

Application Managed Services

Ensuring the ongoing success of your supply chain IT investments

The Challenge

Throughout history, the supply chain has always been considered a cost center for companies. A global survey from 2013 by a leading consultancy firm shows that only 45% of participants acknowledge supply chain as a strategic asset. There is constant pressure on the supply chain to reduce costs and optimize assets. This ever-increasing demand for an efficient, effective, nimble, responsive supply chain can be achieved by leveraging technology and thus help companies achieve their goals.

Many executives worry about these **questions** before implementing an IT solution:

- How can we add new **features and functionality** to the solution as the business evolves?
- What's the **overall cost** of this project, including license fees, hardware, infrastructure and implementation? How much must I budget for ongoing maintenance and support?
- Who will hold **responsibility** for systems upgrades and support after deployment? What happens if the one person who's been trained on administering the technology leaves our department?

Management Concerns:
How do we get Supply Chain and IT to complement each other?

Demands from Supply Chain

- Efficient
- Effective
- Responsive
- Flexible

IT Solutions Issues

- Features
- Cost
- Responsibility

However, the truth is: no technology project is ever truly finished. Due to constantly evolving business and technology environments, project owners are faced with a growing backlog of requests for improvements and changes to the project scope even before they “go live.” So they find themselves caught up in a never-ending cycle of ad hoc efforts to find financial resources and internal/external people to support the new requirements. After acquiring the resources they still have to integrate and educate the new team on the existing processes and systems. As a result, many companies find they are underutilizing their supply chain technology.

60% of supply chain application users believe they're underutilizing their IT investment

The Solution

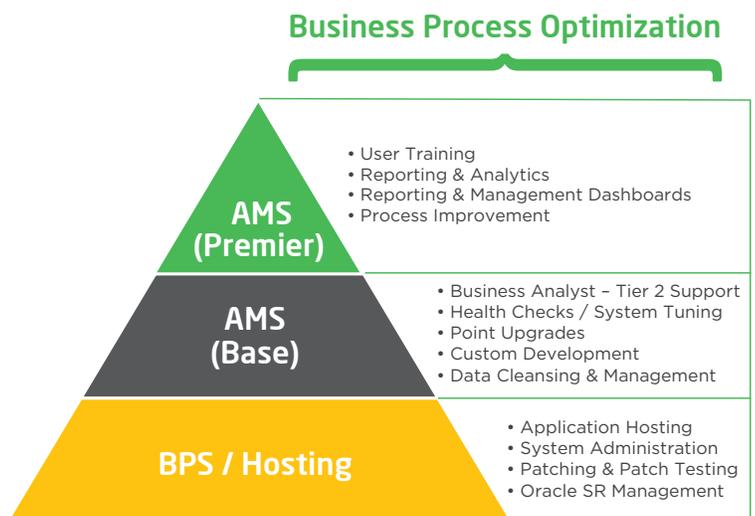
With **Inspirage's Application Managed Services (AMS)** offering, Inspirage employees serve as an extension of your organization and act as “One Team” reporting up to the business champion. This program ensures the long-term project success and realization of continuous business improvements by leveraging the breadth of talent in our experienced consulting and support professionals.

Advantage Inspirage AMS

- 1. Business Process Optimization:** Help improve performance by optimizing the business processes and resources utilization
- 2. Support:** Ensure that the delivered solution is supported and sustained when you continue to use and extend the deployment
- 3. Training:** Incorporate and update training and support related to the solution implemented
- 4. DBA Activities:** Execute and assist with routine DBA activities such as patch application, code migration, and system monitoring as it relates to the solution implemented
- 5. Oracle SR:** Provide dedicated assistance in the triage of issues arising out of Support Requests

Our Basket of AMS Offerings

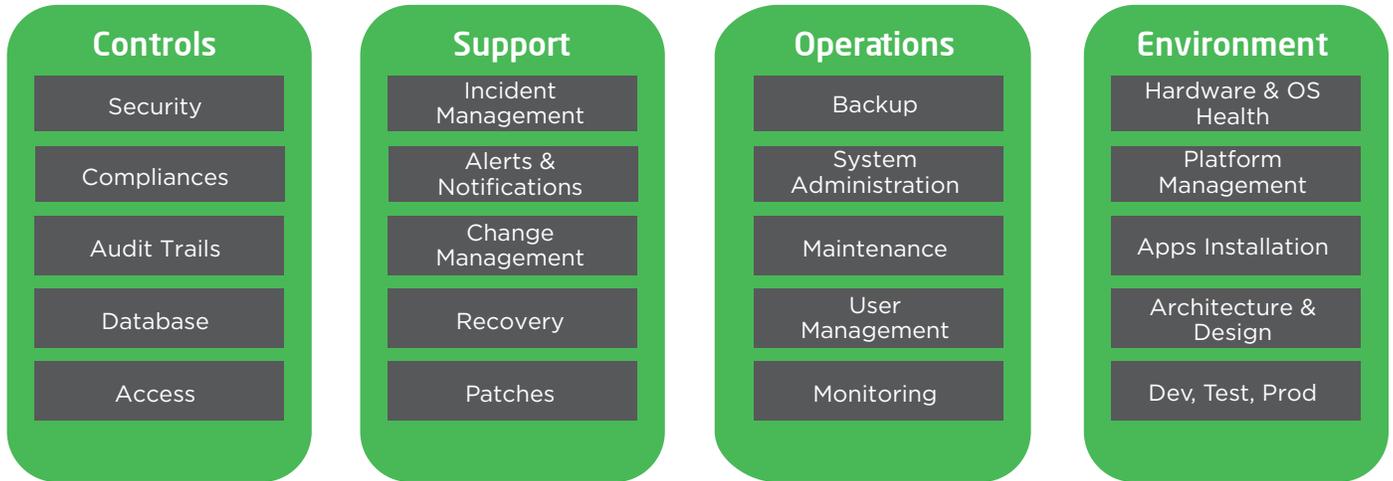
We understand that not every customer has same needs and demands. Hence, our product offerings have been made flexible to suit your needs. Our Application Managed Services offering is intended to increase your internal capabilities, knowledge, and long-term success with Oracle Value Chain applications. The flexible SLA coverage is a testament to our approach in understanding broadly what a customer will need related to the delivered solution.



Value Chain Plus – All In One Package

While our Application Managed Services offerings are designed to suit the customer needs, we know it's important to also provide a package which takes care of every aspect to be considered, also showcasing our expertise in this domain. Inspirage's Value Chain Plus is the ideal suite to select.

- With its subscription model, the total cost of ownership of your IT investment is steady and predictable.
- Also, you'll always have access to functional and technical resources with deep skillsets in supply chain applications to manage issues or changes as they rise.



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Application Managed Services Solution Benefits

Responsive	Sustainable	Affordable
<ul style="list-style-type: none"> • Faster time to fix emergent problems and initiate / obtain Oracle SR resolution • Single invoice for license, hardware, services and support • Can immediately address issues without searching for new resources 	<ul style="list-style-type: none"> • Help with issues that emerge after the application and technical environment ages • Continue the synchronization and adoption of process improvements / system enhancements • Increase user adoption and knowledge transfer 	<ul style="list-style-type: none"> • Predictable expenses versus capital expenditures • No additional hardware costs • Reduced total ownership costs

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Inspirage is the integrated supply chain specialist firm solving business critical challenges from design to delivery. The company delivers end-to-end consulting and implementation solutions that link Innovation Management, Supply Chain Management and Logistics Management. Inspirage partners with their customers to break down information silos and optimize performance to accelerate innovation, fuel growth and achieve operational excellence.