FUNCTIONAL
SERVICES

Benefits

- Improved Problem Resolution for Service Requests, Daily Incidents, and Tickets

- Faster Resolution for Critical Service Requests with Escalation Paths for Your High-priority Requests

- Accelerated Value From Oracle Investments With Unmatched Proficiency in Enterprise Oracle Technology

- Support for Day-to-day Operation to Keep Your IT Team Focused on the Strategic Priorities of the Business

- Critical Business Processes Monitoring and Problem Resolution Aimed at Incident Reduction

- Scalable Solutions to Fit Your Needs

- End-to-end Business Flow Support

Opportunity

The priorities of IT teams have moved toward providing innovative and customized services to their user base. IT leaders can support this mission and reduce conflicting demands by contracting with service providers for traditional day-to-day operations. Partnering with a company that offers experience, flexible staffing, and technical expertise for managing business-critical applications such as Oracle E-Business Suite (EBS) and Oracle Cloud ensures your ability to meet user demand while keeping your staff's focus on your company's strategic goals for technology-driven advances.

Solution

Whether your IT organization is spread too thin or is looking for cost-effective ways to shift staff to new initiatives, Data Intensity's Functional Services can help.

Expertise

Our technical, functional, and developmental expertise in Oracle EBS and Oracle Cloud means your critical Oracle applications meet service level goals and reduce system downtime.

Reduced Risk & Cost

For the cost of one salaried employee, a dedicated account team with one developer and one functional expert provides 24x7 support and, as your needs change, we can quickly scale to meet new requirements.

Experience

Data Intensity's business analysts, developers, and application administration consultants have an average of five years of experience.

How to Deliver a Better User Experience

Improve employee productivity and maximize the value of your applications with Data Intensity's Functional Services. Our team consists of highly experienced technical and functional consultants that work as an extension of your internal Oracle support team to provide application-specific expertise at both the user interface and data layers. We have a single point of contact and global coverage, with onshore resources for enhanced communications and offshore support for maximum cost-effectiveness.

Data Intensity's Functional Services operate through a flexible SLA-based service model, with a monthly targeted allotment of hours. Each client has a dedicated Functional Services team overseen by a named account manager and run by a functional liaison. These teams are integrated with both technical and functional professionals for continuity and information sharing across your account.

Our customers are our top priority, bar none. Everything we do is based on a CustomerFirst™ methodology and business model that ensures the success and satisfaction of every customer with whom we engage. In addition to our expertise and quality of service, we are committed to driving excellence through:

Our Teams Include

- Business Analysts Who Understand Overall Business Flows and Module-Specific Functionality

- Developers Who Create CEMLIs (Configurations, Extensions, Modifications, Localizations, and Integrations), Develop New User Interfaces, and Manipulate Data

- Application Administrators Who Manage Application User Passwords, Application Security, and Workflow

Expertise

We provide a single point of contact.

Flexibility

Everything we do is based on the individual needs of each and every customer. Our model supports your changing needs whether on-premise, managed hosting, managed services, hybrid cloud, or cloud.

Readiness

With the around-the-clock needs of our customers in mind, we've built a 24x7x365 service model, including monitoring, automated ticketing, reporting, and SLAs.

Consistency

We provide you with a dedicated service team that lives and breathes your account as if they were your employees.

Oracle Proficiency

Finalize deliverables and present assessment findings, recommended information roadmap, and engagement model.
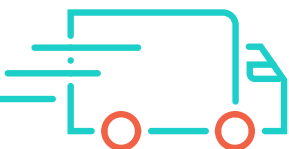
Our Services

Our Functional Services offerings range from functional and consulting to development services and production support and system administration. Examples of these services include

Development Services

- Application Customization and Enhancement Creation
- Creation/Modification of Application Workflows
- Third-party System Integrations and Remediation
- Creation/Modification of Reports
- CEMLI (Configurations, Extensions, Modifications, Localizations, Integrations) Management and Source Control Application

Production Support and System Administration

- Application or User Changes/Modifications
- Support for Corporate Audits, SOX Requirements
- Administration of User Security and HR Setups
- User Administration: Add/Delete/Modify
- User Training
- Concurrent Request Scheduling

Functional and Consulting

- Application Administration and Health Checks: Financials, Projects, and Concurrent Requests
- Multinational Support: Tax and Localization Requirements
- Optimized Month-end Close Process
- Data and Workflow Purging
- Data Structuring as it Relates to EBS Third-party Integrations
- Change-and-release Management
- Cross-training and Education

Functional Services Solutions
Practices Support the Offerings

Functional Services for EBS

Financials (GL, AR, AP, FA)
Procure-to-pay
Order to Cash
HCM
Service Management
Supply Chain
Projects PA Module

Development Services

Reports	OAF
Workflow	PL/SQL
BI Publisher	EBS Interfaces/ Conversions
XML	AIA & SOA Gateway
SQL*Loader	Data Migration & Integration
WebADI	

Forms (Custom and Oracle Application Pages, Custom Table Integration Mobile App Support)

Production Support & System Admin

Concurrent Request Issues
Forms Errors
Month, Quarter & Annual Issues
Configuration Errors
Performance Issues

Areas of Support

Our Functional Services manage any aspect of your Oracle applications whether trouble-shooting technical and functional issues, providing solutions through configurations and setup changes, data corruption assistance, building procedures, supporting third-party program integrations, etc. Our customers count on us to help with their service challenges.
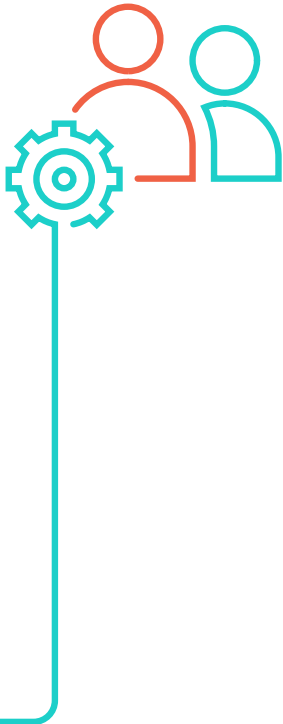
Financials Applications/ ERP Cloud Financials

- Setups for GL/AR/AP/FA/PA
- Migration to EBS
- Lockbox Setups, Configuration, and Testing
- Payment Manager Setups, Configuration, and Testing

Order-to-cash/SCM Cloud

- Price Lists Setups
- Customer Setups
- Defaulting Rules/Shipping Constraints
- Order Management Interface Import Customizations
- Period Closing Support

Supply Chain Applications/SCM Cloud

- New Inventory Setups
- Company Acquisition Support
- Upload of Customers and Suppliers in EBS

Procure-to-pay Applications/ SCM Cloud Procurement

- Purchasing Setup
- Receiving Setup
- Receipt Load Via Receiving Open Interface
- Supplier/Payables/Payment Setup

Service Management

- Field Service
- Mobile Field Service
- Depot Repair
- iSupport
- Spares Management
- Service Contracts
- Human Capital Management Applications/ HCM Cloud
- Organization and Work Structure Implementation
- Advanced Benefit/Payroll Setup
- PTO Accrual Plan Implementation
- HR Workflows, Reports, and Forms Customization

Customization and Integration With Third-party Systems

- Inbound/Outbound From Banks to AR (e.g., Lockboxes)/AP
- Loading Information to Oracle (HR Benefits, Forecasts, etc.)
- Creation of Custom API Such as Adeptia, Sales Force, Agile, etc.
- Extract and Export Data to Other Systems
- Creation of New Service-oriented Architecture Applications and Customizing of Existing Ones
- EDI Inbound/Outbound

Report Design

- Inventory, Bill of Material, Shipping, Packing Slip
- Sales Order Acknowledgment and Invoicing
- Receivables, Payables, Purchasing, Fixed Assets, GL — Journal Lines With Drill-down to AR/AP

Workflow Creation

- AME Setup for iProcurement and iExpense
- Workflow Approval Customizations
- Creation of New Workflows for Different Applications/Business Processes

Shell Scripting

- FTP/SFTP, Encrypt/Decrypt Scripts
- Inbound/Outbound Processing

Cloud Migration and Coexistence

- Partial Cloud Solution, GL
- Integration
- Financials, Procurement, and HCM Support
- Testing Services
- Reporting Services
- GL Reporting
- BI Analytics
- User Training and Support Structure on Adapting to Cloud Function
- Rolling Out to New Business Units