



Sierra-Cedar Managed Services has been in the business of delivering expert services since 1999. Managed Services is headquartered in Alpharetta, Georgia and utilizes two geographically dispersed data centers within its operation. Staff competencies are maintained across all technical and functional disciplines and employees are physically located within the US, Canada, and India. This allows Managed Services to integrate best-in-class capabilities across the entire Oracle value chain to provide a growing base of over 100 customers with highly efficient, economical managed services solutions on a “24/7” basis.

Managed Services provides the industry’s most dynamic set of services designed for clients of all sizes, in all industries, located nationwide. Each client is unique and receives one or many Managed Services packaged to meet their needs. Offerings include the following:

- **Application Host** provides clients with economic and service-level advantages of using a managed services expert versus the need to independently hire resources, procure and configure hardware, and administer dedicated environments internally. In utilizing Sierra-Cedar, you can remain focused on activities that extend your business mission versus administering applications. Our service level agreement (SLA) is the best in the marketplace.
- **Onsite or Remote Application Management** is flexible, best in class, and economically sound, which can act as a supplement to our Application Host service. Our approach starts with a base understanding of your support needs; from there, we develop a dedicated staffing plan comprised of on-site and remote support. Once the client validates that staffing and support expectations are on the mark, we’ll work with you to develop a detailed statement of work. We’ll then be prepared to address defined needs while providing the flexibility to meet changing business requirements.
- **Upgrade Lab** will accelerate your upgrade processes while reducing your total resource commitments and costs. The Upgrade Lab provides an off-site, lab-based upgrade option for completing applications upgrades. Customers leverage Managed Services’ instant infrastructure and scalable services to strategically focus internal resources on core activities, leaving the contextual upgrade and implementation hosting responsibilities to Managed Services.
- **Remote Development** occurs as a normal function of daily application support during implementations, projects, and upgrades. Managed Services Remote Development is the ideal solution for clients requiring point-in-time development support or development support over an extended period of time.

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Sierra-Cedar delivers industry-focused client success by providing consulting, technology, and managed services for the deployment, management, and optimization of next-generation applications and technology.