



# MANAGED APPLICATION/ MIDDLEWARE/DATABASE PLATFORMS SERVICES

## Benefits

- Improved Problem Resolution for Service Requests, Daily Incidents, and Tickets
- Faster Resolution for Critical Service Requests With Escalation Paths for Your High-Priority Requests
- Accelerated Value From Oracle Investments With Unmatched Proficiency in Enterprise Oracle Technology
- Scalable Solutions to Fit Your Needs
- End-to-End Business Flow Support

As functional ERP applications become more and more integrated into automating work flows and business processes, IT teams have moved away from break-fix to value-add business analyst and project management skill sets that provide innovative and customized services to their user base.

IT leaders can support this mission and reduce distractions and overhead by using service providers to handle not only day-to-day operations but also those that are synchronized to leverage multiple skill sets for fast and effective service offerings. This shift in IT skill sets leaves gaps that must be addressed from a Cost, Capacity, Coverage, and Capability perspective to keep pace with evolutions in the business.

application integration strategies, and upgrade strategies, as well as providing day-to-day functional and technical support of mission-critical data, all take top priority. The question is, how do you execute on all of them while also managing the constant change in the business?

## The Four C's of Enterprise Application Management



**Goal:** Stretching the Budget to Do More With Less  
**Outcome:** Faster Time-to-Value



**Goal:** On-Demand Tech and Skills  
**Outcome:** Faster Time-to-Scale



**Goal:** World-Class, Cutting-Edge Skill Sets  
**Outcome:** Faster Time-to-Adoption



**Goal:** 24 x 7 coverage  
**Outcome:** Faster Time-to-Deliver

In a world where legacy applications, contemporary technologies, and delivery platforms are colliding at exponentially faster rates, the struggle to maintain the balance of new and old skill sets, institutional knowledge, support processes, and responsiveness to the business is unprecedented. As IT leaders look to transform with the business, they are either leading these initiatives or being dragged along, but in either case, the challenges persist. As new initiatives take shape to support business transformation, managing the design, implementation, and support of the core systems of record is critical to enable these shifts for maximum benefit. Challenges such as defining cloud migration considerations, data and



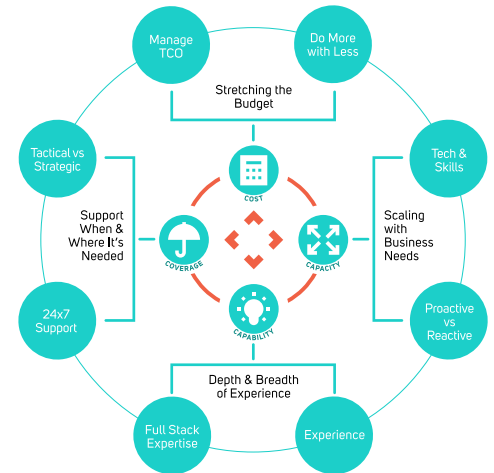


## Our Approach

- Functional analysts and developers who understand overall business flows and module-specific functionality.
- Database administrators who manage the database, application users, application security, and overall performance of the database, application, and middle tier.
- Middleware resource that understands service-oriented architecture and modern integration tools along with business-to-business functional and technical processes and development.

Data Intensity has been providing global 24 x 7 functional and technical support services for full-stack enterprise application, database, and middleware platforms for over two decades. As the industry technologies have all evolved, so too has Data Intensity's investment in people, process, and tools to lead shifts and transitions for our customers. Over the past two decades, our focus has shifted from being purely bottoms-up technology operational management-focused to top-down business process-focused to ensure measurable business outcomes for our customers. Our approach to delivering world-class application, middleware, and database services is deeply rooted in our ability to scale professional and managed services across the globe with continual investments in our people,


process, and tools to ensure performance, security, and availability of your most critical assets.



## Unique Capabilities

  
**650+**  
Customers


  
**15,000+**  
Managed  
Environments

  
**6,200+**  
Upgrades

  
**200+**  
Cloud  
Migrations

  
**800+**  
Professionals  
Worldwide

  
**3,225+**  
Implementations  
Supported

  
**2,800+**  
Staff  
Certifications

  
**20+**  
Cloud  
Specializations

**ORACLE** Platinum Partner  
Cloud Select  
North America  
Oracle Cloud Managed Service Provider

**Microsoft**  
GOLD CERTIFIED  
Partner

**amazon**  
web services

The Data Intensity Four C's model enables a flexible yet comprehensive delivery methodology for customers to leverage as little or as much as they need to map to their teams, processes, and work flows. We have a masterful focus on mapping business processes and work flows through Oracle EBS enterprise applications' full business cycle. Whether it is support for human capital management, supply chain, order-to-cash, quote-to-cash, procure-to-pay, manufacturing, financials, Hyperion, Agile PLM and Projects, and more, we are your "command and control" center to ensure your success.

### Data Intensity's Full Portfolio of Comprehensive Solutions

- Cloud Advisory & Migration Solutions
- Cloud Integration Solutions
- Hybrid Cloud Platform Solutions
- Multi-Cloud Workload Management Solutions
- Data & Database Management Solutions
- Enterprise Application Solutions
- Oracle License Solutions
- Resale Solutions

Data Intensity is the largest independent multi-cloud services provider focused on managing mission-critical applications and services in a hybrid cloud world. Our purpose-built solutions and services focus on the life-cycle design, implementation, support, and operation of technologies and platforms that power our customers' business processes. Customers choose Data Intensity because we allow them to focus on their critical business needs while we focus on their applications and multi-clouds investments.