



Enterprise Outsourcing and Oracle

ORACLE

**CERTIFIED
PARTNER**

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▪ **About Enterprise Outsourcing**

In an environment of unparalleled complexity, organisations need to outperform their competition. Whatever the size or industry, businesses are well past thinking of technology as networks of hardware and software. Today, companies are focusing on how well these assets work together to:

- Elevate productivity
- Empower people
- Control costs

If sustaining vital connections with employees, suppliers and customers is the lifeblood of your business, then your IT Infrastructure needs to encourage collaboration and ensure optimum performance at every link in your value chain, around the clock.

Enterprise Outsourcing, a leading IT Solution Provider, has its roots in the Oracle world and over the years it has become a leader in successful management and implementation of the Oracle Suite of products. When aligning with Enterprise Outsourcing, clients can effectively balance today's challenges and achieve superiority from competitors by being able to focus on their core competencies and letting Enterprise Outsourcing do what they do best.

With a national and World wide presence, as well as experienced, highly skilled consultants, Enterprise Outsourcing boasts an established track record and a reputation for developing business partners for life.

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▪ **Why Partner with Enterprise Outsourcing?**

Enterprise Outsourcing is an end to end Solutions provider. We assist our clients with pursuing their key strategic, process and technology initiatives while aligning their business with industry best practices. By sharing and providing innovative knowledge, Enterprise Outsourcing strives to exceed our client expectations and deliver long term solutions. Enterprise Outsourcing and Oracle can address virtually every area and every stage of business development from enterprise resource planning to supply chain management, customer relationship management to business intelligence.

In a market place where change is the only certainty, your business must be eminently responsive, flexible, focused and resilient, ready to respond in real-time to whatever comes its way, regardless of physical and virtual divides . Integration, flexibility, security and scalability is fundamental to any environment. At Enterprise Outsourcing we consistently deliver measurable improvements in efficiency and productivity to all our clients. By partnering with Enterprise Outsourcing, clients can effectively balance today's challenges and achieve superiority. When you call on Enterprise Outsourcing, we will assist you with synchronizing your business and technology strategies, strengthen your companies' processes and design, construct and operate an IT environment that is both cost-effective and profit driven.

Some of our Services Include:

- Application Development
- Application Services
- Database Management
- Managed IT Infrastructure
- Content Management
- Business Intelligence Solutions
- Managed Security
- EO Labs
- Product Sourcing
- New Media Solutions
- Knowledge Management

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▪ **Why we partner with Oracle:**

Risk taking in today's global economy is not on the agenda for many businesses. Increasingly, providing efficiency and stability are vital to developing both the trust of clients and the long-term viability for every company. Oracle solutions help organisations achieve high performance and lower costs of doing business. By partnering with Enterprise Outsourcing, Oracle has found a partner that is able to take the risk, deliver projects successfully and offer clients enhanced growth and stability.

Enterprise Outsourcing and Oracle can also deliver application based solutions across numerous Industries. You can hire a full-time team of technology specialists to maintain your Oracle solution, but many companies worldwide are finding an alternative that fits their needs, namely, the application maintenance and support offered by Enterprise Outsourcing for Oracle.

With Enterprise Outsourcing's highly experienced and qualified consultants, businesses are able to get the full benefit from their investment in Oracle solutions. Their support is tailored to fit your organisation needs which can include the following:

- Maximizing business value
- Help desk support for your users
- System Administration
- Functional and technical fault resolution
- Disaster recovery

Some of Enterprise Outsourcing abilities include the following Oracle suite of products, namely, Oracle E-Business Suite, PeopleSoft, Siebel, JD Edwards, Oracle Retail, Business Intelligence and Oracle Technology requirements.

▪ **Delivering Innovation and Value**

Enterprise Outsourcing knows that most companies do not have the resources to become experts in every aspect of functionality that comes in each Oracle release and upgrade. Your staff need to be supported and assisted as they develop their knowledge and enhance the overall business processes. Maintenance of custom applications, integrated with Oracle applications can be especially challenging.

Enterprise Outsourcing can help clients effectively balance today's challenges and opportunities and achieve a competitive advantage by delivering innovative solutions that will improve ROI, lower costs and promote employee satisfaction.



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Enterprise Outsourcing and Oracle's Offerings:

▪ **Oracle Technology:**

Oracle offers the industry's widest range of infrastructure software, from database, middleware and enterprise management. They have pioneered the use of Linux and grid computing technology and are at the cutting edge of Service Oriented Architecture, Web-Services, XML and much more. Oracle Database delivers economies of scale on easily managed low cost grids, making it easier to:

- Reduce costs of downtime
- Change IT Systems faster using Real Application Testing
- Partition and compress data to run queries faster using less disks
- Securely protect and audit data and enable recall of data
- Eliminate idle redundancy with Active Data Guard.

▪ **Business Intelligence:**

Oracle Business Intelligence and Enterprise Outsourcing can provide the most comprehensive business intelligence(BI) and analytic capabilities available today based on category-leading products such as interactive dashboards, ad hoc analysis, proactive detection and alerts, advanced reporting and publishing, mobile analytics and more.

Some of the benefits are as follows:

- **Pervasive**
Deliver intuitive, role-based intelligence for everyone in an organisation - from front line employees to senior management - that enables better decisions, actions, and business processes.
- **Comprehensive**
Integrate information from your financial performance management, operational intelligence, and transactional applications.
- **Hot-Pluggable**
Use your existing data Sources and systems.

▪ Oracle E - Business Suite

Oracle E-Business Suite is a fully integrated, comprehensive suite of business applications for your enterprise. Whether implementing one module at a time, multiple modules or the complete suite, Oracle E-Business Suite equips you with better business information for effective decision making. This enables an adaptive enterprise for optimal responsiveness. Enterprise Outsourcing uses proven methods, tools and architectures to solve clients' problems and help them become a high-performance business. Some of our service offering include the following:

Components of Oracle E-Business Suite

- Asset Lifecycle Management
- Enterprise Resource Planning
- Procurement
- Supply Chain Management
- Manufacturing
- Customer Relationship Management
- Product Lifecycle

▪ JD Edwards - Enterprise One

Oracle's JD Edwards Enterprise One is a complete suite of modular, pre-integrated, industry specific business applications designed for rapid deployment and administrative ease.

It is ideal for organisations that manufacture, construct, distribute, service or manage products or physical assets.

Components of JD Edwards

- Analytics
- Supply Chain Management - Project Management
- Human Capital Management - Order Management
- Capital Asset Management
- Human Capital Management
- Manufacturing
- Supply Chain Execution
- Food and Beverage Producers

▪ Oracle Siebel

As a leading CRM vendor in the world, Oracle possesses unparalleled insight into best practices for improving customer loyalty. Now as never before, you must understand your customers' needs and exceed their expectations.

The solution: transform customer relationships by creating a customer-driven enterprise supported by Siebel CRM.

Components of the Siebel solution:

- Sales
- Marketing
- Call Centre
- Service
- Customer Order Management
- Partner Management Needs

Europe

Spain:

Enterprise Outsourcing
Paseo de los Tilos 21
08034 Barcelona
Spain

Phone: +34 93 205 1980
Fax: +34 93 217 9899

United Kingdom:

Enterprise Outsourcing
No. 1 Cornhill, London, EC3V 3ND
United Kingdom

Phone: +44 1372 745 391

Asia Pacific

Australia:

Enterprise Outsourcing
Suite 15, 37 Brown Street
6004 East Perth
Western Australia

Phone: +618 9266 0800
Fax: +618 9355 4565

Africa

South Africa:

Johannesburg

S.A. Outsourcing
Sandown Mews East
88 Stella Street
Sandown, Sandton
Johannesburg, South Africa
GPS Coordinates: S26° 6.3124' | E28°
3.5839'

Phone: +27 11 506 8600
Fax: +27 11 506 8666
Support: +27 861 787 7678

Cape Town

S.A. Outsourcing
Granger Bay Court
Beach Road,
Cape Town
Western Cape, South Africa

Phone: +27 21 410 7600
Fax: +27 21 410 7605
Support: +27 861 787 7678

Botswana:

Enterprise Outsourcing
Plot 20774
Broadhurst Industrial Estate
Gaborone, Botswana

Phone: +27 11 506 8600
Fax: +27 11 506 8666

Namibia:

Enterprise Outsourcing
c/o Solinger and Iscor street,
Northern Industrial Area
Windhoek, Namibia

Phone: +2711 506 8600
Fax: +27 11 506 8666

General Queries: contacts@enterpriseoutsourcing.com
Human Resources: hr@enterpriseoutsourcing.com