

E-Business Suite Support

Genisys are experts in Oracle E-Business Suite and will ensure your Oracle E-Business Suite system is available, secure and optimized. With Genisys Support and Managed Services, your business will achieve maximum performance from your systems with less complexity and cost.

Our Oracle E-Business Suite Managed Services are flexible. Choose from one of the Packages below or we'll tailor a package to suit your specific business needs.

	Silver	Gold	Platinum
Online Support Portal	✓	✓	✓
Hotline Support	✓	✓	✓
Fault Resolution	✓	✓	✓
15 Minute Response	✓	✓	✓
Health Check	Environment Review	Environment Review	Detailed Health Check & Report
Named Primary Support Consultant & Assigned Customer Relationship Manager	✓	✓	✓
Proactive Monitoring	✓	✓	✓
Proactive Maintenance	✓	✓	✓
Daily Housekeeping Checks	✓	✓	✓
24x7 Support Included		✓	✓
Quarterly Service Reports		✓	✓
Critical Restores		✓	✓
Performance Tuning		✓	✓
Clones		2 Per Annum	4 Per Annum
Critical Incident Patching		✓	✓
Bug Fix Patching			✓
Quarterly Security Patching			✓
Annual ATG Patching			✓
Out of Hours Maintenance			✓
Functional/End User Support *	✓	✓	✓
Development Support *	✓	✓	✓

* Optional