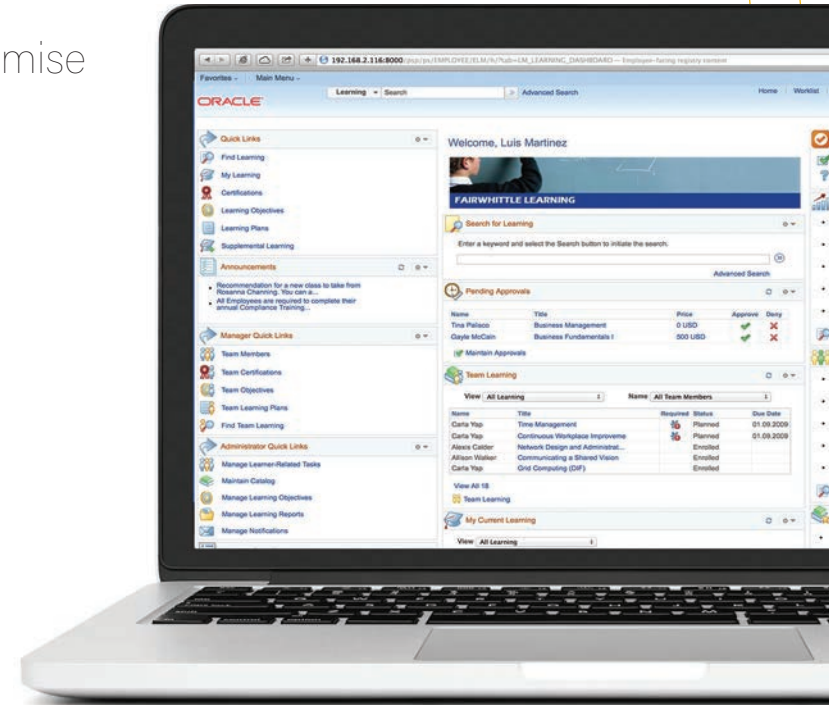


PeopleSoft Managed Services

SmartERP Offers Choices That Work For You

- PeopleSoft managed services delivered remotely to your on-premise infrastructure or via our hosted solution in the private cloud
- Leverage our superior PeopleSoft support services
- Simplify your application management services
- Reduce your costs and gain increased ROI
- Be compliant in your PeopleSoft applications
- Rapid implementation of upgrades and customizations



Read some of our client testimonials at: smarterp.com/company/testimonials

PEOPLESOFT MANAGED SERVICES



SmartERP has been an incredible business partner on our PeopleSoft Tools 8.53.09 upgrade, Financials 9.2, and Grants and Contracts implementation. They are outstanding.



Louise (J.R.) SCHULDEN
Director Application Services
UC Berkeley



A Variety of Pricing Models

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 provides 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.

Always-On Support

SmartERP provides
24 x 7 x 365 monitoring,
deployment, tuning and
upgrade services



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.



Hosting and Management

SmartERP can move or maintain your PeopleSoft Infrastructure

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.

PEOPLESOFT MANAGED SERVICES

Why SmartERP?



ORACLE®
PEOPLESOFT

Automated test scripts to test the standard business process are provided at no additional fee

Fixed-price upgrades

Our upgrade service provides a rapid and cost-effective upgrade path

Lab option for technical upgrades

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

As applicable, Smart Solutions that can be used during any upgrade process to improve the business processes are provided at no additional fee

A COMPREHENSIVE APPROACH

SmartERP offers full support for all key products, including:



ORACLE®
PEOPLESOFT

Human Resources
Management Systems

Core Financials

Enterprise Service Automation

Enterprise Portal Management

Customer Relationship
Management

Supply Chain Management

Collaborative Applications

LIFT AND SHIFT Methodology



Our Lift and Shift solution helps clients 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.

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

LIFT AND SHIFT

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.

PeopleSoft Managed Services

SmartERP Offers Choices That Work For You

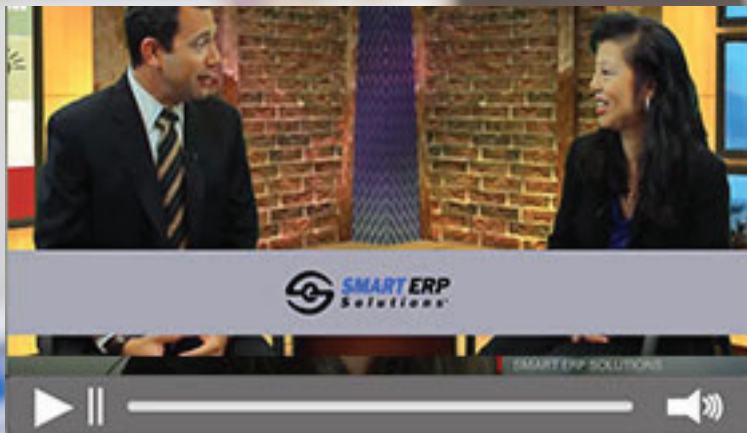


For more information

www.smarterp.com | 925.271.0200 | sales@smarterp.com

About SmartERP

SmartERP Solutions® is a unique organization founded in 2005 by Oracle/PeopleSoft veterans. As an Oracle Platinum Partner since 2011 and approved Cloud Standard Implementation Partner, we are a developer of solutions and services that enhance and support Oracle/PeopleSoft applications.



To learn more watch SmartERP's CEO, Doris Wong, in this short video

