

KPIT Service Center Solution



Your industry, our focus!



KPIT-Service Operation Center Solution

Have you ever reported an issue, and later found that it had been lost or forgotten? Have you contacted a department to discuss an incident, and been transferred between multiple operators, re-stating your reason for calling each time? You don't want your business to suffer from this kind of ineffective process. With the KPIT Service Operation Center (SOC) solution you can improve satisfaction through a better, more controlled infrastructure providing your customers with a single point of contact and assured services.

The KPIT Soution

KPIT's Service Operation Center (SOC) offers you:

- Round the clock monitoring
- Problem detection, resolution, and notification
- The ability to identify, troubleshoot, escalate and document problems within a high-level information infrastructure that includes WAN, LAN, Firewalls, and secondary connections
- Facilitate performance management and configuration backups
- Network statistics, including availability of systems, fault monitoring and management



"We congratulate KPIT for their achievement, and their commitment and investment in Oracle products and the Oracle PartnerNetwork programs."

- Lydia Smyers, Group Vice President,
Worldwide Alliances & Channels Programs and Communications, Oracle

Methodolgy

The KPIT process and methodology follows four tracks:

Initiation - Following and onsite review to gather all relevant information, KPIT identifies connectivity option, along with activities, and support duration. The details are confirmed, and deliverables defined

Transition - At this stage, the scope, suport activites, and associated tasks are transitioned to the assigned specialists.

Execution - Support is provided, and all issurs and tasks are tracked, recorded, and documented. The pre-defined reporting procedures are put into place

Assessment - Value added serviced are audited, and the customer satisfaction index is measured with a score card system. Improvement recommendations are provided

Offerings

The KPIT SOC collects data from your infrastructure. This included database servers, web servers, mail servers, application servers, routers, switched, and firewalls. The information collated is moved to the SOC, where its is remotely monitored and managed. From here, engagement, reporting, and escalation is managed, and tracked through a customer satisfaction index, a weekly status report, service metrics dashboards, and trenad analysis.

This secures a round the clock, proactive monitoring of your business infrastructure, for greatly increased business responses and success rates.



KPIT Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries.

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- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
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oracle@kpit.com

www.kpit.com