



DATASHEET

# Inoapps Managed Services Approach

Support. Maintain. Enhance.

Inoapps provides a complete portfolio of Oracle technology and applications Managed Services to help you remain up to date and resilient. Equally important, we're here to partner with you to ensure you get full value from your Oracle investment as your business and the world around you changes.

Our Oracle Managed Services offering is structured, yet flexible, and can easily adapt to changing needs and technology over time.

**"Inoapps is a great partner to work with. Their management is flexible to work with and are providing a customized managed service per our needs."**

**Anjan Avula**  
Senior IT Manager, SAC Wireless



## Inoapps provides Managed Services for your entire Oracle estate

<b>Infrastructure &amp; hosting services</b>	Oracle Cloud Infrastructure (OCI), Inoapps private (PCA) cloud, or in your preferred data center
<b>Operating system management</b>	Oracle Linux and other major operating system platforms
<b>Oracle Database &amp; Middleware services</b>	Core technology, Oracle Applications Database Administration, Autonomous Data Warehouse / Database as a Service
<b>Oracle on-premises applications</b>	AKA Applications Unlimited: Oracle E-Business Suite and Hyperion
<b>Oracle Cloud Platform services (PaaS)</b>	Oracle Integration Cloud (OIC), Oracle identity management services, custom PaaS solutions
<b>Oracle Cloud Applications management</b>	Finance, Procurement, Supply Chain Management (SCM), Manufacturing, Human Capital Management (HCM), Payroll, Enterprise Performance Management (EPM)
<b>Inoapps Products</b>	Oracle PaaS products that complement core Oracle products

## The Inoapps approach

Our Oracle specialist Managed Services balance structure with flexibility, with a proven set of ITIL 4 aligned service management processes, supported by a well-established operating model that manages over 130 active Oracle customers globally.

- Pick your services**  
 Select the service elements you need from our component-based service portfolio
- Pick your commercial model**  
 Choose from our flexible range of commercial models, with the option to combine multiple methods within a single services agreement
- Change your mind!**  
 The choices you make on day one may not be fit for purpose a year from now. For that reason, you can change your service selections on an annual basis

While the Inoapps structure provides you with peace of mind that your Oracle services are in safe hands, our flexibility means we can rapidly adapt to changes in your business, technology, legislation and economic climate.

## Pick your services

### Enhance

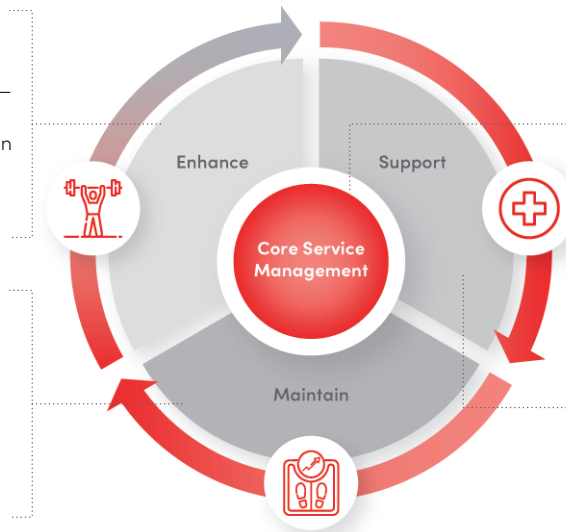
Enabling the business

- Change & Release management—either ITIL or Agile, sprint-based
- Business change facilitation option
- Inoapps Products, tools and accelerators
- Innovation and automation

### Maintain

Keeping the services current

- Oracle update(s) and patch management
- Environment management
- Service request fulfilment
- System health checks
- License asset management



### Core Service Management

Effective services governance

- 24x7 service desk access
- Service level management and reporting
- Facilitating continual service improvement
- Liaison with Oracle

### Support

Keeping the service running

- Incident Management
- Problem Management
- Event Management (optional proactive monitoring and alerting)

Core Service Management is included in all services, with the other three domains all being optional.

## Pick your commercial model

### Assure

Fixed recurring cost for an agreed scope of services

### Flex Credits

Pre-purchased credits for support outside the Assure scope

### Dedicated

Named individual consultants to work with you directly

Each service agreement includes Assure plus a combination of Flex Credits and / or Dedicated resources. We review this annually and adjust as needed.



2023 Oracle UK&I AppoaaS Partner Award  
**Business Impact**



**130+**  
Managed Service customers globally



Projects and Managed Service clients in  
**85+** countries



Oracle Managed Service provider since  
**2006**

Visit [our Managed Services web page](#) for data sheets about our tailored services.

At Inoapps, we're always here to talk Oracle. Contact [askinoapps@inoapps.com](mailto:askinoapps@inoapps.com) for a 30-minute discussion with our Lead Service Architect to find out how your Oracle estate might benefit from our Agile Managed Services approach.

### CONNECT WITH US

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