

# Oracle E-Business Suite Cloud and Managed Services

## End-to-End Support, Performance and Security for Oracle E-Business Suite

### Why Syntax for Oracle E-Business Suite (EBS)?

Syntax has over 40 years of Oracle ERP experience and over 25 years providing cloud and managed services for Oracle EBS applications. Syntax is a pioneer in Oracle EBS Cloud Managed Services with automation-driven, best-of-breed private and public cloud offerings on Amazon Web Services (AWS), Microsoft Azure, and Oracle Cloud Infrastructure (OCI), as well as our own purpose-built enterprise data centers. We focus on our customers' long-term ERP journeys and manage over 250 Oracle EBS implementations. With an international reach and the ability to provide onshore, offshore, and nearshore models, Syntax is trusted globally by our customers to provide 24x7x365 technical and functional support for their mission-critical applications.

### Comprehensive Management of the Oracle EBS Stack

Keeping Oracle EBS running at peak operating efficiency is a challenge for even the best IT departments. Constantly evolving business processes and data patterns require sophisticated management practices at all levels of the application stack. As your key IT employees move on, they usually take their knowledge with them. Patches alter ERP setups and integrations in unexpected ways, quickly dating system documentation. Customers need an integrated team with a diverse set of skills to keep their mission-critical applications available, secure, and performing at their peak, and they need to do so at a manageable cost.



Syntax provides end-to-end Oracle EBS technical and functional support services wherever those systems may be running. Our team augments or replaces internal resources for roles such as system administrator, database administrator, application administrator, business analyst, and developer, and can eliminate the worry of running mission-critical systems in your data center. Our solutions for Oracle EBS are prescriptive and help drive best practices, automation, and tooling to ensure your systems are running at peak performance and in a secure fashion, all driven by industry leading availability and response time SLAs.

#### Technical Managed Services includes:

- Event, incident, and problem management
- Patch and cloning
- Backup and restore
- Proactive performance management
- Capacity planning
- Business continuity planning
- Change and release management
- Configuration management

#### Functional Managed Services includes:

- Application administration
- Business process analysis services
- Functional analysis of patches
- Development services for customizations and integration
- Test script development and execution
- Integrations between enterprise systems

Regardless of which managed services options you choose, our comprehensive Oracle EBS management programs provide the following services:

- 24x7x365 service desk
- EnterpriseCare® monitoring
- Named account management resources
- Regular governance reporting and application roadmaps
- Industry leading compliance – including SOC 1 Type II
- Client-driven staffing – nearshore, onshore, offshore

## Consulting Services to Complement Managed Services

Our industry-leading cloud and managed services offerings are complemented by a professional services team that offers one-time or ongoing consulting services for activities such as:

- Oracle EBS modernization, cloud roadmap planning, and co-existence strategy
- Business process design and optimization
- Mergers, acquisitions, and divestitures
- Enterprise business capability analysis, design, and implementation
- Enterprise system integration (Workday, SFDC, etc.)
- Business intelligence and analytics (Microsoft PowerBI, Tableau, etc.)
- IoT integration
- Mobile enablement
- Oracle license and support analysis and optimization

## Certification and Compliance

Syntax adheres to the strictest security and compliance standards including but not limited to:

- Bi-annual 3rd party business audits
- System and Organization Controls (SOC Type 1 and 2)
- Payment Card Industry Data Security Standard (PCI-DSS)
- Health Insurance Portability and Accountability Act (HIPAA)
- General Data Protection Regulation (GDPR)



## Syntax Enterprise Cloud® Solutions for Oracle EBS

Syntax designed its Enterprise Cloud® for Oracle EBS to provide users with the most comprehensive, secure, and cost-effective private Cloud ERP solution in the market. This heritage in infrastructure management, automation, and orchestration of Oracle EBS application and database software gave us a unique perspective upon which to develop our public cloud solutions. Every customer has their own preferences for where their enterprise applications reside, and we are the only provider that offers an agnostic approach. We will offer the solution that is optimal for each customer's particular requirements.

Regardless of which model of the Syntax Enterprise Cloud® you choose, the benefits go far beyond infrastructure cost savings and peace of mind. Your end users will reap immediate benefits from better performance and faster turnaround time for maintenance activities. Your systems will be more available, more secure, and better protected, all of which are backed by our industry-leading SLAs. In addition to the benefits of our Managed Services for Oracle EBS, our Enterprise Cloud customers receive:

- Availability and performance SLAs
- Comprehensive, low-cost disaster recovery solutions
- Integrated security such as end-point detection, intrusion protection, and vulnerability management
- Cloud infrastructure compliance attestations
- Additional portal capabilities for cost management of infrastructure

### Additional Services for Oracle EBS

Syntax can further support your Oracle EBS solution with necessary services to ensure continuity and functionality.

- Managed security services
- Service desk services
- SaaS integration and management services