



Sierra-Cedar is increasingly being challenged by the market and its customer base to deliver high-quality consulting and managed services at reduced costs. **Sierra-Cedar India** operations in Hyderabad are a key element to meeting this need today, have grown in importance over the years, and will continue to add value in the days ahead.

Sierra-Cedar assessed the potential benefits and risks of offshoring business in 2003, resulting in the opening of an India business unit in Hyderabad in March of 2004. Investments have been made to ensure that the India facilities are modern and well equipped with secure connectivity from Hyderabad to the Sierra-Cedar Managed Services Center. All India personnel are Sierra-Cedar employees and—consistent with our hiring philosophies—only the most experienced Oracle professionals are recruited and hired.

Sierra-Cedar India provides a range of services using Oracle PeopleSoft, E-Business, and Middleware products which include Application Administration, Remote Development, Application Support, Database Administration, Application Management Services, Upgrades, and Functional Support in industry verticals such as Commercial, Utilities, Higher Education, and Public Sector. While US resources sleep, India personnel work through the night to ensure client systems are being supported, maintained, and monitored 24x7 consistent with service level agreements.

The Benefits of Offshoring

To date, **Sierra-Cedar India** operations have delivered services to customers across Commercial, Higher Education, and Public Sector industries. As Sierra-Cedar is challenged by the market and customers to deliver solutions at reduced costs, **Sierra-Cedar India** offshore operations have become an important differentiator. Very few competitors have the ability to internally source employees through low-risk, controlled processes at all levels of the ERP value chain, including offshoring capabilities. As the Oracle customer base contemplates moves to future product versions including Oracle Fusion, tapping a full-service provider with focused, offshore operations will become increasingly important. **Sierra-Cedar India** operations will enable Sierra-Cedar customers to achieve productivity gains through receiving high-quality services at reduced costs.

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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.