

Cloud Managed Services

Are your bases covered?

AST Managed Cloud Services—Key Benefits

- Team structures that fit seamlessly within existing support structures to fill the gaps
- Single point of contact for all service requests
- Flexible SLAs and pricing to meet your needs
- Oracle-Certified Professionals
- One-stop shop for Cloud support, enhancement, and integration services

Managing Expectations

While the cost savings are significant, many organizations underestimate the coverage still required to support Cloud solutions, decreasing the likelihood for success.

Many organizations are moving to Cloud solutions to reduce IT spending, but may not fully understand the intricacies of the Cloud Support model. While Cloud vendors provide much of the technical support traditionally managed by IT, there is still a key role organizations must play to ensure a successful move to the Cloud.

A Cloud provider typically covers:

- Technical Upgrades
- Product Support
- Database Support
- Infrastructure Support
- System Performance
- System Availability

You should cover your bases for:

- Help Desk Support
- Functional End-User Support
- User Management
- Training
- Patch Management
- Change Management
- Integration Management
- Testing

Having the right combination of resources in place will contribute to success. Our highly-experienced Managed Services team performs these support functions, and a full array of Cloud enhancement and integration services, to guarantee success.

Specialized. Recognized. Preferred.

The AST Managed Services team has extensive experience in guiding organizations through the process of adopting and supporting Oracle Cloud solutions. Our Oracle-Certified professionals can provide expert guidance in migrating to, managing, and mastering the Cloud relationship.

