

Inoapps Managed Services | E-Business Suite & Hyperion

Delivering ongoing business value for your core Oracle Business applications

Inoapps has provided Managed Services expertise for Oracle applications and technology since 2006. Today we offer tailored solutions to over 130 customers all around the globe.

The Inoapps E-Business Suite (EBS) & Hyperion Applications Management service provides flexible expert services for these Oracle products. Whether hosted within your own or third-party facilities, in the Inoapps Private Cloud (PCA), or Oracle Cloud Infrastructure (OCI), our services are designed to enable continued business value from these investments.

If any of this sounds familiar, then this is the service for you:



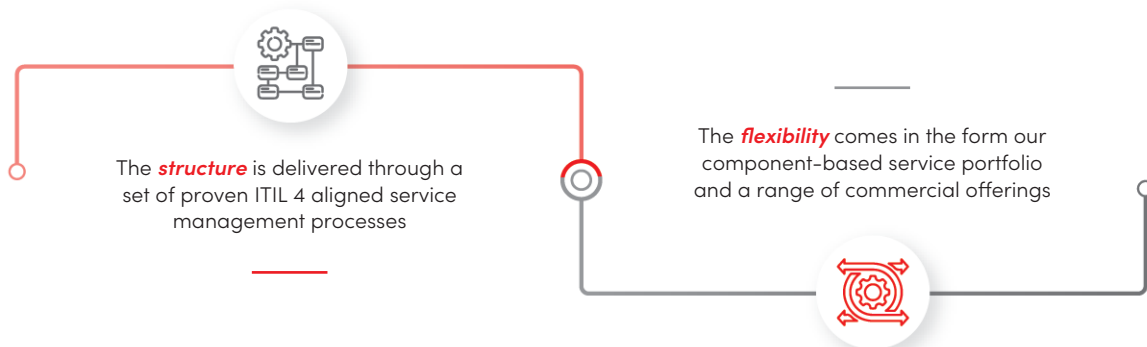
Inoapps provides Managed Services for your entire Oracle EBS & Hyperion estate

- ▶ Finance
- ▶ Manufacturing
- ▶ Human Resources / Human Capital Management
- ▶ Hyperion Financial Management
- ▶ Payroll
- ▶ Database & Platform Management
- ▶ Supply Chain Management

Our EBS and Hyperion applications support includes management of Configurations / Customizations, Extensions, Modifications, Localizations and Integrations (CEMLIs), whether they were developed by Inoapps or not.

How does Inoapps E-Business Suite & Hyperion Application Management work?

Our approach balances structure with flexibility:



Find out more about how our services work in our [Managed Services Approach datasheet](#).

The Inoapps component-based service portfolio for EBS & Hyperion management

Enhance

Enabling the business

Change & Release Management

- › ITIL-based and/or Sprint-based continual improvement
- › CEMLI development

Strategic Enterprise Consulting

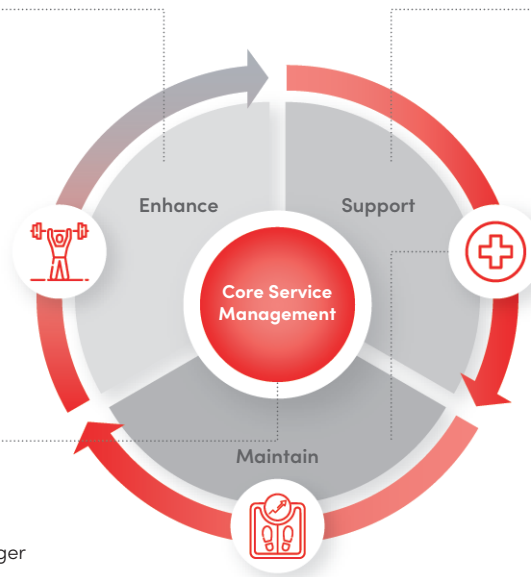
- › EBS and Hyperion roadmap advisories
- › User adoption / Training
- › Process simplifications / alignment
- › Process Health Checks

Core Service Management

Managing the services

Agile Service Management

- › ITIL 4 aligned service governance
- › Named, local Service Delivery Manager
- › Named Primary Analyst(s)
- › Proactive management of Oracle Service Requests



Support

Keeping the services running

Functional, Technical and Apps DBA

- › SLA-backed Incident Management with option of 24x7
- › Proactive Problem Management
- › Proactive monitoring and alerting (option)

Maintain

Keeping the services current

Oracle EBS, Hyperion & tech stack updates

- › Legislative patching
- › Tech CPU / PSU applications
- › Liaison with Oracle
- › Security patching
- › Backup and Recovery
- › IT Service Continuity planning
- › Cloning, incl. pre & post clone actions
- › Agreed catalog of routine activities
- › Application health checks
- › License compliance & efficiency reviews, plus associated advisories

Service type	Description
Core Service Management	This is the overall governance of your services, with named local service management experts providing effective ITIL-aligned service governance.
Support	Many people incorrectly consider this to be a complete managed service. While the management of service interruptions is vital, this shouldn't be at the expense of driving improvement across your overall Oracle applications estate.
Maintain	This centers on the routine maintenance of Oracle applications. It includes proactive management of your application operating environment and the safe adoption of your regular Oracle updates.
Enhance	Here we focus on driving continual improvement and evolving your Oracle system. This is where the Inoapps approach fuses ITIL, for structure, with Agile, for change velocity, to maximize the value you get from your Oracle investment.

Core Service Management is included in all services, with the others all being optional. This allows you to build your service according to your business needs. We then review your service selection together every year and adjust as needed, so that your services change alongside your business.

Find out about our overall Managed Services approach and commercial model, along with our other tailored services on our [Managed Services web page](#).

At Inoapps, we're always here to talk Oracle. Contact askinoapps@inoapps.com for a 30-minute discussion with our Lead Service Architect to find out how these services would work for your organization.

CONNECT WITH US

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