

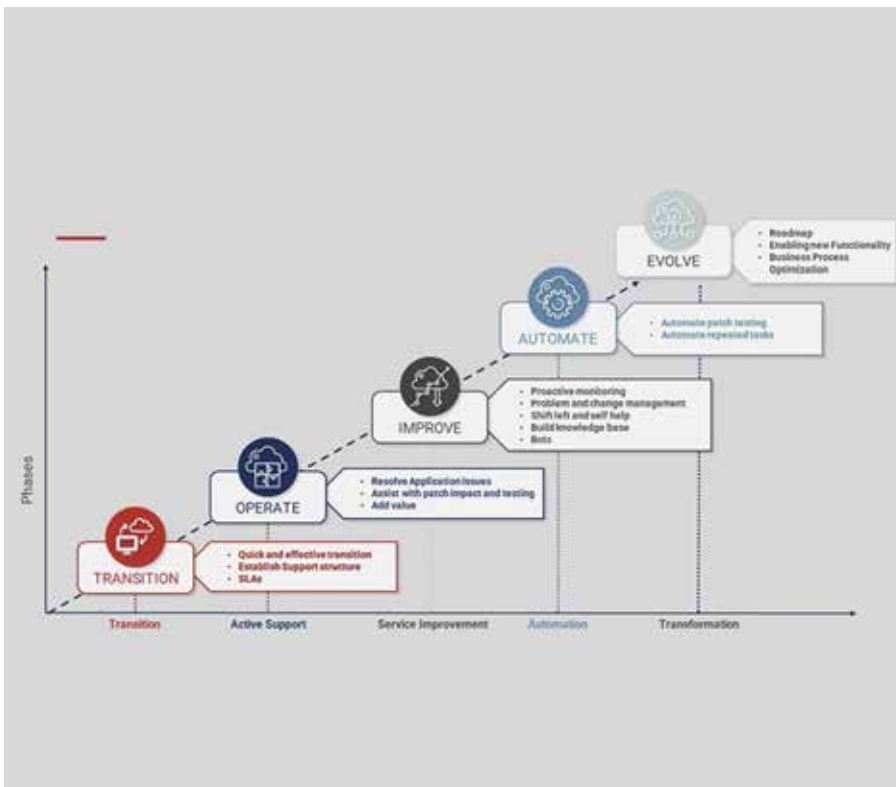
Organizations are outsourcing their post implementation evolution and support to continue to enhance the solutions they have and to reduce IT spending. Your organization is continuously changing and a partner who can manage your Oracle cloud applications and reduce IT spending through automation and innovation will become indispensable.

Our Approach

Accelalpha delivers a service that increase efficiency through:

- Automation
- Optimization
- Governance
- Problem Resolution

We start by stabilizing the existing applications, managing patch testing and deployment, and establishing proactive problem monitoring. Next, we improve productivity by up to 20% through automation and finally we continuously optimize your environment for cost savings of up to 30%.



Benefits

FOCUS ON STRATEGIC INITIATIVES

We help our clients focus on strategic business initiatives instead of simply application support.

ENHANCE AND MAINTAIN

We help you enhance and maintain your system to better support your business growth. We recommend new features from Oracle that will help your business.

ORACLE CERTIFIED

Our team members are Oracle certified and have extensive experience with support and application implementation.

24X7 SUPPORT

We leverage a global team that can provide support around the clock and save you up to 30% of your IT support cost.

HEALTH CHECKS

Annual health checks to gauge system efficiencies & identify opportunities for improvement. This has delivered 20% improvement.

About Accelalpha

Accelalpha is a strategic partner of Oracle. We provide consulting services to implement, integrate, and manage Oracle cloud applications. We work collaboratively with our clients to develop solutions tailored to their unique needs.

We address our customers' needs in five key areas:

1. Enterprise Resource Planning
2. Integrated Logistics & Supply Chain Solutions
3. Optimized CPQ, Sales, Service, and Commerce
4. Human Capital Management
5. Modernized Performance Management

Accelalpha is headquartered in Bellevue, WA with offices in Dallas, Atlanta, Mexico, UAE, UK, India, Australia, and Singapore.

Visit us online at www.accelalpha.com

[CONTACT US NOW](#)



Continuous Evolution

OPTIMIZATION

Optimization can deliver up to a 30% reduction in IT spending. We build in optimization as part of our clients' system roadmap.

DETERMINISTIC DIAGNOSTICS

We deploy proactive monitoring to identify integration issues and monitor incoming data for potential issues. We minimize disruption from technical issues.

PROBABILISTIC DIAGNOSTICS

Monitoring average data volumes and other metrics help with probabilistic diagnostics of issues so you can prepare for growth and unexpected changes.

YEAR ON YEAR EFFICIENCIES

Our goal is to make your life easier. We are constantly looking for process efficiencies and ways to reduce ticket volumes and we cut tickets by up to 10% each year.

INNOVATION

We continuously develop new tools for automation and transformation to improve productivity and reduce the time to solve your problems.

NEW FEATURES

Oracle introduces new functionality with its quarterly updates. Get advice on which ones will be beneficial for you. Our experts will guide you & deploy new functionality to improve operational efficiency.

AUTOMATION

We look for opportunities for automation for our clients. Starting with patch testing automation to Robotic Process Automation so you can focus on strategic growth initiatives.

KNOWLEDGE BASE

Self-help for resolving repeated issues, how-to for repeated tasks to increase self sufficiency and user efficiency.

TRAINING

Forget paying extra for basic user training. Access to our Learning Management System with generic and client specific how-to training at your fingertips delivers vast user productivity increase.

ENHANCEMENTS

Keep your system current and business users happy with enhancements created by the same team that supports your system. We enhance the system to meet your unique business needs.

CHANGE MANAGEMENT

Strict protocols to migrate any change into production environments with audit trail and client approvals to minimize.

Governance

QUARTERLY REVIEW

Quarterly meeting to review ticket volumes, efficiencies, SLAs and other metrics. We provide continual service improvements leading to fewer tickets & calls.

STATUS MEETINGS

Regular status meetings to review active tickets and address any concerns. Communication is key!

EXECUTIVE STAKEHOLDERS

Our executive management team acts as an executive sponsor for all our managed services clients.

BEST PRACTICES & ROADMAP

Leverage Accelalpha implementation team experts as needed to provide best practice recommendations and help with roadmap and strategy.

Problem Resolution

ITIL METHODOLOGY

At Accelalpha we believe in methodology. What better methodology for support than ITIL! This standardized approach leads to faster problem resolution.

PATCH IMPACT AND TESTING

Some patches may have big impacts to your system while some bring minimal to no impact.

INCIDENT MANAGEMENT

Accelalpha consultants are trained in our incident management methodology to ensure all our consultants solve your problems rapidly. Application issues? How-to questions? Integration issues? We'll take care of them all!