

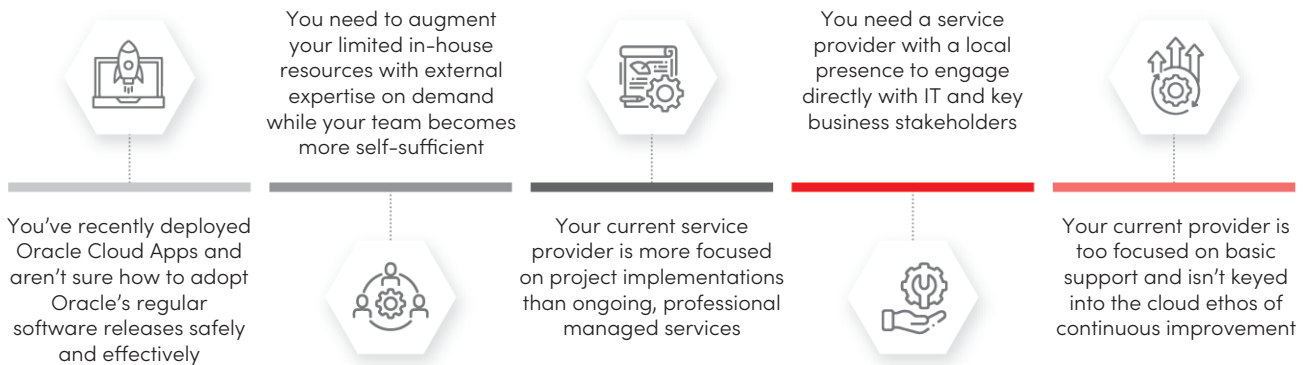
Inoapps Managed Services | SaaS Application Management

Helping to support, maintain and enhance your Oracle Cloud 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.

Our Software as a Service (SaaS) Applications Management offering is here for you if you're looking for a flexible set of expert services to ensure you get continued business value from your Oracle Cloud Applications investment.

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



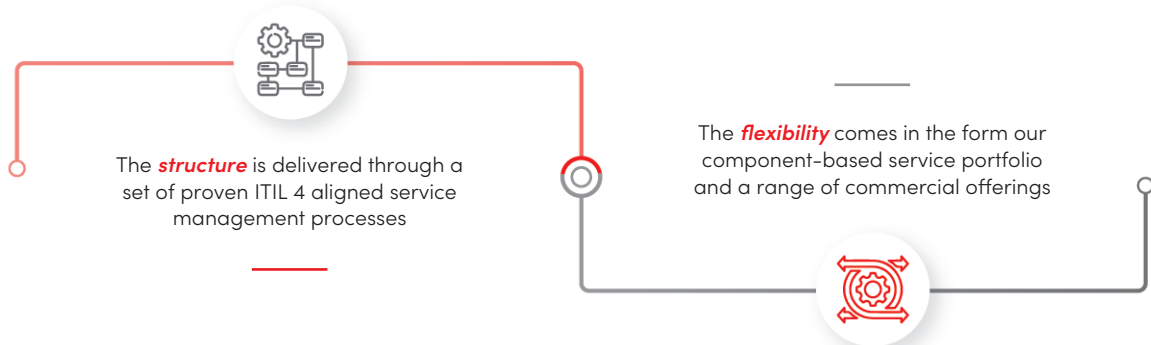
Inoapps provides Managed Services for your entire Oracle Cloud Applications estate

Our services cover the entire Oracle Cloud Applications portfolio, including

- ▶ Enterprise Resource Planning (ERP)
- ▶ Human Capital Management (HCM)
- ▶ Payroll
- ▶ Supply Chain Management (SCM)
- ▶ Related services incl. Oracle Integration Cloud (OIC)
- ▶ Enterprise Performance Management (EPM)
- ▶ Manufacturing
- ▶ Custom PaaS extensions
- ▶ The Inoapps Product Portfolio

How does Inoapps SaaS Application Management work?

Our approach to SaaS management 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 SaaS applications

Enhance

Enabling the business

Change & Release Management

- › ITIL-based and/or
- › Sprint-based continual improvement
- › Inoapps Products and Accelerators
- › Custom PaaS extensions

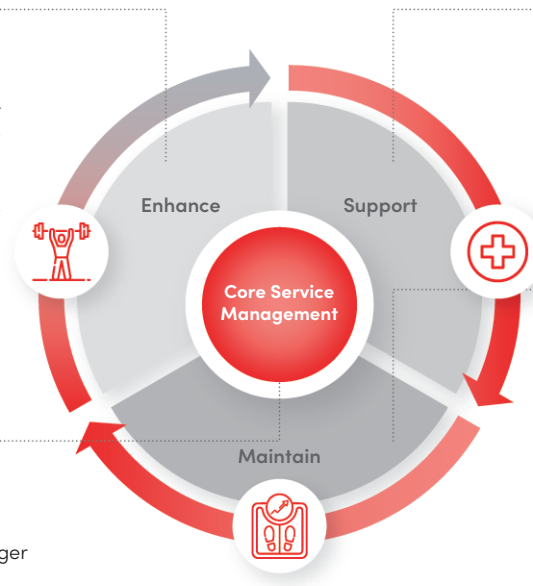
Strategic Business Change

- › Business Advisory
- › Change enablement
- › User adoption / Training
- › Value-based assessment
- › 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 and Technical SaaS applications management

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

Maintain

Keeping the services current

Oracle SaaS updates

- › Impact assessment
- › Mandatory Change implementation
- › Regression Testing
- › Liaison with Oracle
- › Backlog maintenance
- › Environment Schedule Maintenance
- › Cloning, incl. pre & post clone actions
- › Agreed catalog of routine activities
- › System health checks

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 full platform.
Maintain	This centers on the routine maintenance of Oracle Cloud Applications. It includes proactive management of your application operating environment and the safe adoption of your regular Oracle updates. We use the Rapid4Cloud™ suite of Oracle Cloud automation tools to reduce costs, increase efficiency and assist with audit compliance.
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 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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