

Steady-State Oracle Application Support

Automated support, 24x7 coverage for Oracle ERP Applications

ennVee helps organizations reduce the cost and complexity of managing Oracle applications through proactive performance monitoring and proprietary automation tools. We leverage 30+ years of global support experience to help greatly reduce your spend on application support, and become a partner for life by proactively avoiding potential pitfalls, handling the upfront work, and delivering value from day one.

Core Services

- L2 & L3 Application Help Desk
- Production & Development Support
- Bug/Break Fixes & Enhancements
- SLA Management & Monitoring
- Month-end Process Automation and Monitoring
- Business Process Optimization
- Performance Management
- Transition Management
- QA
- Functional & Technical Support
- Migrations, Porting, & Re-Engineering
- Integration Support
- Month-End Close Readiness & Support
- Release Item Planning & Estimation
- Demand Management & Capacity Planning
- RICE-FW/CEMLI Development
- Code Distribution & Deployment

Supported Applications

- Oracle E-Business Suite
- Oracle Fusion Middleware
- OBIEE
- Hyperion and Essbase
- Oracle ASCP and VCP
- NetSuite ERP

Coverage

- 24x7
- Weekends and Off-hours
- On-Demand

Models

- On-Shore/Remote
- Off-shore
- Hybrid On-Shore/Off-Shore

Why it works



Fixed-Cost Model

You pay a flat fee for a block of support hours per month that can be used as needed.



Automation

We use proprietary tools to improve business productivity and automate operational activities like month-end processes, order imports, integrations, EDI, and 3PL transactions.



Performance Management

Proactive application and performance management is a core tenant of our steady-state support services.



“Follow-the-sun” Support

We provide complete coverage for all time zones and geographies.

Proprietary Support Accelerators

TrendZ Performance Monitoring

Our proprietary TrendZ tool consolidates all Oracle KPIs and business processes into one dashboard. You can drill down to proactively identify and resolve an issue before it impacts your business.

- Monitor any Oracle or non-Oracle system
- Monitor critical programs during business close events
- Business KPI monitoring (O2C, P2P, etc.)
- Automated error log parser
- Dashboard monitor for all managers
- Smart alerting via email, text message, or service desk



View services that are up or down in your database and applications



The business can see how many orders were created in the system, order status, requisitions, etc.



Oracle EBS Data Masking & Auditing Tool

Oracle EBS data is always masked and the instance is available to use during masking.



Oracle EBS Cloning Automation Tool

Automated Application & DB cloning so you can schedule to run and the rest is covered.