In the dynamic world of IT and IT services, Sierra-Cedar offers a refreshing alternative from the "all or nothing" Application Management Services (AMS) support approach packaged by many service providers. Sierra-Cedar's approach delivers deep technology, application, and industry expertise enabled by smarter methodology and governance processes.

AMS Delivery Approach

As our AMS client, you can realize the following benefits:

- Ability to strategically allocate existing staff on value-add business activities
- Standardized AMS methodology for the entire application support organization
- Minimized administration and oversight (management, training, hiring, retention)
- Measurable and reportable service levels across supported functions
- Stable and identifiable costs over a longer term
- Scaling of infrastructure and services across the supported environment
- Condensed time period required to drive key benefits from within your application environment

Sierra-Cedar is directly responsible for managing numerous Human Capital Management, Financials, Higher Education, Staffing, CRM, BI, Hyperion, and post-production application and technology footprints supported through custom configuration of on-site and remote AMS resourcing. Sierra-Cedar has also successfully completed hundreds of major/minor upgrades and has been—and continues to be—responsible for applying application and middleware patches across the diverse technology footprints that we support and manage.

The foundation of Sierra-Cedar's AMS approach and success is our use of SMART Methodology™, industry best practices, a training curriculum, and a dedicated business focus that assists clients in taking control of their IT application assets. Our approach enables clients to better support, maintain, and enhance their applications resulting in decreased costs, increased productivity, and streamlined operations. Furthermore, our process drives continuous improvement that ensures cost savings continue once the initial implementation has been completed, allowing budget to be redirected away from support and towards other system enhancements and projects that support the business.

AMS Support Services

Sierra-Cedar offers a wide variety of support services utilizing SMART Methodology™; our breadth of client support is constantly expanding through the following services:

- **Application Break/Fix Support –** support services to help keep your application(s) fully patched and running smoothly
- **Custom Application Development –** functional and technical expertise to satisfy many application-related custom development needs
- **Custom Integration Support –** middleware administration and troubleshooting support for both point-to-point and complex business rules

- **Object Management Services –** additional support services to help you manage your applications, including Set-Up Table Management, User Management, and Process Scheduler Management
- **Database Administration –** services including Performance Tuning, Migrations, Security Maintenance, Patch Application and Upgrade, Backups, Refreshes, as well as Remote Management and Monitoring
- **UNIX/Linux or Windows Server Administration –** including application of Operating System Patches, Disk Allocation/Optimization, Capacity Planning, Backups, and Script Development to Automate Processes
- **Level 2 and 3 Support and Service Desk –** 24x7 service desk support to facilitate all needs and to escalate priorities of our clients

Sierra-Cedar delivers these comprehensive support services for a variety of technologies and applications today, driving end-to-end client value.

- **Applications:** PeopleSoft, Workday, Oracle E-Business, Microsoft Exchange, and SharePoint
- **BI Technologies:** Hyperion, Oracle OBIEE, and Microsoft BI
- **Database Technology:** Oracle Enterprise Database/RAC and Microsoft SQL Server
- **Middleware Solutions:** WebLogic, Oracle SOA Suite, Microsoft AppFabric, and Biztalk
- **Virtualization Technologies:** VMWare vSphere, Oracle VM, Microsoft Hyper-V, and Zen
- **Servers:** Solaris, Oracle Enterprise Linux, RedHat and Microsoft (multiple operating systems)
- **Development Toolsets:** .Net, Java, PeopleTools, Oracle Forms and Reports, FastFormulas, etc.

About Sierra-Cedar Managed Services

Sierra-Cedar's managed services organization has over 15 years' experience delivering a wide variety of outsourcing options meeting our clients' application and technology needs. The delivery of these services is supported by over 200 AMS consultants, an ITIL® compliant methodology, and a proven track record of successful engagements. Sierra-Cedar also provides other industry leading managed services to facilitate efficient and cost effective application and technology support needs.

- *Sierra-Cedar Host.* Our hosting capabilities use state-of-the-art data center facilities, high-performance and fully redundant computing platforms with bullet-proof security, and systems management solutions. We offer 99.8% or better service level warranties, as well as the knowledge and capabilities of our application support personnel which is unequaled in the industry.
- *Sierra-Cedar Lab.* The lab provides an economical solution for completing your application upgrade or meeting unique implementation requirements utilizing our expert services team.
- *CMS Remote Technical.* We can augment your application project teams remotely with highly experienced onshore and/or offshore technical consulting resources to handle any kind of development need.

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.