Sierra-Cedar

Cloud Optimization Services Functional & Technical Support

As part of Sierra-Cedar's Cloud Optimization Services, Sierra-Cedar consultants can provide your organization with functional and technical support for your Oracle Cloud Applications.

Functional and Technical Application Support for Oracle Cloud may include Break/Fix support and workaround support for Oracle Cloud Application functionality. Sierra-Cedar has also provided clients with ongoing training (new employee enablement or cross-training related to Oracle Cloud Applications) as part of this support offering. This support can also include what we call "New Service Introduction," with Sierra-Cedar providing support for configuration, development, testing, and deployment of new Oracle Cloud Application functions and features.

Technical Development Activities	Configuration Changes	End User Education and Training	Application Support and Troubleshooting
• Custom reports and dashboards modification and development • Interface / integration modification and development • Interface monitoring and issue resolution • Workflow modification and development • Scheduled process management	• Modify application configuration to meet your evolving needs.	• Provide tailored end-user education and training for existing users, new users, and system support staff.	• Analyze, address, and resolve application or processing issues. Provide operational support for key system processes or during timely month-end, year-end, or payroll cycles.

What our clients are saying:

"Sierra-Cedar's knowledge of our ERP and EPM applications has allowed us to minimize support risks from both technical and functional standpoints. Knowing that we have the Sierra-Cedar team available provides my team with access to experienced support personnel."

Leading Healthcare Organization

"The system is allowing us to streamline critical payroll procedures and operations. Sierra-Cedar helped us implement a policy change related to our performance management and payroll areas that eliminated the need to do manual retro calculations each pay period, saving upwards of 10 hours per week."

Long-standing Sierra-Cedar Customer

"Sierra-Cedar thoughtfully listens to our staff, understands our requirements, and provides us with proven solutions based on Best Business Practices... The efficiencies are really just going to make our lives a whole lot easier."

Large East Coast County

Additional services available:

After completing the assessment sessions, the Sierra-Cedar team will deliver the Cloud Assessment and Recommendations document. The Assessment Document contains:

Assessment—Sierra-Cedar encounters many clients who were early adopters of Oracle Cloud Applications technology. Sierra-Cedar's assessment services are an opportunity for our functional and technical architects to take a look at your Cloud footprint and help diagnose solutions for any pain points your organization may be experiencing. We can also work with you to verify that you're getting the most bang for your Oracle Cloud Applications investment.

Project Work for your Oracle Cloud Applications could include the new development of reports or interfaces, implementation of new functionality, system configuration changes … basically, any "work" items estimated beyond the threshold hours of design, development, and testing effort. Generally, the threshold is 10 hours, but you have the control to set this threshold to meet your organization's budgetary needs. Project work can be as small as a new interface or as large as implementing modules you may own and haven't yet deployed.

Quarterly Release Update Management—Oracle updates its Cloud Applications on a quarterly basis. Sierra-Cedar has found that some of our clients appreciate an extra assist when it comes to managing these automated updates.

Quarterly Release Update Management includes Sierra-Cedar evaluating configuration enhancements released as part of the most recent update. During this evaluation, Sierra-Cedar reviews Oracle Cloud Application release readiness notes and provides a Release Readiness Report that includes the contents

Who We Are:

Sierra-Cedar is an Oracle Partner and a leader in helping organizations move to Oracle Cloud Applications. Over our 28-year history, we have worked with more than 2,800 clients. Our services include implementations, upgrades, and cloud managed services. With our Organization Readiness services during the implementation and support subscriptions after go-live, our clients are positioned to successfully adopt the process improvements and automation furnished by the new system.

For more information, please contact us at
contact@sierra-cedar.com | 866-827-3786 | www.sierra-cedar.com