At SmartERP, we realize that every organization is different with a unique set of requirements. Depending on your needs, SmartERP can offer both hourly and fixed-fee pricing models for our services.

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 customers and a single team manages the support. Services are constantly updated, with existing features upgraded and additional features added.

À La Carte Services

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

Application Management

Fixed fee and SLA-based application management keeps 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 become a project-based service. Application management services include ownership and support of customer specific application functionality as well.

Oracle Cloud Applications (CX, HCM, ERP, SCM, EPM, IoT, Analytics & More)

SmartERP is current with industry trends toward datacenter transformation through outsourcing data centers to public cloud. SmartERP can help migrate, run and manage any workload in the cloud. We have the skills, tools and processes to build, deploy, run, and manage Oracle and non-Oracle workloads on Oracle Cloud Platform.

Cloud Hosting and Management of PeopleSoft Application

This service is designed for on-premise customers with unique business needs who want to stay on PeopleSoft, but would like to move their PeopleSoft infrastructure to the cloud - see our Lift and Shift section within this brochure.

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 PS 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 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 the structure you need 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 **24 x 7 x 365** monitoring, deployment, tuning and upgrade services for the enterprise application commercial middleware products. SmartERP can manage client's 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 application.

Database Administration Services – Oracle and Microsoft SQL Server

24 x 7 x 365 Database monitoring, issue response & resolution and sustained support comprises our core DBA managed services. We also provide architecture and design, remote database monitoring, high availability, performance tuning, migration, deployment and upgrade services for any version of Oracle and Microsoft SQL Server databases.

BI and Analytics

SmartERP can design, construct and maintain a powerful analytical solution that leverages your existing systems; enables strategically focused planning; offers insight into competitive markets; facilitates full compliance with regulatory federal government guidelines; and provides world-class, on-the-fly reporting for every aspect of your business. Our approach to BI emphasizes the intrinsic value of a sound business strategy based on a holistic approach to information technology.

Quality Assurance & Testing

Establishing a centralized QA function in a company involves multiple vendors, close coupled systems with significant interdependencies, and a heterogeneous mix of technologies, architecture platforms, products and bespoke applications. SmartERP test consultancy services provide focused solutions for high availability, scalability and the ability to quickly recover from disasters to keep the systems and applications operational and have them form highways that supports day-to-day businesses distributed across multiple locations.

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Why SmartERP Services?

Our upgrade service provides a rapid and cost-effective upgrade path	As applicable, Smart Solutions that can be used during any upgrade process to improve the business processes are provided at no additional fee
Automated test scripts to test the standard business process are provided at no additional fee	Fixed-price upgrades
Lab option for technical upgrade	Remotely access the client environment to perform all phases of the upgrade
Regular updates to ensure compliance	Keep pace with new features delivered
Makes maintenance easier	Run health checks to receive a current status of your running environments

SmartERP provides a comprehensive approach that offers full support for all key products, including:

Human Resources Management Systems	Core Financials
Enterprise Service Automation	Enterprise Portal Management
Customer Relationship Management	Supply Chain Management
Collaborative Applications	

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Lift and Shift

Our Lift and shift solution helps customers with the migration of on-premise environments to a Cloud of their choice and assists in bringing down the high cost of on-premise infrastructure maintenance and support.



On-Premise
to the
Cloud

Big Bang—Lift and Shift your entire infrastructure from on-premise to the cloud, including your production environments.

Tip Toe—Help move your development, test and one-off project environments to the Cloud first and production comes later once you are fully comfortable with Cloud.

Hybrid Cloud—Surround your on-premise Applications with Cloud point-applications and build integrations between the two.

Our Methodology

1. Cloud Assessment Phase
2. Proof of Concept Phase
3. Data Migration Phase
4. Application Migration Phase
5. Leveraging the Cloud
6. Optimization Phase



SmartERP Supports

- ▶ Oracle Cloud
- ▶ Amazon Web Services
- ▶ Microsoft Azure

Benefits

- **Frees up valuable and costly onsite resources**
- **Consolidates resources** and reduces the need to constantly be in “purchase mode”
- **Disaster Recovery (DR) friendly** - Backups can be replicated in another Zone/Geo with a fraction of the effort involved in a typical on-premise DR implementation
- **Rapid ‘new environment’ provision** - Since all cloud systems are virtualized, creating image and containers to replicate a system setup (including web and app server) in a new server is easier and enables rapid provisioning of new servers - Apply image results for a new environment creation in hours rather than weeks vs. on-premise
- **Elasticity** is the core strength of cloud providers allowing sizing systems for normal use, and expanding it on-the-fly for heavy loads. Typical on-premise systems are sized for heavy, limited-period load resulting in wasteful excessive server resource allocation during the larger, normal-usage window
- **License rationalization** - Cloud providers not only provide compute, storage and network services but also licensing of OS and Databases bundled optionally. Bring-Your-Own-License for OS/DB/PeopleSoft or use the Lift and Shift project to rationalize their licensing by choosing to subscribe to cloud providers, where it makes commercial/administrative sense. When a license is purchased from cloud providers, updates/patches are automatically managed by cloud providers themselves and can free up IT resources/dependency

Lift and Shift is often maximized by leveraging managed service from a PeopleSoft services provider, which offers even more benefits to the total cloud picture.

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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**