



# **PROMATIS MANAGED SERVICES & SUPPORT. SERVICE THAT'S BREATHING.**

## **The challenge**

Complex enterprise applications are the engine for digital transformation in companies. But these high-value systems take their toll as a result of a high demand for IT and support resources in order to ensure a smooth operation and an intelligent further development of the systems. High availability, service quality and economic efficiency are required. The IT department, as the internal provider for service management, is quite often overwhelmed in this respect. This is especially true when internal customers demand standardized services and binding service level agreements. More and more companies are meeting these challenges by outsourcing service management operations.

## **The solution**

PROMATIS Managed Services & Support (MS&S™) is a demand-driven outsourcing of IT services, in which the customer hands over only as much responsibility as is in line with their individual strategic goals and preferences. By doing so, a reservoir of highly qualified and motivated service personnel becomes available. Additionally, the customer lays the foundation for effective innovation management to counter the ever increasing pace of technological change. Made from and for practice - this is the premise underlying the design of this solution, which is characterized by high service quality and economic efficiency as well as a transparent and scalable (up + down) service model based on ITIL®. Proven process models, fair service level agreements and the use of best practice solutions contribute to this.

## **Why PROMATIS?**

PROMATIS stands for business process excellence, which is demonstrated by the synergetic interaction of business processes and modern information technologies. This opens up completely new ways for customers to establish process innovations in their companies. This way, customers benefit from the unique combination of Oracle expertise, digitization and business process know-how, placing both their operation as well as the maintenance and evolution of their Oracle enterprise software systems into the hands of PROMATIS.

Technology and application know-how, creative innovation management and professional experience in implementation and operation have convinced international customers for over 25 years.





## PROMATIS and Oracle – Partnership at eye level

PROMATIS looks back on more than 25 years of successfully operating as a service and implementation partner of global market leader Oracle. Customers who place the operation, maintenance and evolution of their Oracle enterprise software systems into the hands of PROMATIS benefit from the unique combination of Oracle expertise, digitization and business process know-how.

## Tailor-made, scalable and economical

PROMATIS MS&S is the ideal complement to Oracle Applications and Technology.

- Oracle E-Business Suite
- Oracle Cloud Applications (SaaS)
- Oracle NetSuite ERP (SaaS)
- Oracle Technology and Infrastructure solutions (on premises, PaaS, IaaS, OCI)

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### Breathing service solution

PROMATIS MS&S is a “breathing” service solution - this does not mean a long-term fixation of the service scope, but a dynamic adaptation to the current demand. PROMATIS MS&S is characterized by high service quality and economic efficiency as well as a transparent and scalable (up + down) service model based on ITIL®, supplemented by proven process models, fair service level agreements and the use of established Best Practice solutions.

PROMATIS MS&S focuses on Oracle Applications and Technology solutions, if necessary supplemented by customer-specific system components. The systems can be deployed on premises, in the cloud or as hybrid solutions.

### Service models

PROMATIS MS&S flexibly adapts to the needs of the customer. This shows in the offered service models (bronze, silver, gold) and the scalability (up + down) of the scope of services.

The service packages are composed of the following service categories on a customer-specific basis:

- » Ad Hoc Support – experts at call
- » Basic Support – everything for a seamless operation
- » Advanced Support – testing und change management included
- » Managed Services – all-round carefree package

The modular structure of the concept with coordinated service modules ensures maximum service flexibility.

### Your benefits

High service quality and economic efficiency as well as a transparent and scalable service model, these are the hallmarks of PROMATIS MS&S.

- » Efficient process models, methods, processes and tools
- » Established Best Practice solutions
- » Fair service level agreements
- » Expedient customer communication
- » Tailor-made, “breathing” service model
- » Optimal sourcing with quality-sensitive consideration of shoring potential
- » Appropriate, reliable, economical and high-level service quality
- » Maximum flexibility through modular structures and individualization
- » Experts for specific tasks