



WWT's transformational approach to AMS and Applications Services

WealthWorks Technologies - WWT is a global information technology, consulting and outsourcing company serving enterprise-grade, end-to-end managed cloud services across Oracle's broad portfolio of business applications. WWT has built and maintains an excellent reputation for the quality of its delivery approach and our goal is to ensure that you receive a rapid ROI from your Oracle product suites. We offer a depth of experience and a range of skills not found at generalist consulting companies. It also means that we are qualified to advise you on how best to integrate Oracle Solutions with other business applications such as, Business Intelligence, CRM and other complementary products.

Whether you are implementing your first ERP, or whether you need specialist skills to augment an already experienced team, WWT is the right partner for you.



WWT's Commitment

ENGAGEMENT PROGRAMS

OUR BELIEFS AND VALUES

WWT believes that the fundamental key to creating wealth is knowledge. The worth of life is limited to the knowledge at your disposal and wealth is limited to the knowledge one operates with. Most critical challenges

We are committed to developing long-term, mutually beneficial partnerships with our clients. We work hard to maintain personal relationships with you so whether it is to resolve a technical problem, or ask for advice on IT strategy, at WWT we guarantee that you will always have direct access to senior management.

WWT Engineers Expertise

At WWT, our engineers have been part of the team for many years. Our team has time to really get to know you and your business. They speak your language and understand your key business drivers and processes. Our consultants are the leading experts in their fields across industries and business functions. They are more than just Oracle Solutions experts and will always look for the solution that will add value to your business, not just today, but over the long-term. WWT is comprised of a strong management team with over 35 years of combined experience working on Oracle Solutions and with some of the world's most successful Oracle Solutions-dedicated systems integrators. Our team has assisted several medium and large organizations with their Oracle Solutions implementations and upgrades.

Our Oracle Solutions specialists not only understand technology, they understand business. The team works with clients to deliver results that have real business benefit and add value. We believe in the philosophy of focusing on delivering our services to meet and exceed customer service.

facing business leaders lie at the intersection of information management and human collaboration. WealthWorks Technology works from Data assimilation to Information gathering, transforming Knowledge that gives clients Wisdom and the edge in creating wealth and fortune.

WWT AMS - Global time zones – 24/7/ 365 Support



WWT is the perfect partner for your global Oracle Solutions projects, offering you the skills and expertise of a global consulting firm with the responsiveness and flexibility of a real local partner. WWT combines strong local knowledge with a truly international reach.

Our consultants have many years' experience of working in cross-cultural teams and perfectly understand the challenges of rolling out a core model to a multi-country user community. Currently we are supporting 24 countries across

global time-zones.



WWT's application maintenance and re-engineering services help you migrate from legacy systems to newer, more distributed architectures that can meet today's more stringent business demands. We can help you either maintain existing systems or renovate applications to comply with new regulations, new standards or other external events.

WWT - Oracle's broad portfolio of business applications end-to-end services

WWT Application Management Services (AMS)

Currently we are engaged in providing multi-year implementation and support for a multi-billion dollar U.S. based multinational computer Technology Corporation headquartered in Redwood City, California, United States.

We are proving Oracle Solutions Managed Services in conjunction with Oracle Solutions Support to World and EnterpriseOne, managing the implementation and roll outs worldwide business units across various JDE functions including functional (Finance and Distribution), technical and CNC (Supporting 4 separate instances of JDE including Xe, E1 810, E1 812).

WWT is also engaged in Application Management Services (AMS) Managed Services for Oracle Solutions (Finance and Distribution, technical in conjunction Oracle Solutions CNC Support. This approach of **combined offering** benefit from an integrated service that improves system availability, performance scalability and business continuity beyond what is achieved through standalone CNC services.

WWT Tailored approach - WWT AMS is tailored to this media client's requirements and extends clients in-house team with knowledge resources that have great Oracle software depth and breadth. Our methodologies include defined processes with appro-

appropriate tools and techniques such as standards, guidelines, templates, forms, checklists, etc.

Each methodology derives value from quality-oriented activities at various stages and checkpoints throughout the life-cycle. These include planning, governance, verifications and validations, auditing and status reviews. The methodologies are always customized to fit the needs of the engagement.

We are leveraging strong local knowledge with a truly international reach has experience of providing total-service Oracle Solutions functions including Functional services, Development Services, Technical services and AMS and CNC Support.

At the onset of the client relationship our team was instrumental to gaining insights about the install base and customers through our defined Knowledge Transition model (KT) - Leveraging a defined WWT KT model, our experts quickly became familiar with client business processes, configurations, customizations and interfaces. This process lasted for about 6 weeks.

Simple KT Schedule

Communication, strong communications- We believe that Written and Verbal Communication skills are essential to efficient work culture. We give utmost importance to our consultant ability to effectively communicate with the client and document.

Deliverables Based Approach - AMS provided specialized services from expert WWT Support staff in a transformational model built to deliver qualitative results for Client. From there on, we were able to configure to the specific client requirements.

At the moment at this client our AMS scope of services encompass FULL spectrum of the Oracle Solutions software support functions on a 24 x 7 x 365, part time or full time equivalent basis

Application Support Service:



WWT Support delivers the following AMS services in a well-defined service level agreement framework:

Maintenance Support Services

- Troubleshooting L1, L2 and L3 tickets based on the type of engagement
- Issue recording and resolution in clients issue management system or in house tracking system

Defined Client Access Information

- Business Process Analysis

- Root cause analysis and recommendation to prevent future occurrences



- Knowledge Extension and Mentoring Services
- Year-End Updates support for 1099, W2
- Long-Term or Medium Term Staff Augmentation
- Staff Backfill and After Hours Support

Development of KT Plan

Reporting

- Ongoing Status Reports highlighting accomplishments, upcoming tasks and area of concerns
- Issue Analytics to display various metrics including total utilization, tickets resolution
- Quarterly score carding mechanism to ensure client satisfaction

Infrastructure

- Located in one of largest software parks in India USA Direct Dialing Number. Secured building access
- Biometric based secured and attendance facility
- Secured intranet with partitions for customer documentation with limited access to team working on the assignment

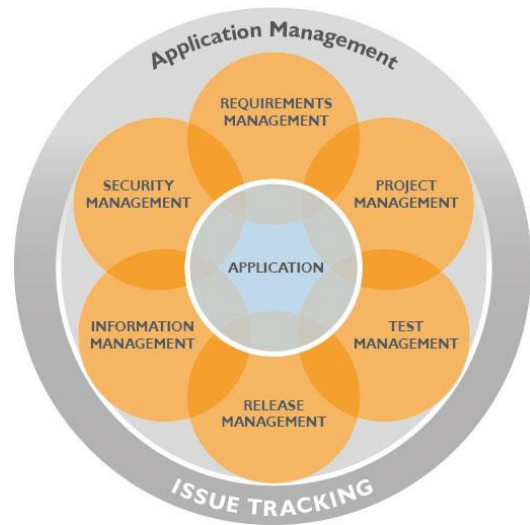
WWT Services - from consulting implementations, roll-outs, and upgrade.

SUMMARIZED AMS APPROACH AT THE CLIENT




1. Leverage documentation standards established for KT ensuring no items are left hanging
2. Validation of all documented teams, applications, interfaces, document repositories and a directory of processes
3. Started KT working with outgoing partner for 2-3 weeks
4. Reverse KT, whereby WWT Consultants assumed responsibility and involved outgoing consultants where needed

5. Documented all transitioned process and validated the same with outgoing team as well as Client stakeholders
6. Started independently supporting the JDE instances
7. Iterative process to identify any outstanding items, discussed the same with



8. Client and documented the same
9. Established weekly status reports to individual points of contact
10. Established processes to track various issues, to identify where majority of the time is being spent and generated analytics
10. Established a quarterly score-carding system to measure customer satisfaction



The logo for WealthWorks Technologies features the letters 'WWT' in a bold, rounded, sans-serif font. The first 'W' is a dark blue, the second 'W' is a medium blue, and the 'T' is a light blue. Below the letters, the text 'WealthWorks Technologies' is written in a dark grey, sans-serif font.

WealthWorks Technologies

email: info@wealthworks.in
Office: +91-9203900001

