

VESL EBS Support Service Offerings.

VESL is proposing onsite/offshore model of consulting service to support our customer to sustain the Oracle ERP operations, the support shall be provided according to following terms:

Support Approach

VESL Consultant will be onsite to understand the issue, interact with business users and deliver the end solution. VESL Consultant may work remotely to work on the solution. However, delivery of the work will be onsite/offshore.

Customers Authorized EBS Support team/Business users will correspond to VESL support team for submitting issue. All necessary details regarding the issue will be supplied to Support engineer as required. Upon resolution of issue Support engineer will send a resolution report/email with all details.

Following support approach can be adopted

#	Type Of Maintenance	#	Service Descriptions
1	Preventive Maintenance	1	Routine inspection of the Licensed Programs of ERP Application and database and take appropriate actions on functions like Database backup, reorganization of file distribution on disks, indexing and data purging.
		2	Analysis of ERP Application error messages and taking remedial actions.
		3	System and database Performance Tuning
		4	Periodic review of security aspect and take appropriate actions.
		5	To submit a Monthly progress report with regards to all preventive maintenance and changes carried out
2	Curative Maintenance	1	Inspection, testing, diagnosis and issuing fixes of any fault reported in any of the Licensed Programs.
		2	Inspection, testing, diagnosis and issuing fixes of any fault reported in the database with which the Licensed Programs are to interact.
		3	Inspection, testing, diagnosis and issuing fixes of any fault reported with the Operating System of the server(s) in which the ERP database and the ERP Application reside.
		4	System recovery in case of major system crash and database media (disk error) recovery.
3	Mandatory Engineering Changes	1	Implementation of mandatory alterations, adjustments, additions or Modifications to the Licensed Programs of ERP Application as CUSTOMER may from time to time prescribe. For example modifications and enhancement to existing report and form formats.

4	Functional Support	1	Provide overall support on the E-Business Suite for its proper functioning and ensuring that business needs and users requirements are met.

Support Scope

VESL Technologies will be supporting CUSTOMERS for following Oracle E-Business suite Modules and activities:

#	Module Description (application)	Product Family
1	Oracle Receivables	Financials
2	Oracle Payables	Financials
3	Oracle Cash Management	Financials
4	Oracle Assets	Financials
5	Oracle General Ledger	Financials
6	Oracle Purchasing	Supply Chain Management
7	Oracle Inventory	Supply Chain Management
8	Oracle Order Management	Supply Chain Management
9	Oracle Human Resources	HRMS
10	Oracle Payroll	HRMS
11	Oracle Performance Management	HRMS
12	Oracle Learning Management	HRMS

Other Activities

1. Oracle E-Business Suite Database Administration
2. Support existing development/customization/integration done for CUSTOMER Oracle E-Business Suite Implementation.
3. Support will also include all assignments already included in the scope .

Key Support Activities

Following will be the key role & activities of the support service

- Fixing program updates.
- Daily Operational Support
- Security alerts
- Install new releases/updates/patches/scripts as and when recommended by Oracle Metalink Support
- Applying maintenance and security patches as and when recommended by Oracle
- Backup and restore of database
- Cloning from production to test at end of each month and when recommended by CUSTOMER
- Analysis of Oracle database error messages and taking remedial actions
- Maintenance of all existing modules, reports and customized forms
- Reconciliation of sub ledgers and carrying out of adjustments
- Installing new releases, updates, patches as and when required by metalink support
- To review tablespace usage, indexes, backup procedures and advise on necessary actions to be taken if any
- Knowledge Transfer and refresher training sessions upon request
- Diagnostic and follow up of Service Requests
- On-site troubleshooting, inspection and testing
- Functional Support on existing set ups, reports and forms

Key Database Support Activities

Besides, requested services listed by CUSTOMERS, VESL will also provide following key database support activities:

- Perform an initial on-site consultation and health check
- Review Applications components configuration as required
- Review system, Concurrent Manager monitoring, Workflow, and Database logs
- Perform preventative maintenance, Tuning Oracle Application and database, and ad-hoc troubleshooting
- Relieve database bottlenecks
- Oracle monitoring scripts (RMAN, bash...)
- Report and resolve all serious Oracle alert log messages
- Cloning of application environments when required
- Cloning of database environments when required
- Monitoring and administration of application servers
- Application security management
- Concurrent manager administration
- Schedule jobs management and monitoring (Cron jobs etc.)
- Monitor the OS Load and suggesting the system admin accordingly to tune the OS

- Control and monitor user access to the database
- Enrol users and maintain system security
- Administration of application using Adadmin utilities like maintaining invalid objects (compiling
- Deliver the complete document for activities performed

EBS SUPPORT