



# Outsourcing management of Oracle ERP applications to enhance efficiency

By Rose Manjarres and Thomas Kopec

Dell™ Application Management Outsourcing services help organizations capitalize on the benefits of Oracle® E-Business Suite and PeopleSoft Enterprise applications from Oracle without the cost and complexity of in-house management.

Organizations large and small acquire enterprise resource planning (ERP) applications to help enhance business performance, improve operational efficiencies, and reduce costs. Leading-edge Oracle ERP applications offer a comprehensive range of solutions through the Oracle E-Business Suite and PeopleSoft Enterprise applications from Oracle. Organizations worldwide use Oracle applications to establish effective transportation management, project portfolio management, customer relationship management (CRM), and human capital management.

Oracle E-Business Suite provides a comprehensive suite of integrated, global business applications to help organizations achieve an end-to-end view across all lines of business. Decision makers gain consistent financial and operational information while employees can access relevant information tailored to their roles. The Oracle E-Business Suite offers an adaptable global business platform that helps organizations extend business processes to support a global operation while helping to ensure compliance with local regulations.

PeopleSoft Enterprise applications from Oracle are designed to increase productivity and accelerate business

performance. By providing advanced engagement and collaboration tools, PeopleSoft applications help keep an organization's workforce connected and boost employee effectiveness. Because PeopleSoft applications offer complete, integrated solutions, they help speed up end-to-end business processes while helping reduce the need for excessive, costly customizations.

Oracle and PeopleSoft applications help organizations make intelligent operating decisions, reduce costs, and advance innovation. Yet for many IT groups, managing these sophisticated applications can become a complex undertaking.

Maintaining an IT staff with sufficient application-specific expertise, developing a set of internal best practices, and providing the support required for sustaining performance and availability can challenge IT groups of any size. Organizations need ways to reduce the time and expense devoted to management while still achieving the application performance that the business demands.

Dell Application Management Outsourcing (AMO) for Oracle E-Business Suite and PeopleSoft Enterprise applications help address these challenges. By offering a comprehensive collection of services, Dell AMO enables organizations to offload time-consuming and resource-intensive administrative tasks so in-house staff can stay focused on core competencies. Organizations have the flexibility to select the services they need and to tailor services to their precise business and technical requirements.

In addition to Oracle E-Business Suite and PeopleSoft Enterprise applications, Dell AMO provides support for Oracle Business Intelligence Suite Enterprise Edition Plus, Oracle Hyperion performance management applications, and the Oracle JD Edwards EnterpriseOne application suite. (For information on how Dell AMO supports a PeopleSoft environment, see the sidebar, "Esurance: Streamlining availability and support for a PeopleSoft environment.") In addition, Dell AMO can support ancillary applications to help

ensure that ERP environments are managed effectively across the organization. Using Dell AMO, organizations can reap the benefits of Oracle and PeopleSoft ERP solutions while enhancing IT efficiency. (For information on how Dell AMO helped enhance one ERP deployment, see the sidebar, "The Carlyle Group: Accelerating enterprise efficiency by outsourcing ERP.")

#### Selecting from a full range of outsourced services

While Dell Services helps organizations design and deploy Oracle solutions, Dell AMO offers a comprehensive collection of services for the ongoing management, maintenance, and support of those applications.

#### Infrastructure hosting and network services

Organizations can decide to have Dell host some or all of their Oracle application infrastructure and network services in leading-edge, tier 4 Dell data centers. Using Dell hosting helps eliminate the need to acquire and maintain the infrastructure in-house. Dell data centers provide robust hardware platforms, with a selection of different configurations, to help deliver exceptional performance and reliability for running Oracle applications. With extensive backup, archiving, and disaster recovery capabilities, the option to host an infrastructure enables organizations to protect enterprise data, maintain compliance with government regulations, and sustain business continuity.



## Esurance: Streamlining availability and support for a PeopleSoft environment

Online auto insurance provider Esurance offers direct-to-consumer personal car insurance in 30 states across America. The company had outsourced management of its Oracle PeopleSoft financial applications and Oracle Database software, but when the external service provider announced that it was going out of business, Esurance needed to make changes rapidly. The company selected Perot Systems, now part of Dell Services, for hosting plus functional and technical support.

The transition from the previous provider was completed in just 60 days. Following the migration, the new team helped Esurance apply maintenance packs and implement strategies to keep the Oracle PeopleSoft environment current going forward.

Dell now hosts Oracle PeopleSoft and Oracle Database software in a private cloud environment and provides functional support, development assistance, DBA services, and administrative support from the United States and India. Since moving to the new managed services platform, Esurance has increased application availability and improved support quality.

"Dell AMO services provide the best support we have experienced working with a large ERP system, both internally and externally supported."

—Heidi Suchard

Financial Reporting and Systems Manager at Esurance  
November 2009



Data centers are staffed with administrators who understand the complexities of ERP applications and can help sustain optimal application performance. A network operations center staffed 24/7 helps to ensure that organizations have continuous access to outsourced services around the clock.

#### Functional support

Dell AMO offers functional consultants with deep expertise in Oracle applications to help business process owners configure applications, facilitate integration among application modules, define business requirements for new enhancements, and assist with quality assurance. Acting as liaisons between business groups and technical developers, functional consultants help provide business analysis and assist with reports, interfaces, conversions, and enhancements (RICE) development.

#### Technical support

Technical support includes break-fix services, application monitoring, and a range of continuous application maintenance functions. Using industry-standard or proprietary tools, the technical team provides tailored application monitoring to identify potential problems before they affect performance, helping to deliver a strong end-user experience across a global workforce. In addition, the team provides change management assistance, application cloning, and management of application patches and updates.

Beyond core application support, the Dell team can support a range of systems related to ERP and enterprise application functions. For example, the Dell team can support electronic data interchange (EDI), document management, fax, and engineering systems.

To help ensure that technical information and processes are maintained even if personnel change, the technical support team can build a customized knowledge portal that can be shared with in-house staff. The Dell team can construct these portals quickly by using templates and standards developed through numerous previous engagements.

When technical resources are available, the technical support team also can make minor enhancements in applications. For example, the team can develop custom panels, queries, or reports to help organizations keep pace with changing needs.

#### Database administration

Dell can provide full database administration support, assigning database administrators (DBAs) with extensive Oracle application expertise. DBAs assist with installing and configuring software, deploying application servers, deploying quarterly security patches, implementing automated monitoring, and managing backup and recovery functions. They also can support Oracle Real Application Clusters (RAC) and Oracle Automatic Storage Management (ASM).



## The Carlyle Group: Accelerating enterprise efficiency by outsourcing ERP

When global alternative asset manager The Carlyle Group decided to migrate to a new ERP application, company executives knew they needed to outsource hosting and management to meet an aggressive deployment timeline. After an extensive evaluation process, The Carlyle Group selected Dell Application Management Outsourcing (AMO) services to host and support its Oracle PeopleSoft Enterprise applications and Oracle Hyperion performance management applications.

The Carlyle Group completed deployment of ERP modules on schedule. By providing hardware, data center hosting, IT services management, and ERP application management, Dell Services helped The Carlyle Group avoid the time and costs of building and managing a large-scale application infrastructure internally. On an ongoing basis, the Dell team helps to ensure excellent application performance for worldwide end users by using a real-time performance measurement tool. The team can quickly pinpoint potential performance problems and work to address them.

“Our collaboration with Dell Services helps us maximize the benefit of Oracle PeopleSoft in driving enterprise efficiencies, mitigating risk, and helping to reduce total cost of ownership.”

—Dave Roth  
CIO at The Carlyle Group  
November 2010



Figure 1. Delivering Dell AMO services to help organizations support a global workforce

All support service staff—including network engineers, DBAs, and technical developers—follow IT Infrastructure Library (ITIL) best practices. By standardizing on these common tools and processes, the support teams can ensure consistency across services and provide visibility into emerging problems across support groups. A network problem might become a database problem, but with a common process, the DBA can see all the troubleshooting that has been attempted before a problem appears in the database support queue.

### Help-desk support

The Dell global help desk can provide a centralized resource for supporting Oracle applications and managing incidents. Multichannel support—including Web, phone, e-mail, and chat options—helps to enhance support efficiency and control costs while giving end users flexibility.

As with all technical services, the Dell help desk can adhere to strict service-level agreements (SLAs), creating new tickets for high-priority problems within minutes and facilitating problem resolution within hours. The help-desk staff continually assesses opportunities for improvement in incident management and call resolution through training programs as well as updates to support tools.

### Capitalizing on global delivery

In addition to offering a comprehensive collection of services, Dell AMO provides a global delivery model, extensive solution flexibility, and deep Oracle expertise. The global delivery model helps organizations access the support they need wherever and whenever they need it.

For functional services, Dell often recommends using local, on-site resources to foster continuing interactions and knowledge transfers among in-house staff and the Dell AMO team. For technical support, development assistance, and help-desk services, organizations can implement a mix of nearshore and offshore support to help achieve significant cost savings while helping ensure the availability of support resources for a global workforce, around the clock (see Figure 1). Global delivery centers in the United States, Mexico, Brazil, China, and India all use the same ITIL-based delivery platform, tools, process, and procedures to help ensure consistency.

Dell AMO is designed to allow for maximum flexibility. Organizations select the services they need, modify services for their particular requirements, and define SLAs to meet their precise business requirements. When organizations decide to supplement in-house teams with Dell AMO services, in-house staff members benefit from collaboration with experienced personnel who have in-depth expertise in ERP applications.

Dell and Oracle also have a strong, long-term strategic relationship of nearly 20 years. Collaborative efforts in product engineering and delivery plus extensive use of Oracle applications within Dell IT have provided a range of deep Oracle expertise that Dell consultants can leverage for AMO engagements. The Dell Services consulting group from Perot Systems began its Oracle applications consulting practice almost 15 years ago. The Dell AMO team draws on this experience to provide today's services offerings.

### Making the move to outsourced services

Oracle E-Business Suite and PeopleSoft ERP applications can play a key role in helping organizations achieve their business goals. By outsourcing Oracle and PeopleSoft management to Dell, organizations can capitalize on the value of those applications while avoiding the costs and complexity of in-house management. PS

### Authors

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