



Managed Services

Flexible, premier support for your organization and systems.

Many organizations struggle to manage their complex Oracle-based environments while simultaneously focusing on strategic initiatives. Evolving business scenarios, timely patching and fluctuating product roadmaps make ERP System support a daunting endeavor.

AST Managed Services has been helping organizations maintain their Oracle ERP and Technology systems since 2002. Our experienced, Oracle-certified professionals have significant implementation experience, enabling them to thoroughly understand support issues. We provide all the skills—Functional, Technical, Database and Infrastructure—necessary to manage each environment. Our flexible SLAs, Pricing and Support Models are built to suit the needs of each customer.

Specialized. Recognized. Preferred.

Our ITIL-based Enterprise Applications Support Methodology (EASM) is proven to deliver quality support for complex ERP environments, reduce outstanding support issues and increase customer satisfaction. Comprised of five phases, with well-defined tasks and milestones, EASM provides the tools, templates and structure to maintain your system and measure performance.

"AST Managed Services has been successfully supporting and enhancing our Oracle based Revenue Accounting System for the past three years, which has helped us concentrate on ensuring maximum on-time performance and providing quality customer service to our commuters while keeping IT costs down. I am extremely satisfied with AST team's flexibility and expertise in Oracle EBS, Point of Sale and OBIEE applications." - IT Director, MetraRail

Managed Services

- E-Business Suite
 - Functional
 - Technical
- Database Administration
- Infrastructure Management
- Hyperion Enterprise Performance Management
- Business Intelligence
- Middleware Technologies

Our Customers

- Transit Agencies
 - Metra Rail
 - Los Angeles Metro
 - Rhode Island Airport
 - Trimet
- Public Sector
 - City of Burbank
 - City of Modesto
 - Loudon County
 - Washington County
- Utilities
 - Clark County Water Reclamation District
 - Northeast Ohio Regional Sewer District
- Commercial
 - National Association of Boards of Pharmacy
 - College of American Pathologists
 - Underwriters Laboratories

ORACLE Platinum Partner
Specialized
EBS Financial Management

ORACLE Platinum Partner
Specialized
Hyperion Financial Management

ORACLE Platinum Partner
Specialized
Service Oriented Architecture

ORACLE Platinum Partner
Specialized
Database



AST Corporation is an Oracle PartnerNetwork Platinum Partner, an Oracle Pillar Partner, and three-time recipient of the Oracle Excellence Award.

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