

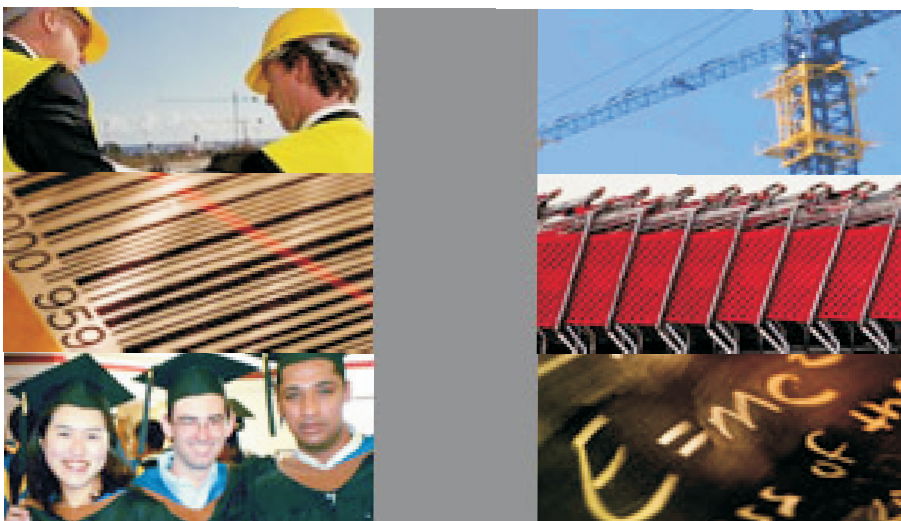
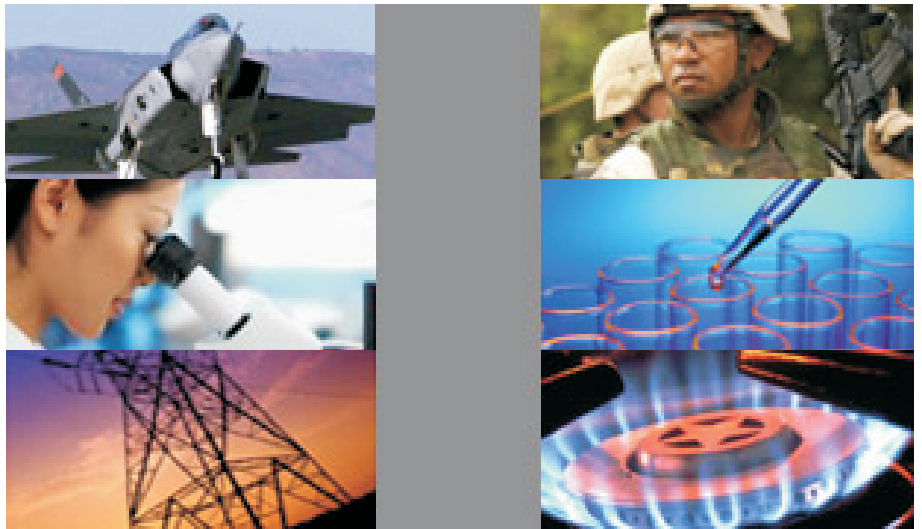


ATGWORK

Applications Technology Group

Our Expertise, Your Business: ATGWORK Industry Solutions

Aerospace & Defense
Automotive
Chemicals
Communications
Consumer Goods
Education & Research
Construction & Real Estate
Financial Services
Healthcare
High Technology
Industrial Manufacturing



Insurance
Life Sciences & Biotech
Media & Entertainment
Natural Resources
Oil & Gas
Professional Services
Public Sector
Retail
Travel & Transportation
Utilities
Wholesale Distribution

Support • Training • Consulting • Outsourcing

ORACLE

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ATGWORK is a global services organization that is the leading provider of Consulting, Outsourcing, Training, Staffing and Support Maintenance for Oracle Database, Applications, Business Intelligence and Middleware Products.



ATGWORK Training & Support Maintenance Services

Oracle Database
Oracle Business Intelligence
Oracle Middleware
Oracle Fusion Applications
Oracle E-Business Suite
PeopleSoft
JD Edwards
Siebel
Hyperion
Primavera
RightNow
ATG
Demantra
Application Integration
Real Application Clusters
Data Warehousing
Database Security
Exadata Database Machine
Database Appliance
Big Data
Enterprise Manager
Embedded
MySQL
Java Development
WebLogic Server
Exalogic Elastic Cloud
Exalytics In-Memory Machine
SOA / BPM
Social Network
WebCenter
Content / Portal
Business Analytics
Identity Management
Data Integration / ETL
Oracle Solaris
Oracle Linux
Virtualization
Communications
Financial Services
High Technology
Insurance
Life Sciences
Public Sector
Retail
Utilities / Healthcare

ATGWORK Consulting

Drawing on industry best practices and specialized software expertise, ATGWORK consultants help you assess your current infrastructure, create your enterprise computing strategy, and deploy new technology. ATGWORK Consulting helps you face today's most complex technology challenges and increase return on your Oracle investment.

Whether you're starting a new implementation, increasing your system security, or upgrading to the latest Oracle products, ATGWORK consultants support your technology goals with experience, excellence, and full accountability. Close relationships with Oracle product development, Oracle Support, Oracle Training, and related technologies enable ATGWORK Consulting to create a plan that's right for your company. Working with you to understand and meet your goals, ATGWORK Consulting can help you track the progress of your IT projects and meet your business objectives.

ATGWORK Consulting Solutions

ATGWORK Consulting brings a high degree of specialization to the implementation of Oracle technologies and applications and offers the following services for Oracle products:

Applications: ATGWORK Business Flow Accelerators

ATGWORK Consulting streamlines critical business processes with business applications and ATGWORK's Business Flow Accelerators—an implementation approach that leverages predefined business flow templates to significantly reduce the time and cost associated with applications implementations. You can take advantage of the ATGWORK Business Flow Accelerator approach across all the Business Applications, including Financials, Human Resources, Projects, Sales, Marketing, Service, Supply Chain and Manufacturing.

Technology: ATGWORK Information Architecture Services

ATGWORK Information Architecture (AIA) Services address increasingly complex information-management needs with a well-defined technology vision, architecture, and implementation plan. With AIA Services, you can integrate data across every level of your organization and reduce the duration and cost of technology implementations. AIA Services focus on the following technology areas:

MIDDLEWARE

- J2EE Application Server
- Service-Oriented Architecture
- Business Process Mgmt
- Business Intelligence
- Content Management
- Identity Management
- Collaboration Suite
- Enterprise Portal
- Business Integration
- Data Hubs
- Developer Tools
- Web Services Management

DATABASE

- Real Application Clusters
- Advanced Security
- Embeddable
- Secure Enterprise Search
- Data Warehousing
- Server Virtualization
- Enterprise Management
- Partitioning
- OLAP
- Data Mining
- Spatial Data
- Secure Backup



ATGWORK Outsourcing

- **Save IT costs**
- **Achieve better Support service**
- **Mitigate risk**

- **More efficient IT staff**
 - Focus on your core business instead of routine administration
 - 24x7 coverage without 24x7 IT staff
 - Immediate and consistent IT staff

- **Increased efficiencies**
 - Increased productivity
 - Improved business processes
 - Lower IT administration and maintenance costs
 - Reduced support resolution time
 - Risk Mitigation: Access secure, reliable online services with global availability
 - Reduced outages
 - Faster deployments

- **Faster, better and cheaper service**

Do you:

- Have problems managing costs in a difficult economic environment?
- Want to spend less time resolving support issues?
- Want to decrease the occurrence of unplanned outages?
- Want to reduce implementation time for new projects?
- Want to reduce the time spent on routine administration tasks?
- Want to support your IT systems 24x7?
- Have trouble finding and retaining experienced IT professionals?

Then ATGWORK Applications Outsourcing (AAO) and ATGWORK Technology Outsourcing (ATO) is the answer.

ATGWORK Applications Outsourcing is a complete applications management and maintenance service offering. You can outsource your applications management to ATGWORK, so you can focus on your core business and achieve business efficiencies. By using ATGWORK Applications Outsourcing you can save 50% on IT management costs and product support time, increase productivity 35% and mitigate business risk.

ATGWORK Technology Outsourcing offers administration, management and maintenance services for the Unbreakable Oracle Database and Oracle Middleware Server. By having ATGWORK manage your software, you can cut IT administration costs by up to 46%, resolve support issues up to 50% faster, avoid up to 60% of outages through proactive service and focus your IT professionals on priorities such as security and development instead of routine administration.

Both can be delivered in two ways, offering you maximum flexibility. You can choose to have your software hosted on servers in one of ATGWORK's world-class secure data centers; or you can leverage your existing hardware investment by having ATGWORK remotely manage your software residing either at your premises or at a third-party data center.

ATGWORK applications experts can manage your Oracle software anywhere, and provide the flexibility to meet your businesses' needs.



Business Process Outsourcing (BPO) reduced cost, reduced risk, and greater business flexibility.

Database

- Cloud, High Availability
- Real Application Clusters
- MySQL
- Exadata
- Database Appliance
- Big Data
- Database Security
- Data Warehousing & ETL
- Enterprise Manager

Middleware

- WebLogic Server
- SOA / Integration / BPM
- Business Intelligence
- Exalogic Elastic Cloud
- Identity Management
- WebCenter
- Exalytics In-Memory
- Java Development Tools
- Social Network

Applications

- E-Business Suite
- PeopleSoft Enterprise
- Siebel
- JD Edwards
- Fusion Applications
- RightNow
- ATG
- Hyperion
- Primavera
- G-Log / Transportation

Traditional IT management is:

- **Expensive**
 - Management and maintenance is more expensive than license and procurement
- **Difficult to service**
 - Vendor support has limited visibility of your environment
 - Problems have to be replicated before they can be resolved
 - Higher downtime – frustration is often the result
 - Telephone tag occurs as a solution to the problem is sought
- **Inefficient/poor use of scarce resources**
 - Workload isn't predictable day to day
 - Routine administration prevents work on strategic tasks

Traditional software delivery treats software as a separate entity from Support services. The Outsourcing model blends software and services into one continuum - a "Continuous Connection" between you and Support. This is faster, better and cheaper than traditional software management.

- **Faster**
 - Outsourcing reduces Technical Assistance Request resolution times through online support
 - It optimises issue resolution, as well as the delivery of normal Oracle maintenance, through standard tools and connectivity
- **Better**
 - ATGWORK Outsourcing delivers best practices – defined services through virtual centers of expertise
 - It leverages the size and scope of the ATGWORK global delivery organization to provide you with 24x7 DBA service coverage
- **Cheaper**
 - Outsourcing reduces ongoing maintenance expenditures through movement towards certified configurations
 - It leverages industrial scale Oracle proactive and reactive patching competencies for optimal efficiency

Focus on your core business: let the ATGWORK Oracle experts maintain your systems.

Remote Support Maintenances

CONTACT US

To find out how you can put the power of ATGWORK Support, Training, Consulting and Outsourcing to work for your business, visit www.atgwork.com

