



**Application Management Services**

*Making applications management strategic*

**OVERVIEW**

Today's enterprise software users require uninterrupted access to their key business solutions. Meeting your staff's expectations and providing a reliable solution is often dependent on the processes used to manage these complex applications. Ensuring that your enterprise applications are performing at their peak and that the solution is trusted, optimized, and scalable to meet future business needs is mission critical.

WTS' Application Management services enable you to outsource the system support activities for EnterpriseOne, easing the day-to-day administration of these complex systems. This service includes routine maintenance, upgrade and install support, change management, and event monitoring.

**Maintenance Can Be Strategic**

The challenge for most IT departments is achieving a balance between strategically managing and routinely maintaining your key applications in a cost effective manner. WTS' years of experience in managing intricate business applications can prove beneficial to your company. WTS is a trusted partner who will lead your organization beyond simply keeping your applications up and running to making applications management a key component in your strategic plan.

WTS provides five categories of Application Management services.

- General Application Maintenance
- Upgrade and Install Support
- Change Management Support
- Application Problem Resolution
- Performance Tuning
- Technical Support
- Access to WTS' Best Practices

**Maintenance Services** – WTS will ensure your enterprise applications are up-to-date and are operating at a supported level.

**Change Control Services** – WTS will work with you to develop change management procedures to oversee the movement of objects through their development life cycle.

**System Administration Services** – WTS will provide operation and system support for your architecture. System Administration services include performance and event monitoring, production job management, database administration, and security.



WTS' many years of experience managing key software solutions can also benefit your company. By employing our assistance with software upgrades, you can optimize your internal IT resources and minimize software downtime .

## **Make WTS your Applications Management Choice**

No matter what changes your organization experiences as it grows, WTS will continue to be a stable factor in your business equation. Our customer centric philosophy, scalable solutions, and years of experience result in long-term relationships with our customers. When you add it all up, your business comes out ahead.

Contact us today to find out how WTS can help your company plan and execute an effective application management solution.

**End-User Services** – WTS offers 24 x 7 customer support. Our support representatives are responsible for managing and escalating issues to the appropriate personnel for expedient problem resolution.

**Additional Services** – WTS customers can request additional support beyond our standard Application Management services offerings, such as performance tuning, application customizations, development and change management, and disaster recovery.

WTS can also provide you with Business Continuity solutions that offer uninterrupted system access in the event of a disaster. Our Co-location and Managed Services offerings provide alternatives to building and maintaining your own data center facilities and allow you to experience higher service levels and guaranteed up-time.

## **Reduce Your Total Cost of Ownership**

By utilizing our Application Management services, companies are able to achieve a lower total cost of ownership. WTS will proactively monitor, quickly identify, and report any problems within your critical applications environment. This expedites problem resolution and increases your system's total availability as well as end-user productivity.

## **WHY WTS?**

The WTS charter is to provide **one solution** to our customers. Our services include hosting and support of JD Edwards EnterpriseOne and World, remote applications management, implementation services, customer care, project management, custom application development, disaster recovery, co-location & managed services, high-availability solutions, as well as network and infrastructure support.

We provide scalable, adaptable solutions that evolve as our customers' enterprise needs grow, enabling strong and continuous long-term return on investment. WTS is committed to raising the bar of the hosting industry by providing customers with reliable and expedient fulfillment of time-consuming day-to-day business processes. Our experts are available to support our customers around-the-clock, based on their Service Level Agreements (SLAs).

WTS, Inc. is Oracle On Demand's exclusive hosting partner for JD Edwards EnterpriseOne and World.



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