

Cost Optimization using shared  
**Services for Oracle**

Brochure

# Introduction

We all are aware of the impending effect of COVID-19 on the world economy, and it has also impacted the shared services model.

Businesses are reeling under pressure to cut down costs to recover from revenue losses. This will change the way we are going to deliver IT services going forward, notably support services. Keeping the lights on is going to be the most critical objective.

Adopting shared services will help organizations to optimize the expenditure on maintaining its IT systems.

The sharing of IT services for enterprise is an attractive model. It offers an opportunity to realize economies of scale and scope, develop higher levels of capability and innovation, and promote harmonization of culture and process.

Typically, initial efforts to create IT shared services are only about cutting costs and eliminating redundancies. This is shortsighted, and we encourage clients to expand their thinking to go beyond the initial money saved. It is imperative to innovate, develop new and higher levels of quality and capabilities, and ensure alignment with the added value expected by the enterprise.



# Advantages of Shared Services



Reduce the cost of operations

Optimized and cost-effective support model.

Quickly scale up/down services based on business scenarios

Collective team knowledge and documented processes reduce ramp-up time.

24x7 support for critical systems

Options to choose pricing model based on the business need and volume of work.

# How can Zensar help your organization?

## Support Services (Cloud + On-Premises)

- L2 and L3 SLA based support
- Proactive environment monitoring and management
- Knowledge management and root cause analysis
- Regular coordination with Oracle for quick resolution

### Pricing Model

#### Fixed Price

Based on no. of tickets, modules, environments

#### Pay Per Use

Per ticket price



## New Development (Cloud + On-Premises)

- Implementation of new modules/features
- New development (customizations, integrations, reports, extensions, workflow)

### Pricing Model

#### Capacity Based

Number of hrs per month / quarter

## Upgrade as a Service (Cloud)

- Review the latest features and cloud maintenance packs
- Upgrade impact analysis for (modules, users, connected systems, etc.)
- Demonstrate relevant net new features
- Coordination with Oracle on all upgrades and continuous regression testing

### Pricing Model

#### Fixed Price

Fixed price for per upgrade

Bundled hours can be used across different service offerings with an option to carry forward to the next period

# Support Services package based on your business needs

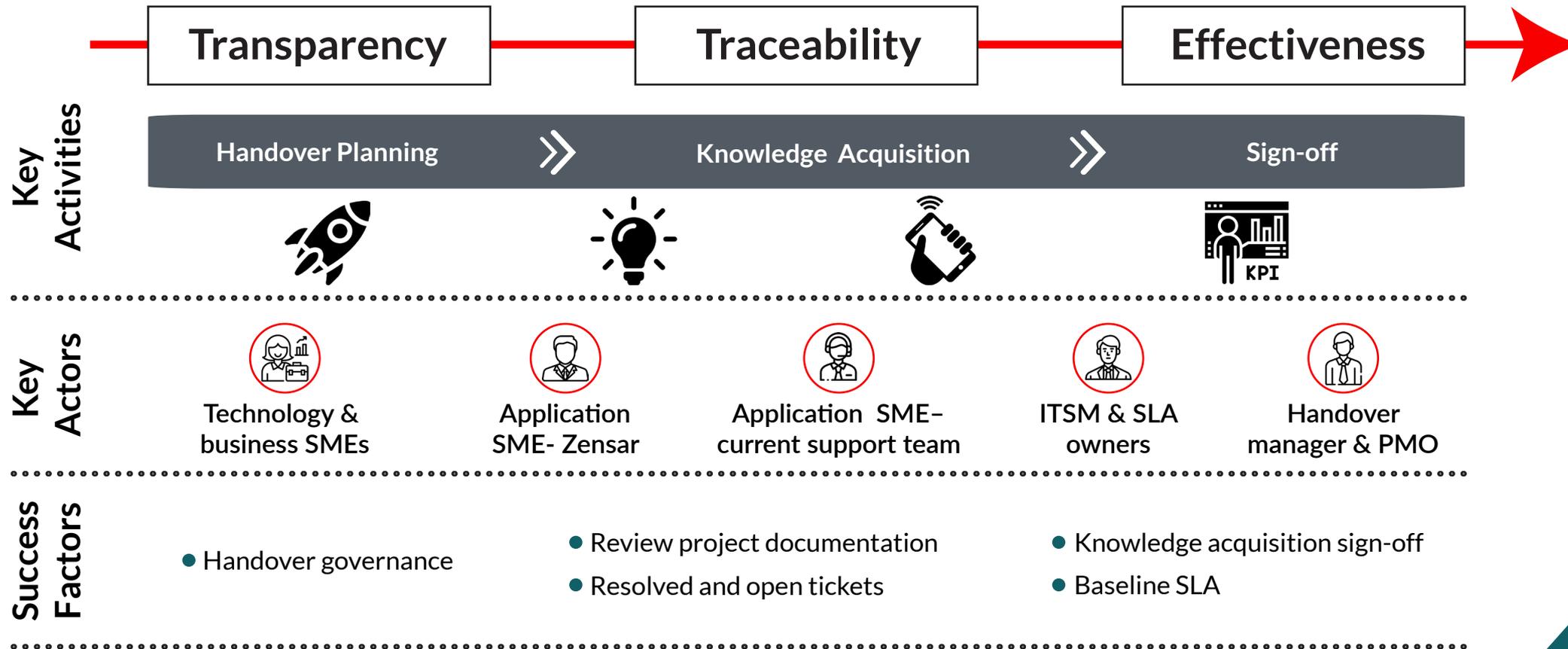
Support Coverage	<u>Basic</u> 8x5	<u>Pro</u> 16x5	<u>Premium</u> 24x7	<u>Flexible</u>
SLA based support	✓	✓	✓	<b>Package</b> Basic Pro Premium
Proactive Environment Monitoring	✓	✓	✓	
Root Cause Analysis for P1 tickets	✓	✓	✓	
Environment Management	✓	✓	✓	
Coordination for product vendor	✓	✓	✓	<b>Functions</b> Functional Technical DBA
Enhanced support for month / quarter / year end support	✗	✓	✓	
Automation	✗	✓	✓	
Knowledge Management	✗	✓	✓	<b>Support coverage</b> 8X5 8X7 16X5 16X7 24X5 24X7
Annual Report	✗	✓	✓	
Weekend Maintenance included	✗	✓	✓	
On-Premise Technical Upgrades	✗	✗	✓	
System Improvement Recommendations + Implementations	✗	✗	✓	
License Usage Validations	✗	✗	✓	
New User Trainings	✗	✗	✓	

# Value Added Services



# Touchless Transition Framework Overview

Shared Services work on collective knowledge built within the team and moves away from person dependent experience. Effective knowledge management and robust processes are the backbones of this operational model. Transition is key wherein customer-related processes and information are understood and documented. Zensar team has developed a 'Touchless Transition Framework' to enable the transition of IT workloads without any business disruption or physical interaction. It has Zensar's homegrown assets as accelerators.



## Tools & Accelerators



# Business Benefits



**Upto 30% overall cost reduction**



**Easily scalable and flexible model**



**Complete isolation from staffing issues**



**Operational excellence & industry best practices**



**Improved quality of service**

# Success Stories

## ORACLE® E-BUSINESS SUITE

Our client is a diversified multi-billion dollar global technology leader in the field of design, manufacturing and marketing of innovative products and services.

Zensar provided the customer with a comprehensive managed support system with a dedicated onsite, onsite-offshore and dedicated offshore models. We helped the client by:

- Consolidating more than 45,000 mailboxes across various operations
- Substantially reducing inventory carrying costs
- Introducing service call tracking, accurate pricing and mark-up calculations

## ORACLE® CLOUD

Our customer is a leading provider of asset management services in the hospitality industry with major brands as its clients.

Zensar enabled centralization of all units at a corporate level to increase collaboration globally at the client's end. The customer was able to:

- Receive real-time actionable insights generated by analytical reports
- Reduce cost by retiring multiple legacy systems and using Oracle
- Realize several benefits due to availability of collaboration tools, and mobile support

## ORACLE® JD EDWARDS

Our client is leading producer of industrial minerals and lime, based out of South Africa.

Zensar streamlined the client's business processes and developed a standard templated approach to bring the acquired entities on board. We helped the client with:

- Multi-currency enablement
- JD Edwards license rationalizations
- Reducing overall support tickets volume

# Zensar's Oracle Practice - a Snapshot

## Oracle EBS

- 1000+ projects
- 500+ implementations and rollouts
- 120+ upgrades
- 285+ managed services

## Oracle Cloud

- 6+ years experience
- CEI, MSP and BPS for Cloud Services
- Emerging Business Applications Award winner at Oracle UK Partner Awards
- Cruise to Cloud tool for assessment

## JD Edwards

- 8+ years experience
- End-to-end services (consulting, implementation, upgrade, support)
- Oracle JD Edwards Center of Excellence – SCM, Finance, Manufacturing and CNC

## Oracle Partnership



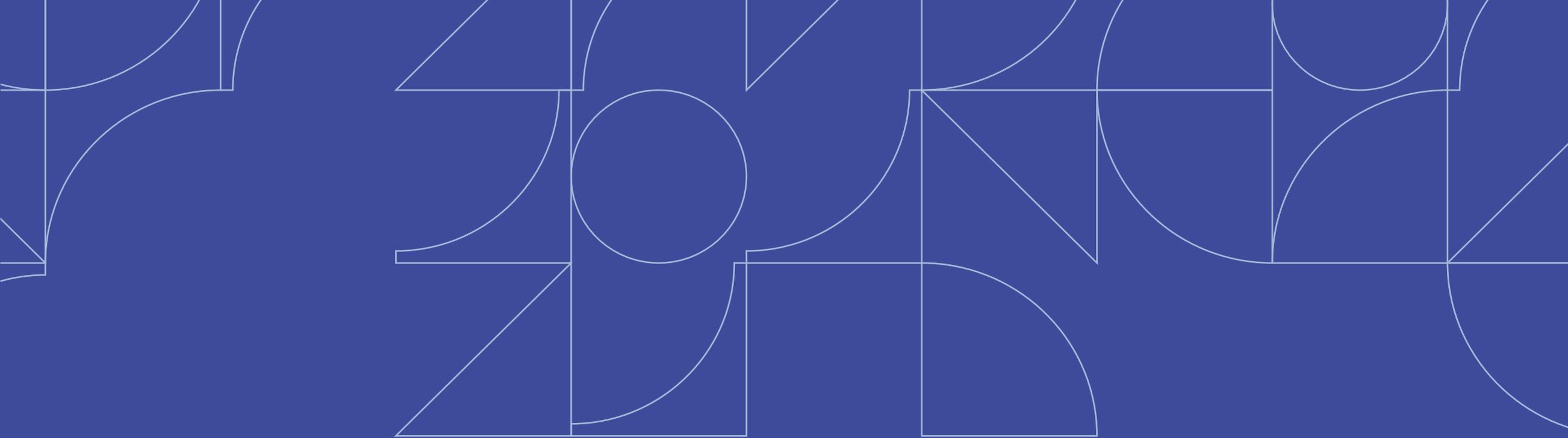
## Analyst Recognitions



Gartner mentioned Zensar in 2019 Magic Quadrant for Oracle Cloud Application Services, Worldwide



Everest Group has recognized Zensar as an Aspirant in Services for Cloud Enterprise Resource Planning (ERP) – PEAK Matrix™ Assessment 2020



# zensar

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