



Comprehensive Managed Services Solutions for Utilities

In today's fast pace of change and innovation, utilities face the challenges of balancing run and maintain activities while modernizing systems and processes through the alignment of IT strategy and business strategy.

As you embark on IT initiatives that will transform the business and further improve the level of customer care, the challenge of balancing daily activities with the additional initiative workload will loom; especially if the organization does not have an appropriate support model in place. This is where ClearCARE® can help, serving as an extension of your current team and adding highly-skilled assets to handle support, training, and enhancements.

Our consultants at Emtec not only have experience and expertise in the utilities industry but have also worked in a wide variety of other industries, enabling Emtec to apply innovative solutions to the challenges you face. We provide utilities customers with a full portfolio of advisory, integration, and sustainment services.

Through ClearCARE®, you can rest assured that your run and maintain activities will be handled effectively, enabling you to focus on more strategic initiatives of value to you and your customers. Our team is committed to providing utilities clients with premier quality managed services through both proactive and reactive support to help ensure that your system is operating at the level your business expects.

Emtec's offering goes beyond standard managed services for utilities. We have a complete portfolio of services accompanied by service levels that allow you to better support your complex applications and technology environments, including:

- Application Managed Services
- Database Managed Services
- Infrastructure/OS/Linux Managed Services
- Integration Support
- Hosting/Cloud Migration/DR
- Enhancement & Expansion Services
- BI/Analytics Support
- Batch Monitoring Services

ClearCARE® Managed Services for Utilities

CC&B | WAM | MWM | OUA | ERP | EPM | HCM



Application Managed Services

Our skilled team of experienced business analysts can help you manage and resolve issues as we investigate and utilize best practices to optimize your productivity and reduce disruption to business operations.

DBA Managed Services

Our remote DBA services provide you with the right database skills at the right time, whether it's on a fully proactive monitoring and maintenance basis or on an as needed basis.

IT Helpdesk

We provide you the technology, team, and processes to make supporting your internal user community a wonderful experience on a cost-effective basis.

Hosting/Co-Location/Disaster Recovery Services

Our SSAE16 certified offering supports various deployment models, including on-premise, fully remote, and everything in between. They provide you with a secure and reliable service to ensure business continuity and maximize system uptime.

Infrastructure Managed Services

We design, deliver, and maintain effective infrastructure solutions and processes that leverage your technology investments and combine them with emerging solutions.

Training

We offer dynamic training to support our clients' business and technology needs from commonly requested training to customized training classes to support our clients' business solutions.

Enhancement Services

Whether it is to build enhancements to your current system, create new reports, or modify existing ones, our development team can assist due to a wide variety of skills they bring to table, varying from the traditional PL/SQL, Java, BI Publisher skills to the more recent technologies in SOA, OAF, and ADF.



About Emtec

Emtec, an IT consultancy, is dedicated to helping organizations drive optimization, transformation and growth by employing the latest enterprise technologies and innovative business processes to empower their employees, accelerate innovation and deliver results.

information@emtecinc.com | www.emtecinc.com

Managed Services For Utilities

Emtec is one of a kind, mid-tier consulting provider of managed services that can provide comprehensive support across the entire footprint of Oracle applications geared towards the Utility industry. Emtec's managed services offering branded as ClearCARE®, is an award-winning high touch service that can customize the support model to fit your needs.