



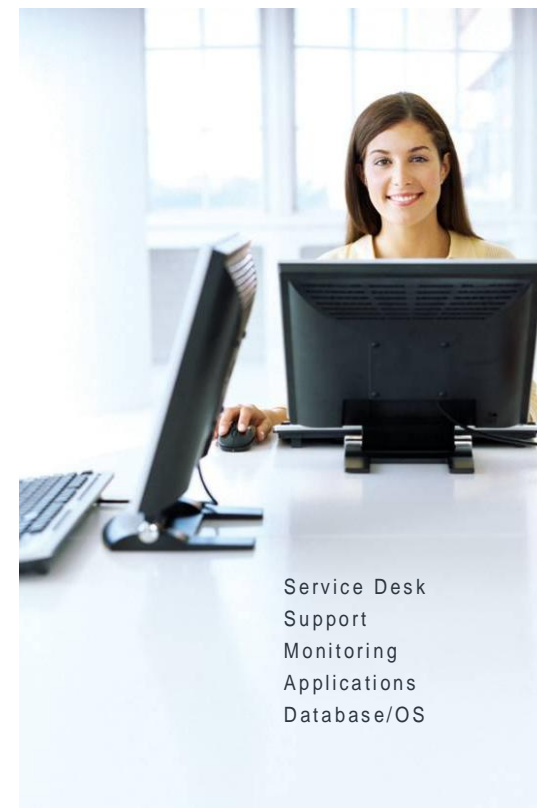
Support Solutions

The Managed Services team comprises experienced and qualified Functional Specialists, DBAs and Support Analysts, working within an ITIL framework.

Asparona

CONSULT DELIVER SUPPORT

Managed Services for your Oracle® Systems



Service Desk
Support
Monitoring
Applications
Database/OS

Maintaining a team of specialist in-house support staff is expensive for any company, especially if extended coverage outside normal business hours is required. There is the cost of attracting and retaining suitably qualified support staff, the ongoing cost of keeping their knowledge up-to-date, as well as the considerable cost and logistics of potentially maintaining a 24 x 7 infrastructure. These problems have seen an increasing use of outsourced service providers that can take the pain out of providing high quality services to your users without all the attendant costs involved.

Asparona will enable you to:

- Reduce IT operating costs
- Maximise system availability and ROI
- Focus on your core business
- Service levels agreed upfront
- Ensure you get the best out of your investment

CONTACT US

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Managed Services solutions that work for your business

SUPPORT SOLUTIONS:

- 24 X 7 SERVICE DESK
- ORACLE SPECIALISTS
- PROACTIVE MONITORING
- INCIDENT MANAGEMENT
- TECHNICAL ADVICE

At Asparona we understand that you have a significant investment in your ERP solution. You need your systems to be available, secure and useable, and your users to be as productive as possible.

We have the largest New Zealand based team of functional support staff, consultants, DBAs, project managers and solutions architects who are **SPECIALISTS** in the Oracle suite of products.

Flexible solutions for your business needs.

APPLICATION MANAGEMENT AND SUPPORT

You may only require assistance when your usual team is sick or on leave, or you might require access to some expertise on a case by case basis.

You may decide that outsourcing support is an economic and efficient use of your resources.

We can provide a tailored solution for your requirements. You will find us friendly and flexible.

DATABASE MANAGEMENT

We can provide remote monitoring and proactive intervention 24 x 7. If a problem occurs late at night we can receive an alert and deal with the problem before you are even aware there was an issue.

Monthly reports, advice on new releases and upgrades are all part of the service.



WE HAVE THE EXPERIENCE

Many of the largest (and smallest) Oracle sites in New Zealand are our customers. Our team is experienced and based in New Zealand. We have been in the business of consulting, delivering and supporting Oracle Applications and Databases for over 10 years. You can depend on us for honest, unbiased advice with a focus on personalised, responsive service.

24 X 7 SERVICE DESK

Our web-based service desk can be accessed 24 x 7. Call our support team and talk to an analyst who is based in New Zealand and knows your system. We know how to escalate calls with Oracle and other providers to get quick resolution to complex problems.

QUALIFIED AND CERTIFIED PROVIDER

Asparona is a certified Advantage Partner - the highest level of accreditation available.



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