



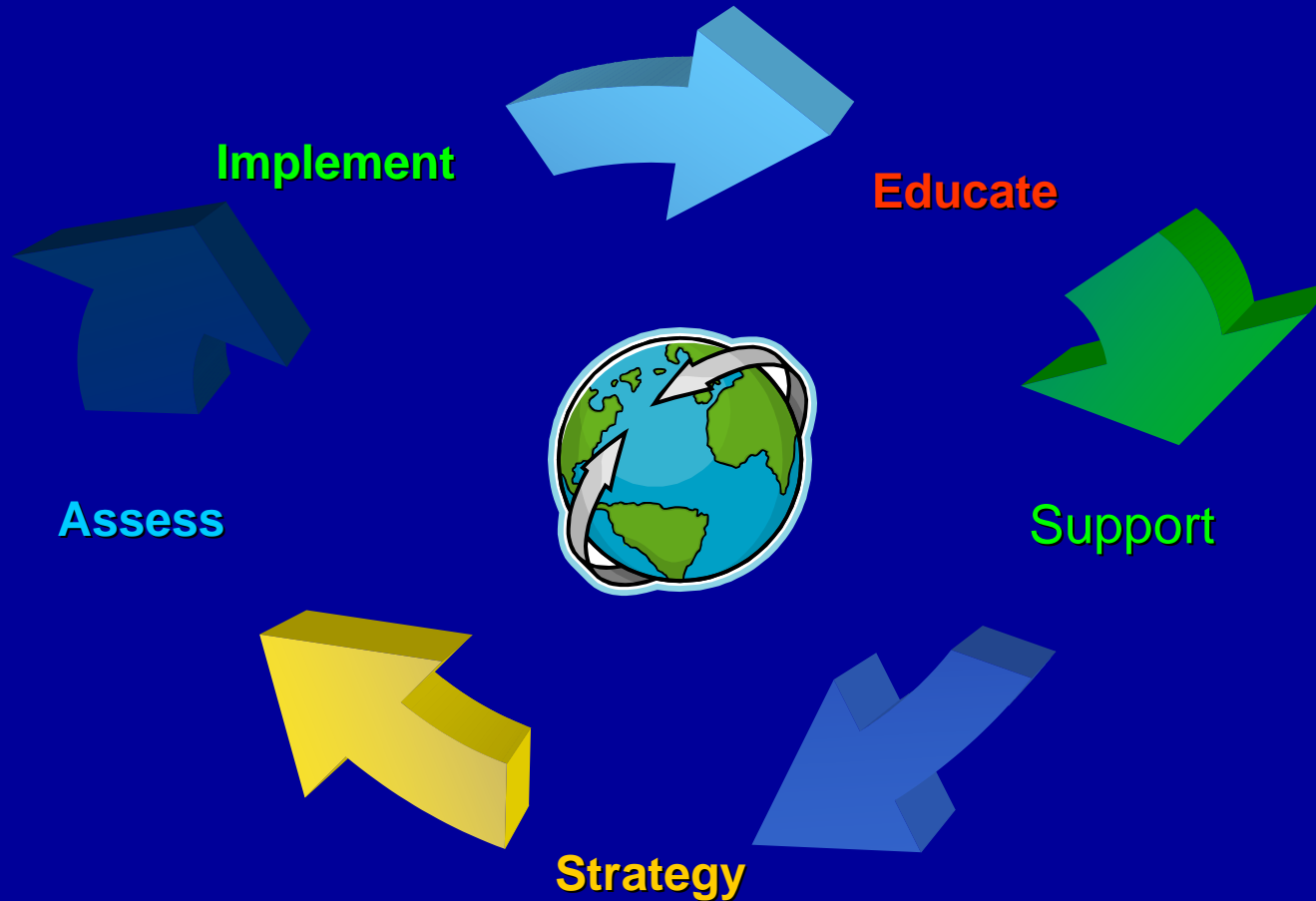
# *Collaborative Service & Support Solutions*



**ORACLE** PARTNER



# *Solution Lifecycle*

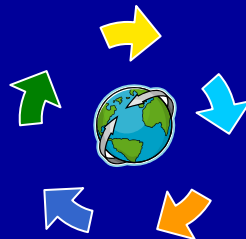


**ORACLE** PARTNER



# *Value Proposition*

*Infotegrity enables clients to focus on their strategic direction and core competencies, while significantly reducing the cost, complexity and risk of implementing, operating and optimizing an Oracle integrated business information solution.*



**ORACLE** PARTNER



# Clients & Value Add

## Rochester/Buffalo

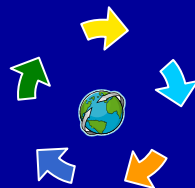
- ✓ Badger Technologies
- ✓ Hillside Family of Agencies
- ✓ Element K
- ✓ One Communications
- ✓ Garlock
- ✓ Greatbatch
- ✓ Mpower

## Syracuse/Albany/NYC

- ✓ CSEA
- ✓ Utica Mutual
- ✓ Primedia
- ✓ Intermedia
- ✓ Cutco/Alcas
- ✓ Sony

## Infotegrity Value Add

- Oracle Solution experts
- Technical expertise
  - *Architecture, Database, Middleware, Applications*
- Functional expertise
  - *Financials, Supply Chain, Order Mgt, Procurement*
- Project/Program Management
- Managed Services
- Proven processes/Fixed prices
- 100% Referenceable





# **Business & IT Directions**

## **Functional & Technical Expertise**

### **1. Voice-over-Internet Protocol**

Why? Companies are adopting next-generation voice systems to reduce telecommunications and management costs

### **2. Outsourcing**

Why? Customers focusing on their core capabilities

### **3. Data networking**

Why? Applications that need greater bandwidth are driving network upgrades

### **4. CRM**

Why? Companies want to get more value out of their data to better predict sales trends

### **5. Collaboration**

Why? Electronic collaboration is faster and less expensive than the alternatives

### **6. Supply Chain Management**

Why? Companies want to contain spending by better managing supplier relations

### **7. Desktop upgrades**

Why? Faster and more reliable PCs are replacing older machines

### **8. Application performance management**

Why? Companies want more granular data to analyze system slowdowns and outages

### **9. Business Analytics**

Why? Tools are providing better integration with existing data sources

### **10. Compliance Tracking**

Why? Companies are looking for ways to automate compliance activities





# ***Competitive Advantage***

## ***Why Infotegrity?***

1. **Guaranteed project results**
  - ⊗ ***High ROI & Service Levels, Best Practices***
2. **Collaborative delivery approach**
  - ⊗ ***Teamwork, Skill Transfer & Leadership***
3. **Comprehensive Business Solutions**
  - ⊗ ***Tools, Techniques & Technology***
4. **People, processes & partners**
  - ⊗ ***Local, National & Global Solutions***
5. **Business, operations & technology expertise**
  - ⊗ ***Proven, Professional & Referenceable***



**ORACLE** PARTNER

# Collaborative Service & Support Solutions

**Business Solution Enhancement**  
*Upgrade/Extend*

Process:  
Infotegrity ASCEND

Partners:  
Oracle, WBS

**Educate & Train**

Process:  
Infotegrity EDUCATE

Partner:  
Oracle, First Consulting

**INFOTEGRITY**  
Advantage:  
**People, Processes & Partners**

**Business Solution Implementation**  
*Design, Build & Deploy*

Process:  
Infotegrity RAPID

Partners:  
Oracle, Corning Data, Versatile

**Business Solution Support**  
*Remote & Managed Services, Hosting*

Process:  
Infotegrity ASSIST

Partners:  
Hosting & Network Providers

**Business Requirements**  
*BC/DR, Compliance, Assessment, Audit & Security*

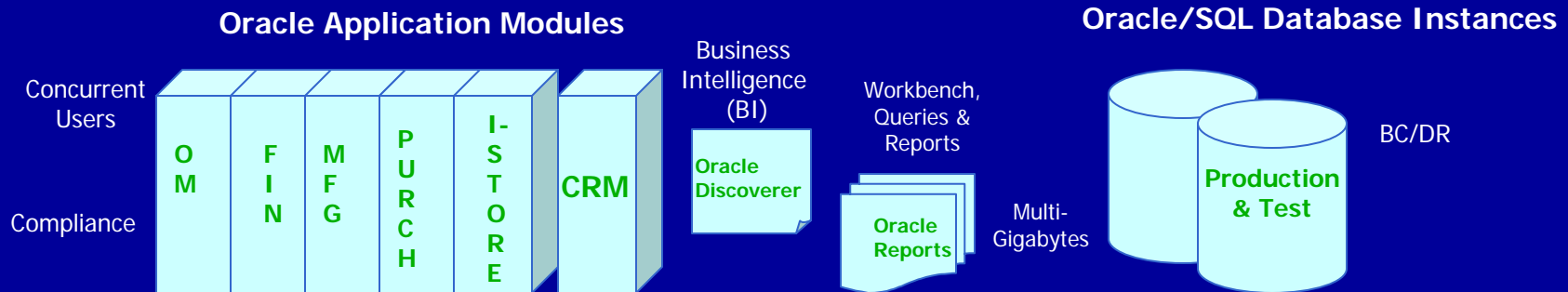
Process:  
Infotegrity ADVISE

Partners:  
Oracle, SoftSelect





# Collaborative Solutions Project & Managed Services



**Projects & Initiatives**

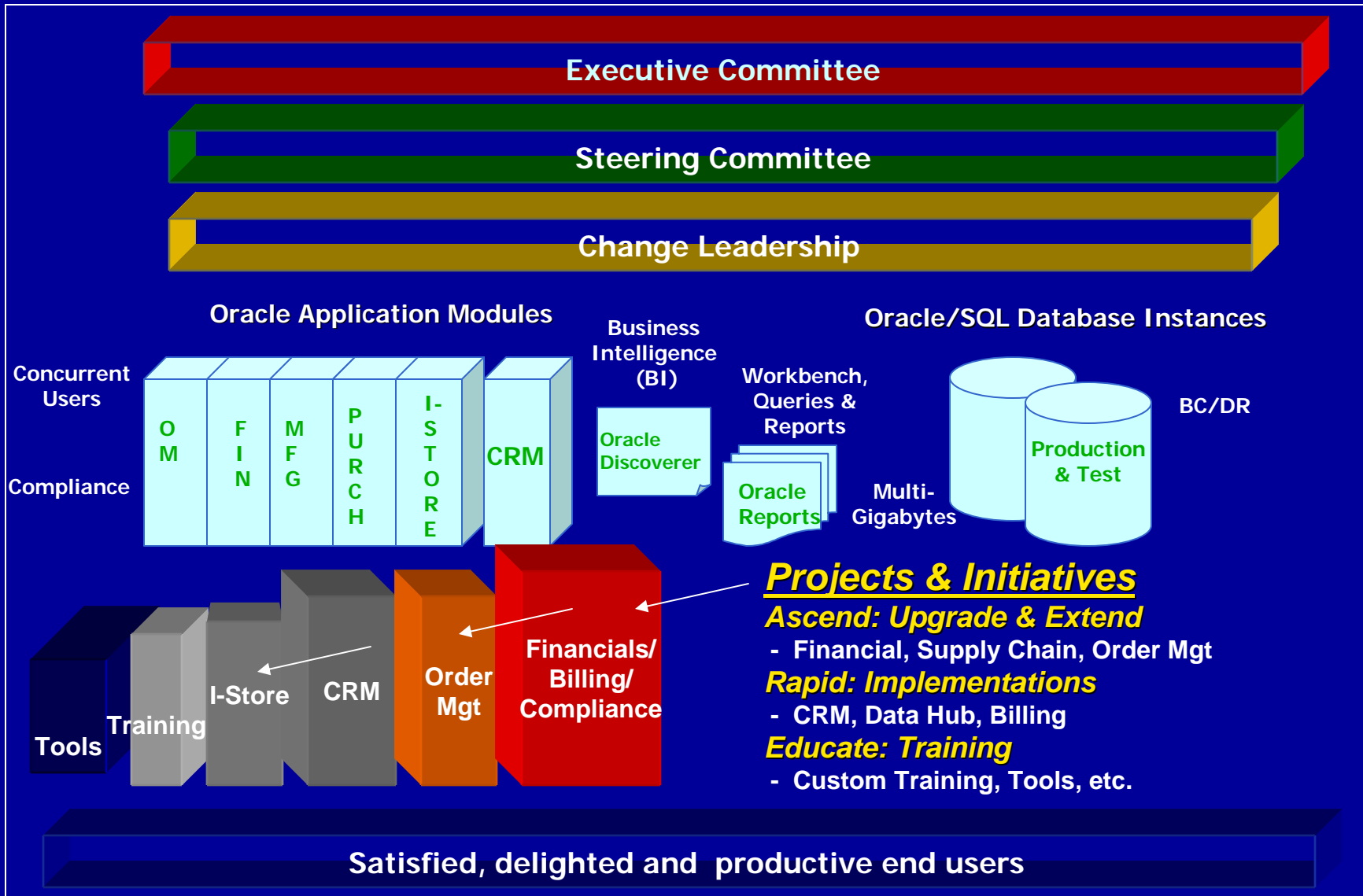
**On-going Support**



# Collaborative Project Solutions

## Infotegrity Ascend, Rapid & Educate

ORACLE PARTNER

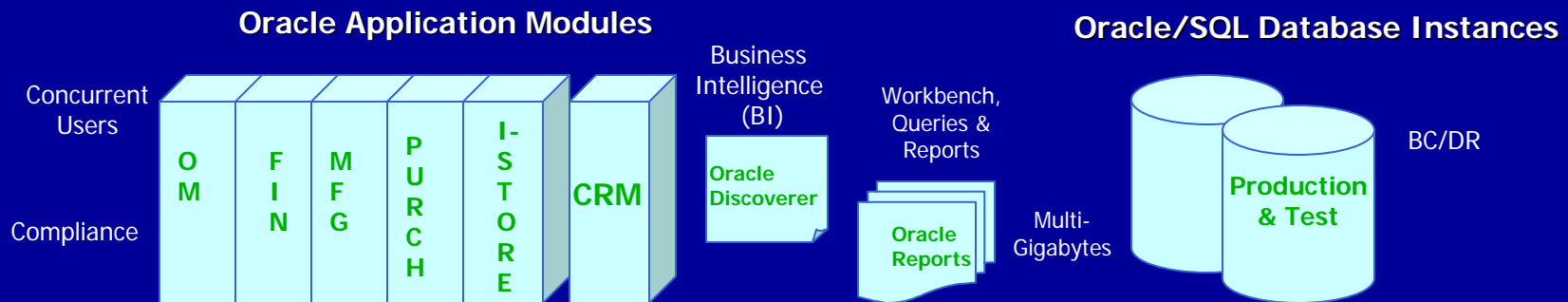




# Collaborative Support Solutions

## Infotegrity Assist: Managed Services

ORACLE PARTNER



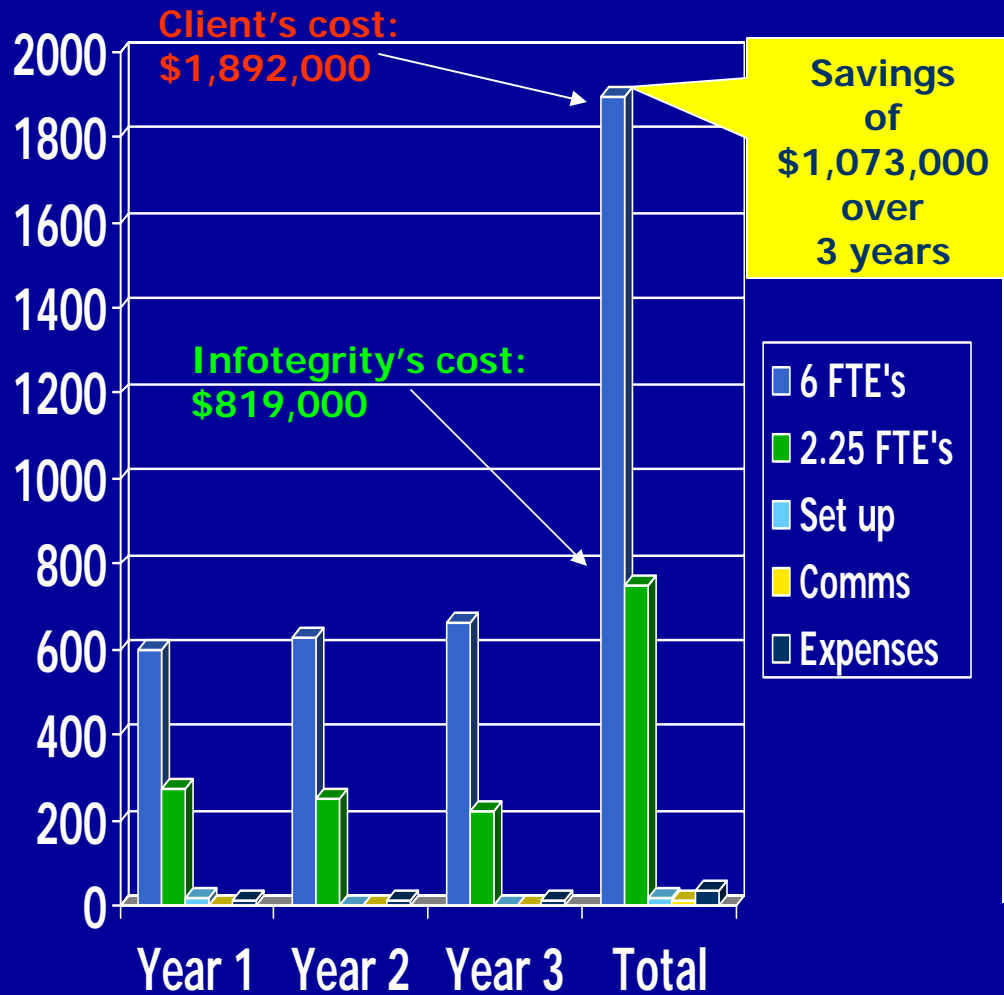
**On-going Support**



# Cost Advantages

## Infotegrity Assist Managed Service

Oracle E-business & Database Environment



### Client Support Cost

- ⊗ **Cost: \$600,000 per year**  
± Increase: 5% annually
- ⊗ **6 FTE's SME's/DBA's**

### Infotegrity Support Cost

- ⊗ **Cost: \$275,000 1<sup>st</sup> YR**  
± (Decrease): 5% annually
- ⊗ **2.25 FTE's Infotegrity**

### Cost Savings

- ⊗ **Cost savings: \$1,073,000**  
± Over three (3) years
- ⊗ **\$1,892,000 vs \$819,000**

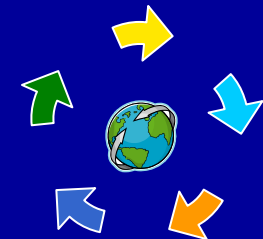


# Summary

*Ready to begin or continue a mutually beneficial business partnership:*

## Determine requirements and scope

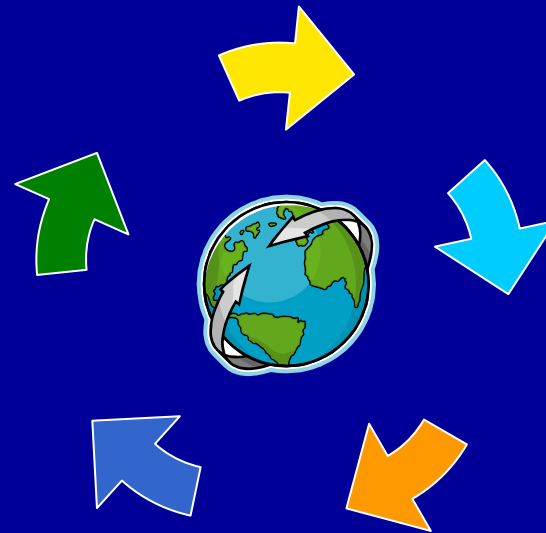
- ⊗ Establish Transition Period or Solution Timeframe
- ⊗ Aggressive service level agreements (SLA)
  - ⊗ On-going Remote / Managed “Assist” Support
- ⊗ Fixed price projects available



## Sign agreements

- ⊗ Leverage existing contract (if in place)
- ⊗ Quarterly in advance payments for managed services
- ⊗ Standard consulting and support fees
  - ⊗ Multiple year consideration for costs





***Thank You!***

