

SERVICE OVERVIEW

ClearCARE Managed Services

Support | Hosting | Development | Training | Help Desk

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

APPLICATION SERVICES

Emtec provides support and expertise throughout the entire application lifecycle.

We help clients reduce costs, streamline processes and gain efficiencies through better utilization of their applications.

Our application expertise includes:

- ERP
- HCM
- CRM
- EPM
- BI
- Planning
- Collaboration
- Financial Management
- Application Development & Testing
- ClearCARE Managed Services

ORACLE Platinum Partner

ClearCARE

COMPREHENSIVE MANAGED SERVICES SOLUTIONS

Emtec's talented IT and business consulting professionals provide our customers with a full lifecycle of advisory, integration, and sustainment services. Our managed services support model, branded as ClearCARE, is the cornerstone of Emtec's sustainment capabilities.

Our ClearCARE team is committed to providing clients with premier quality managed services through proactive and reactive support to help ensure that your system is operating at the level your business expects.

Many companies are going through a business transformation that requires tighter integration of business applications for enterprise-wide data sharing, and doing so with less funding. While an integrated system provides many business benefits, it also presents challenges to your existing IT organization and business operating units, especially if the organization does not have the 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.

Emtec's ClearCARE offering goes beyond standard managed services. 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 Managed Services
- Hosting/Co-Lo/Cloud/DR

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- System Maintenance Support
- Application Enhancement Support
- SOA/Integration Support
- BI/Reporting Support
- Enhancement Services
- Training
- IT Help Desk
- Packaged Solutions

ClearCARE SERVICES

APPLICATION MANAGED SERVICES

Our skilled team of experienced business analysts can help you manage and resolve issues cost effectively. We investigate and resolve using 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 an effective experience on a cost-effective basis.

HOSTING/CO-LOCATION/DISASTER RECOVERY SERVICES

Our SSAE16 certified offering supports various deployment models from on-premise to fully remote to 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.

PRE-PACKAGED SOLUTIONS

Emtec has developed an extensive catalog of prepackaged Oracle solutions that are deployed on a fixed price basis to meet a specific niche requirement or to optimize a business flow or process.

TRAINING

We offer commonly requested training classes to support our clients' business solutions whether it's functional application training or deep technical know-how. We can meet all of your training needs from small-scale (remote or client onsite) to large scale instructor-led classroom sessions in our state-of-the-art training facility in Dallas, TX.

ENHANCEMENT SERVICES

Whether it is to build enhancements to your current system, create new reports, or modify existing ones, our development team can assist with 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.



Alliance
Partner

lucidity
CONSULTING GROUP

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