WHY PCCW SOLUTIONS?

PCCW Solutions is the IT services flagship of the PCCW Group, Hong Kong's premier telecommunications provider. PCCW Solutions provides a full spectrum of services – from infrastructure design-and-build, applications development and management, to BPO services tailored to the needs of different industries. As a unique center of high-quality talent and IT professionals, PCCW Solutions employs more than 3,800 ICT professionals throughout Hong Kong and mainland China. We create cutting-edge solutions and services in our state-of-the-art development centers in Hong Kong, Beijing, Shanghai, Guangzhou, Wuhen, Shenzhen, changchun and Xian.

Services offered by PCCW Solutions continue to be recognized for excellence in quality by customers, partners, industry organizations and publications. The internationally-recognized qualifications we underscore our commitment to delivering world-class service:

- ISO 20000 for IT service management
- ISO 27001 for security management
- CMMI Level 5 for software engineering
- ISO 9001 for quality management

PCCW Solutions possesses in-depth Oracle EBS upgrade experience to suit organizations of all sizes, including those from the commercial and public sectors. Our strong technical background and a large resource pool means we remain neutral in terms of hardware platforms, which enables us to take on any hardware model. In addition, we have built a solid relationship with Oracle as a major Oracle Certified Partner in Hong Kong, mainland China and other Asia Pacific markets.

We have developed a large pool of functional consultants holding more than 14 years' Oracle EBS working experience. Such valuable expertise enables PCCW Solutions to provide accurate and useful suggestions and solutions for our clients, especially when evaluating the pros-and-cons of any new function's replacement, and/or adoption, during an upgrade exercise.

By making use of our proven upgrade methodology and excellent track record, PCCW Solutions presides over a significant knowledge-base, both from functional and technical perspectives. This means we are able to deliver an Oracle EBS upgrade service to suit any size of any organization in a cost-effective, high-quality and timely manner.

PCCW SOLUTIONS ORACLE UPGRADE SERVICE

a **PCCW** Group member

MAXIMIZE YOUR ERP INVESTMENT

Enjoying state-of-the-art functionality and keeping pace with the latest technology to run your Enterprise Resource Planning (ERP) software means reviewing your Oracle E-Business Suite (EBS) applications on a regular basis. Only by leveraging the new functions and features provided by the application software will your operations continue to be supported and benefit from ongoing efficiency improvement.

IT and management need to consider the following factors and questions when evaluating an upgrade exercise:

- Constraints imposed by vendors (e.g. withdrawal of OS support for each version, as no extended warranty exists in some cases).
- Hardware and software deficits (e.g. insufficient hardware capacity) that require upgrade.
- Can existing customization items be replaced by new functions and features provided by the standard Oracle EBS after upgrade?
- Can additional benefits (e.g. cost efficiency and streamlined operations) be obtained by using new functions and features provided by the standard Oracle EBS after upgrade?
- Are you experiencing problems with the existing version? (e.g. can current pain points that be resolved manually?).

PCCW Solutions holds more than 14 years' experience in implementing and upgrading Oracle EBS applications in Hong Kong, mainland China and other Asia Pacific geographies. In addition to helping numerous organizations with this task, PCCW Solutions is a pioneer in using Oracle EBS to support its own internal business operations. Our experience covers a broad range of Oracle product lines, including Oracle Financials (commercial and public sector), Oracle Procurement, Oracle Logistics, Oracle Human Resources and Oracle Payroll modules.

COMPREHENSIVE SERVICES

PCCW Solutions provides numerous upgrade services ranging from:

- Oracle EBS software standard technical upgrades
- Oracle EBS software standard technical and customization upgrades
- Hardware re-platforming
- Hardware OS upgrades
- Database upgrades
- A combination of the above

Our service covers the following aspects:

Functional consultancy — reviewing new functions and features that suit our clients, as well as assessing suitability of existing customization following upgrade, or the possibility of replacing existing customization with new functions and features after upgrade.

Technical consultancy — execution of software upgrades, technical consultancy to address hardware re-platforming, OS upgrades and application backup/restore processes.

Database administration — installation, administration and monitoring of an Oracle database following upgrade, as well as DB tuning and DB backup/restore processes.

Project management — project planning, plus testing and production rollout arrangements.

PROVEN METHODOLOGIES

As well as providing PMP-certified project managers, PCCW Solutions adopts world-class PRINCE2, SSADM and software Oracle AIM methodology, while holding in-depth Oracle EBS implementation and upgrade experience in Asia Pacific. Our Oracle upgrade service facilitates smooth transition for clients from old versions to new Oracle releases.

DELIVER BUSINESS GAINS

PCCW Solutions' Oracle upgrade service delivers the following premium value and key advantages to your organization:

- ☑ Agility to enable more rapid business adjustment in a fast-expanding industry.
- ☑ Better customer support through faster response, greater integration of functionality and new self-service capabilities.
- ☑ Reduction in operational costs.
- ☑ Seamlessly integrate internal/external operations and applications.
- ☑ Future-proof functionality that will yield business benefits.
- ☑ Streamline process and system complexity.