Business Application Support

Selecting and implementing a new software application to run your business is an important decision to make. This decision is based on an analysis of your expected ROI from an integrated system that will provide processes and the ability to have real time access to key information. Once the implementation is done, you need to protect that investment. That is why, here at TriCore Solutions, we offer Business Application Support (BAS). BAS is your remote Oracle Applications 'Superuser' that supports your business users with issues and questions as they relate to the Oracle Applications.

As software applications continue to progress, they become more tightly integrated and require a broader knowledge of the functionality across the business areas. This can often times have a negative effect on your expected ROI by:

- Being too costly to support with on-site staff
- Not being able to take full advantage of the new applications due to resource availability
- Timely problem solutions

With TriCore Solutions BAS, your IT department can offer a quick response to your business users while still focusing on strategic initiatives. TriCore Solutions BAS is a fully outsourced or complimentary service designed to address business support.

- 24x7x365 Application Support
- Applications Monitoring
- SR Management
- Regression Testing
- Knowledge Transfer/Recommendations
- Complete Service Desk Support

TriCore can assist all companies with their IT needs by providing services around all of their IT components. What follows are some examples of how TriCore can help companies focus on the demands of their business by offering various services of which clients can take advantage of.

TriCore Provides:

- 24x7x365 Application Support
- Applications Monitoring
- Complete Service Desk Support
- Regression Testing/Support
- Complete Issue Ownership

Strategic Partnerships

TriCore simplifies the monitoring and management process.

Oracle Applications Support

TriCore has assembled a dedicated team of experienced individual's whose collective knowledge covers the entire suite of Oracle Applications.

- Resources working your issues 24x7x365 to provide a quicker resolution
- Business Analysis: Our support team includes individuals with knowledge of the Oracle Applications, but our team also includes individuals with years of industry experience. This enables us to provide applications trouble shooting, as well as business process shooting

Applications Monitoring

We will setup nightly monitoring in your environment. This will help identify any potential issues and allow us to be more proactive than reactive in the resolution of any issues. The monitoring checks all Oracle transactional interfaces and workflows and generates a report that is emailed to the support team. Custom monitoring can also be developed for key business scenarios.

Service Request Management

Your TriCore support team will register under your Oracle CSI number and will open any new SR's and manage them to completion. We will also do a review of any existing SR's you currently have with Oracle support and take ownership of them.

Regression Testing

Many times companies will hold off on major patching initiatives due to resources not having the band width to do the required regression testing. TriCore can work with you and your business users to assist with the regression testing and issue resolution in your non-prod environments to make sure the required patching can be accomplished.

Knowledge Transfer/ Recommendations

We don't just fix the problem; we make sure you understand how it was fixed. Transferring that knowledge back to your internal team will help identify any potential training needs, process changes, etc. that may be required or would help make the overall process go much smoother. We will work within your change control process to make sure any fixes or changes are following your approval requirements.

Complete Service Desk Support

TriCore has also developed a Tier 1 support model that can help support you beyond your Oracle applications. We can put together a direct line of support that can cover all of your desktop and desk side support needs. We will work through the transition process with you to make sure there is no disruption in support. This service is also a 24x7x365 support model.