

# Analyst on Demand<sup>SM</sup>

The Synerphase *Analyst on Demand*<sup>SM</sup> service supplements your technology and business support staff during peak times throughout the year when consultants would normally be deployed. Analyst on Demand<sup>SM</sup> services are available for Oracle E-Business Human Capital Management and Financial Management modules. Other enterprise software solutions will soon be supported.

*Analyst on Demand*<sup>SM</sup> provides each customer with an initial review, regular health checks and updated documentation of their Oracle E-Business suite. Customers are assigned a Primary Support Consultant (PSC) who learns the details of how their enterprise applications are configured, ensuring that they are uniquely qualified to assess issues and provide solutions. The PSC will be located within the region being supported, to ensure quality communications and access, and has expertise in both localized business functions and the Oracle E-Business modules supported.

*Analyst on Demand*<sup>SM</sup> is a Managed Service Solution that allows small and medium customers of the Oracle E-Business suite to purchase remote support on a subscription basis. Tasks include project management, functional and technical support roles as needed. Each customer is assigned one Primary Support Consultant (PSC) for each suite

– Human Capital Management and Financial Management. The PSCs will work together to ensure the customer's needs are being met. The primary role of the PSC is to oversee all work requests and issues and that they are addressed quickly and with a high level of quality. The PSC also works with the customer to determine highs and lows of required work as to better allocate time utilizing our Retained Hours feature.

*Analyst on Demand*<sup>SM</sup> for the Oracle Human Capital Management and/or Oracle Financial Management modules are provided through annual contracts or our short term Booster contracts. We offer flexible packages to meet your business needs through our medal system: *Bronze, Silver, Gold, and Platinum.*

## **Booster Packages**

For customers who do not wish to engage in a year long contract, we offer Booster packages. A Booster can help customers of the Oracle E-Business suite during system upgrades and other times when internal staff are stressed, without a long term commitment.

Following an assessment of your needs and requirements, we will provide you with a quote.

Synerphase focuses on the quality support of Oracle E-Business suite, specializing in Human Capital Management and Financial Management solutions. With emphasis on the customer's experience and cost, the business case for working with us is straight forward. The right expertise will be assigned to your Oracle function.

***Increase the quality of Oracle E-Business suite systems' support!***

Synerphase is committed to providing the highest quality support while normalizing the total cost of ownership of your Oracle Applications. Your Primary Support Consultant (PSC) focuses on Oracle E-Business suite and has a wide range of experiences with different modules and functional and business disciplines.

***Excellent communications skills***

Our PSCs are based on the local market. They know the business including legislative rules, as well as the software.

***Breath of consulting skills***

We have consultants that are experts in all of the Oracle Human Capital Management and Financials modules.

***Normalize the cost of support!***

We offer subscription based support packages that provide a set number of hours every month available for supporting your Oracle Applications solution.

***Analyst on Demand<sup>SM</sup>***

We offer hours of support every month based on solution packages; with *Bronze, Silver, Gold and Platinum* levels to help you manage your support costs and business requirements.

***Retained Hours***

With any of our packages, unused hours during a month can be reallocated and used up to a year later. Peak work periods, planned and even unplanned events can be better accommodated by utilizing Retained Hours.

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***Ease the burden of supporting your Oracle E-Business suite and normalize your support cost!***

By supporting a diverse customer base, and in partnership with Oracle, we are exposed to software enhancements and issues for Oracle releases. This exposure allows us to proactively provide enhancement, recommendations and solutions. Your PSC will provide you with the consulting expertise which will allow you to focus on the business function and to managing the software strategically.

**We provide support for Oracle E-Business Applications releases 11, 11i, 12, and 12.1.**



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