



## Solution Brief

# Managed Application Services:

RELIABLE, SECURE, HIGHLY AVAILABLE APPLICATIONS FOR GREATER BUSINESS AGILITY

### SUPPORTED ORACLE APPLICATIONS

- ORACLE E-BUSINESS SUITE
- PEOPLESFT ENTERPRISE
- SIEBEL
- HYPERION
- ORACLE BUSINESS INTELLIGENCE FOUNDATION

NaviSite's Managed Application Services (MAS) provide complete end-to-end functional and technical support of mission critical applications. Our time-tested application experience, coupled with in-house application management experts makes NaviSite the choice when it comes to application monitoring, management, and provisioning.

NaviSite's application services save time, money, and manpower by handling resource-intensive IT processes including application installation, customization, upgrades, and enterprise roll-out.

By leveraging our state-of-the-art NaviCloud™ Platform – a burstable, high-performance cloud computing platform that provides usage-based billing – NaviSite's eliminate upfront capital expenditures, reduce recurring operational costs, and speed deployment.

### ONE CALL, ONE SOURCE

NaviSite's all-inclusive Managed Application Services solution consists of on-boarding, application management, and lifecycle management services.

### On-Boarding Services

With more than 200 MAS onboarding projects under our belt, NaviSite has proven expertise as an Oracle Platinum and Microsoft Gold Certified Partner. By utilizing a proven on-boarding methodology, and executing with production operations, manageability and on-going support in mind, NaviSite quickly closes the gap between project initiation and live production operations.

## NAVICLOUD BENEFITS

- ENTERPRISE CLASS SERVICES
- STATE-OF-THE-ART INFRASTRUCTURE
- MANAGED APPLICATION EXPERTISE
- GUARANTEED CAPEX AND OPEX SAVINGS
- MULTI-PRONG SECURITY
- SUPERIOR SERVICE LEVELS
- FULLY MANAGED, SIMPLIFIED IT OPERATIONS
- EFFICIENT RESOURCE UTILIZATION
- SCALABLE CAPACITY ON-DEMAND

FOR MORE INFORMATION  
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## Application Management Services

NaviSite employs a customer-focused Client Manager Service model for end-to-end, all inclusive application management through centers of excellence staffed by experienced application experts. The risk of managing applications is mitigated through a compliance-driven approach which includes: thorough change management; production control; third-party audits; stringent security standards; customer transparency; documented policies and contractual guarantees.

## Full Lifecycle Management

Application maintenance is a key differentiator and allows customers to get the most out of their budgets. NaviSite upgrades the applications regularly which includes vendor released patches; service packs and upgrades; production certified customer environment and any customer specific business process customizations. NaviSite also maintains all elements of the Service Delivery Infrastructure supporting these applications.

## Service Level Guarantees

NaviSite offers comprehensive, guaranteed service levels including:

- Continuous Application Availability
- Response and Resolution Guarantees
- Change Management Guarantees
- Performance Guarantees

## Built-in Disaster Recovery and Business Continuity

NaviSite MAS includes built-in disaster recovery and business continuity. With a state-of-the-art operations center and a highly-resilient service delivery

infrastructure spanning multiple data centers, we minimize the risk of downtime and ensures that applications are highly available.