



Overview

For more than a decade, Spinnaker Support has been one of the most trusted providers of third-party support, managed services, and consulting for Oracle E-Business Suite (EBS). Spinnaker Support has served hundreds of organizations that run EBS. We support more than 60 EBS products spanning versions 10.7 through 12.2x and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a release.

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to EBS. Customers trust us to keep their applications running smoothly, securely, and in compliance, and to help them when they want to migrate their applications to the cloud.

TODAY'S CHALLENGING ENVIRONMENT

To keep their EBS applications operating at peak performance, enterprises are seeking better and more cost-effective external services and resources. You want services like around-the-clock performance monitoring, improved IT function and application management, and the smooth functioning of interoperable systems – all while building a bridge between your legacy and future technologies.

Now imagine that service, support, and advice is available when you need it and how you need it, from a single vendor at a reasonable price. Imagine gaining the staffing and EBS expertise you want without getting locked into expensive, ever-expanding projects.

That's Spinnaker Support.

SPINNAKER SUPPORT'S MANAGED SERVICES FOR E-BUSINESS SUITE

Spinnaker Support's managed services and skillsets encompass virtually every EBS enterprise application and the entire surrounding technology environment. These services include application management, application development, and infrastructure operations and management. Spinnaker Support can help to augment your staff, fill capability gaps, and improve your overall operability, often with less expense.

We have built and retained a large, knowledgeable team of Oracle EBS experts to address virtually anything in EBS. Our resources are located in each of our international operations centers, where they support 14 languages for customers in 104 countries around the globe.

SUPPORTED VERSIONS

- Oracle E-Business Suite Release 10.7 and later, and related technologies

SUPPORTED PRODUCT AREAS

- Advanced Procurement
- CRM
- Financial Management
- Human Capital Management
- Project portfolio Management
- Service Management
- Supply Chain Management
- Value Chain Execution
- Value Chain Planning

“ Spinnaker Support engineers go above and beyond to resolve issues in a timely manner and helped us implement significant processes efficiencies. The additional value of the advisory services has saved us time and afforded us substantial cost savings on consulting and implementation fees. ”

—Deborah Jones, Oracle Applications Manager, Merichem



COMPREHENSIVE SERVICES

ITIL-centric services, customized for your applications and operations



ESCALATION, WHEN REQUIRED

Ability to bring in expert Level 4 staff if required



DELIVERED AS NEEDED

Responsive services provided 24/7/365, remotely or on-site



'LIFETIME' SUPPORT FOR EBS

Optimizing database performance and uptime for as long as you need



GLOBAL ENGINEERING TEAM

Level 2 and 3, with average 16+ years' experience on EBS



ADDITIONAL ASSISTANCE AVAILABLE

Third-party software support or consulting options if required - through a single provider

SPINNAKER SUPPORT MANAGED SERVICES PACKAGES

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customers can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

PACKAGE	NEED	SERVICES
Monitor & Advise 	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	<ul style="list-style-type: none"> • 24/7 Performance Monitoring • Log Tracking • System Health Checks • Issue Triage and Advisory • Timely Reports
Monitor & Operate 	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	<ul style="list-style-type: none"> • All Features of Monitor & Advise Package • Fast Issue Response – Level 2 • User Access Management • Database Patching • Security Patches • Backup Configuration/Schedule • Cloning
Managed XaaS 	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS).	<ul style="list-style-type: none"> • SaaS Managed Services • IaaS Managed Services
On-Demand 	You want assistance beyond what is covered in other packages. This flexible, a la carte approach to managed services supports additional application, environment, and staffing needs.	<ul style="list-style-type: none"> • Major Upgrade to database • Performance Tuning • Server Migration • Integration with 3rd-party Products • Custom Development/Extension • Install/Configure New Databases • Disaster Recovery/High Availability Setup • And more...

SPINNAKER SUPPORT CONSULTING SERVICES

When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help. In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Assessments
- Software Implementations
- Upgrades & Adapting to New Business Needs

HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record **98.6% overall customer satisfaction**, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for Oracle and SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

