

VerdantSMS

Managed application support services for Oracle Agile PLM

COST EFFECTIVE SUPPORT SOLUTIONS for ORACLE AGILE PLM

VerdantSMS is a complete support solution for your Oracle Agile PLM application. PLM VerdantSMS is designed to meet the needs of the High Tech Manufacturing and Medical Device industries. Verdant offers high quality support from a team of expert Technologists, 24x7x365 on-call support, and an aggressively enforced Service Level Agreement – all for a significantly lower cost than supporting the application internally.

- Expert US-based staff
- Service Level Agreement with Guarantees
- 24x7x365 On-call Support
- Automated monitoring system
- Customer Portal
- Monthly Application Audit and System Metrics Reports



INDUSTRY FOCUSED

Verdant's strategic partnership with Kalypso, a Titan Award winning implementer of Oracle Agile PLM, ensures that we can speak your language. Our Oracle Agile PLM hosting and support solutions are designed from the ground up for discrete manufacturers. Our years of experience working with High Tech and Medical Device Manufacturers allows us to anticipate your needs and optimize our solutions for your industry. Whether you have a technical support issue or are just trying to figure out how to process an ECO, Verdant will be there with the answer.

SERVICE LEVEL AGREEMENT

Verdant offers a formalized Service Level Agreement with each support package. This is your guarantee that a qualified Technologist will respond to your support requests and start work on resolving issues within an agreed upon amount of time. The SLA sets clear expectations about how our teams will work together and the support levels that must be maintained. A well-defined and properly supported SLA is the best way to ensure that your users will get the support they need to carry your business forward. Our SLA provides for 30-minute response time during business hours and 24x7x365 on-call support for high severity issues.

INFRASTRUCTURE SUPPORT

Verdant Technologists have experience and expertise in supporting all the tiers of the Oracle Agile application, from the web server down to the database. Our holistic application support model ensures that you can get all the support you need from a single partner. VerdantSMS is the true “one stop shop” for Oracle Agile support.

FUNCTIONAL SUPPORT

Verdant offers functional support for your users through its partnership with Kalypso, a Titan Award winning implementer of Oracle Agile PLM. From a simple training issue to a complex configuration issue, opening a ticket in your client portal is all it takes to get the functional support your users need to stay productive. Our remote collaboration software allows a functional expert to connect to your user’s desktop and assist with the issue right away, avoiding the unnecessary delays and costs associated with travel.

PROACTIVE SERVICES

Verdant proactively manages your application. Some support vendors are content to sit back and wait for tickets to arrive. Verdant actively and continually monitors your system to detect faults or maintenance issues that may impact your users. Our proprietary monitoring tools watch all the tiers of the application stack and alerts a Verdant Technologist when a fault is detected.

Verdant will assist you with supporting all stages of your application lifecycle. This includes recommendations for patch application, technology upgrades, and system capacity and sizing. Verdant Technologists can lay out a customized roadmap tailored to your firm’s growth curve, strategic initiatives and technology infrastructure that ensures that your application can meet the needs of your business both now and in the future.



Sustainable IT Services and Application Hosting.

To find out more, visit verdantservices.com

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ALL SYSTEMS GREEN!