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 solid methodology and governance processes that are tailored to Oracle and PeopleSoft applications.

AMS Delivery Approach

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

- Strategic allocation or reallocation of existing staff to 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
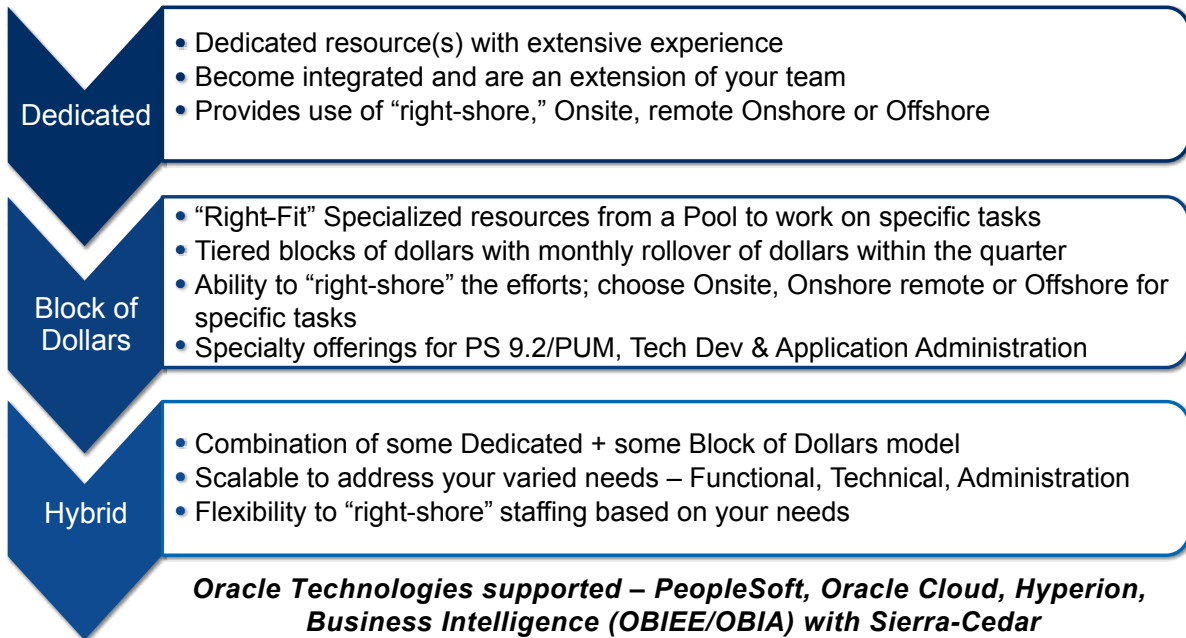
AMS Support Services

Sierra-Cedar offers a wide variety of support services that are constantly expanding:

- **Application Break/Fix Support –** support services to help keep your application(s) securely patched and running smoothly
- **Custom Application Development –** functional and technical experience to satisfy many application-related custom development needs
- **Custom Integration Support –** administration and troubleshooting support
- **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 –** Performance Tuning, Migrations, Security Maintenance, Patch Application and Upgrade, Backups, Refreshes, as well as Remote Management and Monitoring
- **UNIX/Linux or Windows Server Administration –** 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 support services drive end-to-end client value for a variety of technologies and applications:

- **Applications:** PeopleSoft, Oracle Cloud, Microsoft Exchange, and SharePoint
- **BI Technologies:** Hyperion, Oracle OBIEE, and Microsoft BI
- **Database Technology:** Oracle Enterprise Database/RAC and Microsoft SQL Server
- **Integration Solutions:** Oracle SOA Suite, WebLogic, MuleSoft, Oracle Integration Cloud Services
- **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.

Sierra-Cedar Application Managed Services Models

Dedicated
- Dedicated resource(s) with extensive experience
- Become integrated and are an extension of your team
- Provides use of "right-shore," Onsite, remote Onshore or Offshore

Block of Dollars
- "Right-Fit" Specialized resources from a Pool to work on specific tasks
- Tiered blocks of dollars with monthly rollover of dollars within the quarter
- Ability to "right-shore" the efforts; choose Onsite, Onshore remote or Offshore for specific tasks
- Specialty offerings for PS 9.2/PUM, Tech Dev & Application Administration

Hybrid
- Combination of some Dedicated + some Block of Dollars model
- Scalable to address your varied needs – Functional, Technical, Administration
- Flexibility to "right-shore" staffing based on your needs

Oracle Technologies supported – PeopleSoft, Oracle Cloud, Hyperion, Business Intelligence (OBIEE/OBIA) with Sierra-Cedar

About Sierra-Cedar Managed Services

Sierra-Cedar's managed services organization has over 19 years' experience delivering a wide variety of outsourcing options meeting our clients' application and technology needs. The delivery of these services is supported by nearly 300 resources, 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 Public Cloud Host.** Sierra-Cedar is strongly committed to transitioning to public cloud services in order to meet the business demands and strategic direction of our client base. Sierra-Cedar is developing automation, leveraging the AWS public cloud and including APIs that deliver a robust service platform with features such as rapid application deployment, configuration management, self healing, auto scaling, automated system patching, and many more.
- **Sierra-Cedar Private Host.** Our hosting capabilities use state-of-the-art data center facilities, high-performance and fully redundant computing platforms with strong security and systems management solutions. We offer 99.8% or higher service level warranties, as well as the knowledge and capabilities of our application support personnel that is unequaled in the industry.
- **Sierra-Cedar Upgrade Lab.** The lab provides an economical solution for completing your Oracle or PeopleSoft application upgrade or meeting unique implementation requirements.
- **PeopleSoft Update Manager as a Service (PUMaaS).** Sierra-Cedar's PUM-as-a-Service, for organizations currently on or upgrading to PeopleSoft 9.2, can provide a tailored package to meet your specific requirements.

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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.