Managed Services for Oracle Business Intelligence

Enterprise Resource Planning (ERP) solutions have enabled organizations to automate, standardize and streamline enterprise business processes. While ERP solutions provide transparency into financials and operations, leading organizations are complimenting their ERP solution with Business Intelligence (BI). ERP and other transactional applications track the day-to-day operations of a business, BI arms managers and executives with the insight to combat continually changing business and market conditions.

Benefit from Oracle Experts

Oracle Business Intelligence helps you get the most out of your business by increasing the usefulness of business data. MindStream *AppCare Managed Services* ensures that you get maximum value out of Oracle Business Intelligence. *AppCare Business Intelligence Managed Services* is a complete hosting and software management service that gives you direct access to Oracle product, support, and software management experts who can help solve problems and introduce new product capabilities. With *AppCare Managed Services*, you can maximize the value of your IT organization by letting your staff focus on high-value activities while MindStream Oracle experts maintain your Oracle software.

Core Services Designed Specifically for Oracle Business Intelligence

AppCare Business Intelligence Managed Services offers business benefits that give you enhanced security and compliance as well as improved system scalability, performance, and availability. It also provides change management services, including product updates and upgrade processes that are engineered to give you access to the latest product innovations and capabilities.

ABOUT MINDSTREAM ANALYTICS

MindStream Analytics is a leading Oracle Consulting and Managed Services provider. As an Oracle Gold Partner, we are committed to helping growth-oriented midsize and large organizations acquire, implement, host, manage and support Oracle solutions.

MindStream Analytics uniquely offers integrated services for the Oracle technology stack and lifecycle across Oracle Enterprise Performance Management, Business Intelligence, Analytics and Data Management.

At MindStream Analytics, we make Oracle easy throughout the technology lifecycle, allowing our customers to spend less time managing their technology and more time focusing on what they do best.

Contact Us Today!
800.497.0151

MindStream experts use Information Technology Infrastructure (ITIL) – based processes and automation to manage your software on proven configurations across the entire Oracle technology stack. *AppCare Managed Services* delivers the following core services designed specifically for Oracle Business Intelligence:

- **Infrastructure Support:** Manage and maintain hardware, network connections, and facilities for customers
- **Application Support:** Closed-loop process with Oracle experts to solve problems quickly, along with root cause analysis to avoid problems altogether
- **Security Management:** Manage security tools, processes, and precautions that protect the privacy and security of customer data and solutions
- **Service Level Agreements:** Help desk and JIRA support platform with defined and documented escalation process during on-boarding process with established service levels and monthly application reports
- **IT Governance:** Dedicated Account Managed to collaborate with planned changes (monthly or quarterly business needs), resolve problems, and keep IT solutions aligned with the business

Choose the Best Services for Your Business

Flexible hosting services options. MindStream Analytics can provide hosting data center, provide support in your own or a third-party data center.

Unlock the Value of Your Software

AppCare Business Intelligence Managed Services helps you leverage MindStream Analytics' years of experience so you can better focus and direct our resources. AppCare Managed Services follows best practices to ensure that Oracle Business Intelligence customers accelerate business results, lower costs, and reduce risks.

These best practices include:
- Proactive problem resolution and maintenance
- Reusable processes and technologies
- Seamless access to product, support, and software management expertise
- Validated solutions
- Engineered upgrade processes
- Certified and audited processes

AppCare Managed Services Benefits:

- Lower total cost of ownership

- Increase ROI

- Product, support and applications management expertise

- Industry leading reliability and security

- IT governance processes to align business, technology and compliance