

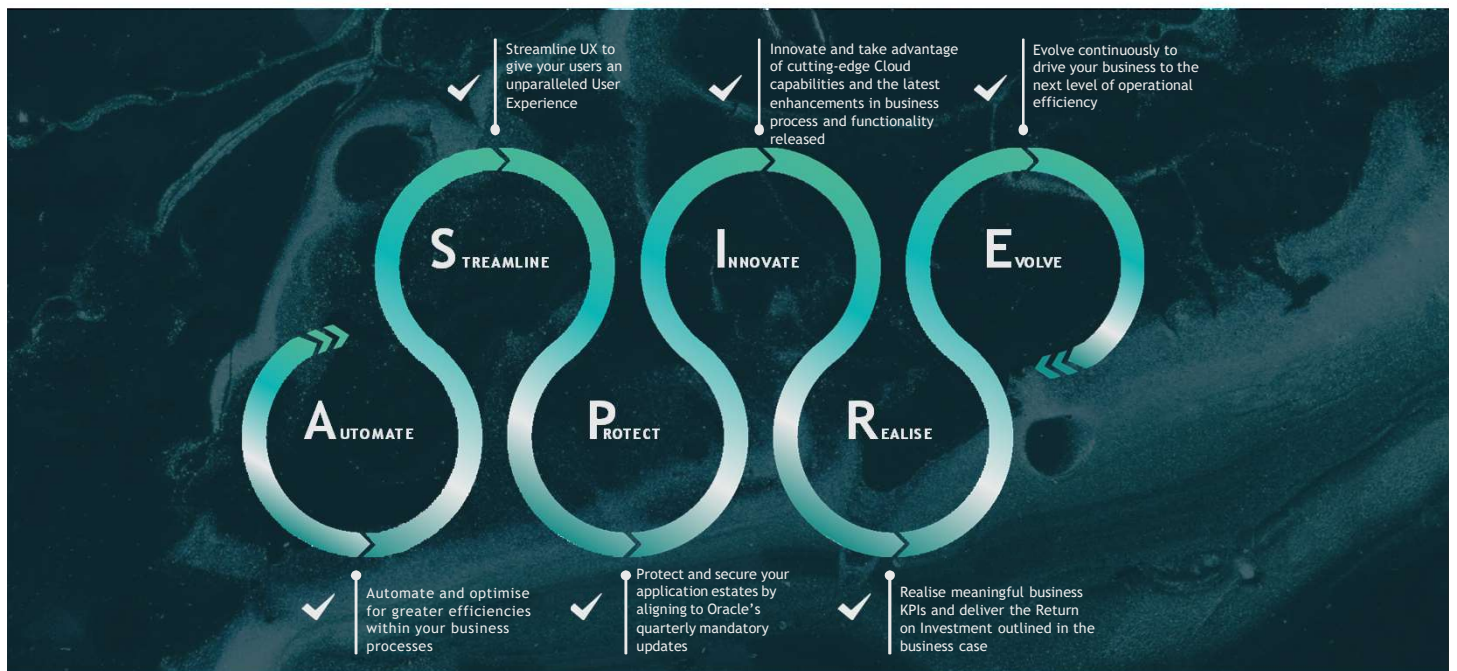


ASPIRE - Oracle Cloud Application Managed Services

Reimagine the potential of your Oracle Cloud Applications

Version 1's ownership of the tasks that distract you from what really matters, means your business objectives and strategic initiatives can finally be achieved.

The full-stack and multi-disciplinary Managed Services Partner – ASPIRE – built around your needs, highly flexible and progressive, supports, enhances, and optimises your Oracle back-office applications.



With ASPIRE, SLAs are a given

At Version 1, we believe a better approach is to shift the focus to include measurement of business results and outcomes, not just service levels. In a nutshell, we support our ASPIRE customers to move the dial from the standard Managed Services SLA to a VLA – a Value-Led Agreement.



"Version 1 Managed Services enables us to: cost effectively maintain our ERP investment through outsourcing regression testing of Oracle's quarterly releases, provide support to users globally from a pool of their resources, onboard new entities without keeping an expensive in-house team of FTEs available for that purpose."
Global Insurer

ASPIRE Core Benefits



Complete SaaS Support

24/7/365 maintenance and enhancement. Integrated, flexible SLA.



Optimisation & Adoption

ERP roadmap aligned to business priorities. Incident trend analysis included.



Quarterly Rhythm

Customised impact assessment, with manual & automated regression testing.



Training & Enablement

Customisable training packs, on-site/remote training, and knowledge base provided.



Innovation & Value Add

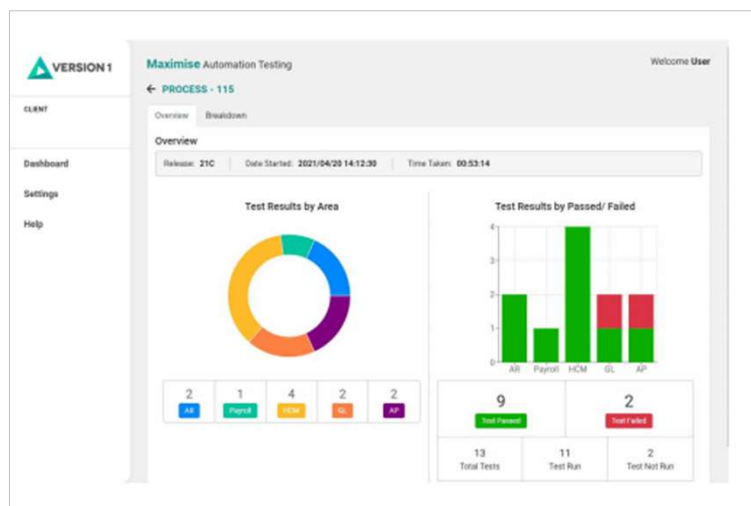
AI, Blockchain, Robotic Process Automation, Automated Testing and Chatbots.



Customisable Support

Fixed annual fee. Monthly tickets, On-site & Off-site model, FTE based service.

Drive Efficiencies with Automated Testing



This toolset can be utilised during any testing phase when implementing new functionality and is not restricted to quarterly updates.

Extra emphasis is placed on the software testing process

Streamlined testing cycles, minimising risk of interruption

Bespoke regression tests are executed & maintained

Version 1 intercepts, assesses, and identify issues to conclusion

Always On 24/7/365

24/7/365 Service Deck supporting users around the globe.

True Partnership

We work in collaboration with your team and suppliers to own issues and drive them to resolution.

Flexible Delivery Models & ALAs

Choose the SLA, VLA and delivery model (remote, on-site or blended) that is right for your business.

98%

Customer Retention Rate

10+ Years

Average Consultant Tenure with Version 1

150+ Consultants

In Our Managed Service Practice

8/10

Average Customer Satisfaction Rate

50+ Customers

For Our Managed Services and 500+ Overall

#1 Oracle Partner

As Voted by Our Customer in 7 UKOUG Award Categories

Proactive Monitoring

Proactive service monitoring means we identify and resolve issues before they impact your business.

Full-Stack Expertise

Full-stack support for all technologies and environments.

Integrated Cloud

We integrate, operate and run modern cloud platforms side by side with legacy infrastructure and applications.

www.version1.com

