



Welcome to

**ORAscope Solutions Limited**

and

The Enterprise Services Agreement (ESA)



# Our Company



- 2005, formed as specialist Oracle SI
- HQ in Cheshire – UK and EU coverage
- Dave Manley, of UKOUG, is joint founder
- Experienced Oracle team including ex Oracle staff
- B2B Partner & direct model
- Oracle Consultancy & Training – Technical and Apps
- Founder partner of UKOCN
- Free Oracle Account Management as an added focus
- [www.orasopesolutions.co.uk](http://www.orasopesolutions.co.uk)

**ORACLE**

# Oracle Services



- R11/R12 Implementation team & resources
- BI implementations
- Bank Account validation for EBS & CRM modules
- Document Management & Workflow specialisation
- Consultancy – Technical, Implementation, BPR, Health-checks
- Bespoke training services
- Project and Programme Management
- Account, Partner and Client Management
- Licence reviews
- From a day's consultancy or simple advice ?



# Introduction to the **ESA**



- Oracle customers with ad hoc, planned or peak time requirements
- New Oracle customers needing extra support and advice during their first year, or so
- Sudden impact of resources required for business change, legislative or, Government imposed changes
- New employees or staffing changes around Oracle support team
- Specific activities which require specialist Oracle resources
- Need for skilled resources NOW!
- An 'Insurance Policy' in case things do not go planned !



*All these and more are reasons for an ESA.....*

# ESA Options



- Level1 - £25k for 30 person days per annum
- Level2 - £50k for 65 person days per annum
- Level3 - £75k for 100 person days per annum
  
- Please note days may be rolled over annually subject to Director approval
- All rates are exclusive of expenses and VAT
- All requests are based on a minimum 5 working days notice
- Special requirements or other projects may be agreed subject to Director approval
- Costs for remote links are excluded
- Call-offs will be from two full working days minimum
- ESA costs are paid up front on Agreement
- Full ESA usage statements will be provided monthly

# ESA Benefits



- Resources available at short notice
- All resources pre approved for their expertise and relevant proven experience
- Ability to work with your team ( and any partner) and pass on skills and knowledge
- We work closely with Oracle and Oracle is our sole focus

*Used in conjunction with true Account Management – one of the cornerstones of the Orascope approach.....*

# Why ORAscope?



- Proven Oracle experience
- Cost Effective low risk approach
- Wide network of 'trusted' Oracle Associates and our Consultants
- 'Turnkey' type service
- Oracle focus
- Specialist systems integration skills
- Client side advice
- Oracle Licence specialists
- Relationships !
- Ability to integrate with your team



# Why we are different?



- Oracle experience: as *individual* consultants
- Low overheads and cost effective rates
- All Consultants vetted as 'up to date' – we only use real experience
- Degree of project and account management in built
- Quick 'vanilla' implementations and re implementation approach
- Use standard business processes, where possible
- Pre approved and checked to meet your requirements – available NOW !



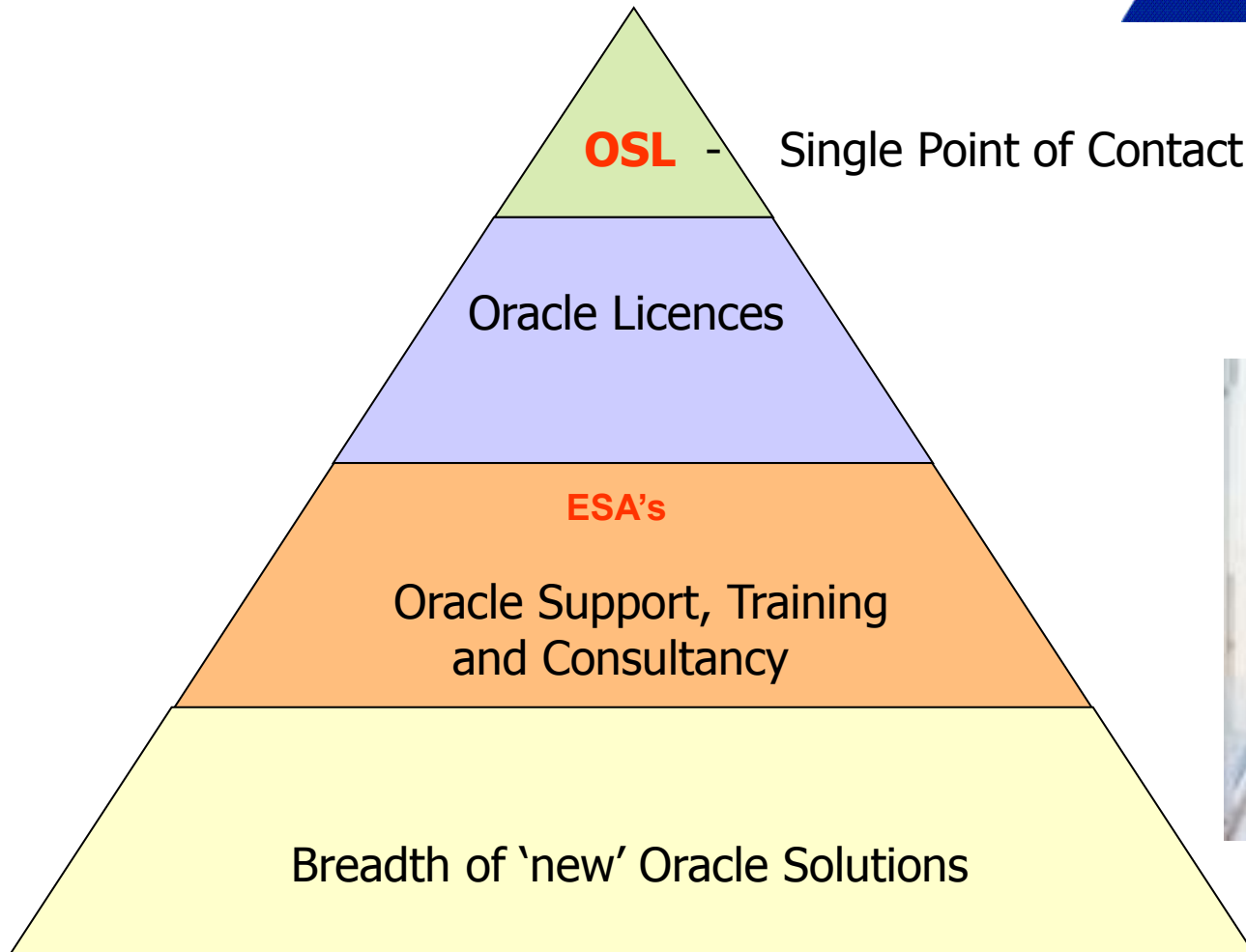
# What we can also do .....



- Act as your lead Oracle Account Manager
- Single 'Point of Contact' – for all things Oracle
- Manage all Oracle relationships
- Manage and provide Oracle teams e.g. R12
- For Multi Nationals, act as Oracle Client Director
- Develop new 'propositions' and added value to Oracle core footprint and develop business case(s)
- Gain 'quick wins'
- Help understand Oracle Corporation and how it works
- Bring in added value solutions
- *'Insurance policy' with our ESA's from £25k*
- Help 'exploitation' phase and lever Oracle



# Account/Client Management



PARTNER INTEGRATION AND CONFIGURATION SERVICES

# Account Service options



- **Account/Client Management** – dedicated Account Manager to liaise with Oracle, general advice and guidance

Only Requirement – Oracle Licensing via ORAscope

- **Enterprise Services Agreement** – central resources pool for project management, consultancy, support and healthchecks, remote diagnostics, telephone queries

Requirements – Minimum up front £25k investment for 12 month call off, on 30 person/days pa

# Thank You



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