PLM Pulse for Oracle
Managed Services for Agile PLM, PLM for Process and PLM Cloud

Post implementation, a successful product lifecycle management (PLM) program is highly dependent upon a stable environment, consistent maintenance and responsive user support.

For Oracle PLM customers, more organizations are in need of specialized technology support as their solutions continue to evolve. However, companies are finding it is often more cost effective and operationally beneficial to outsource this function than to develop it internally.

At Kalypso our objective is to help organizations deliver real business value and sustainable results from PLM. This includes supporting, maintaining and optimizing the health of our clients' PLM applications post implementation.

PLM Pulse for Oracle, Kalypso's managed services for Oracle's Agile PLM, PLM for Process and PLM Cloud solutions, provides system support, administration and maintenance. Clients can get the solution support they need from our business and technical experts, freeing up their internal resources to focus on more valuable innovation activities.

PLM Pulse for Oracle Services

PLM Pulse for Oracle offers a full range of functional administration, technical and business process support services. Our team has deep expertise across Agile PLM, PLM for Process and PLM Cloud platforms.

While designed to deliver the typical benefits expected from managed services, the focus of PLM Pulse for Oracle is on helping organizations to continuously adapt their PLM solution to fit changing business conditions and priorities.

Our approach is to introduce PLM Pulse for Oracle into each client based on the complexity of their PLM solution and our previous experience with the organization. The objective of this introductory phase (typically lasting two to four weeks) is to ensure a seamless transition that minimizes technical risk and business disruption.

PLM Pulse for Oracle Benefits

Increased PLM system stability and availability

Lowered support costs

Reduced risk of system down-time

Faster, more accurate responses to technical issues

Long-term maintenance and enhancements that enable continuous improvement

Continued support with the same implementation partner

Structured support services according to specific needs and budget

Standard maintenance services include:

- **Proactive system monitoring** – Error and performance monitoring of the PLM environment. Our team will provide recommendations for maintenance, data management and performance tuning to ensure uninterrupted service availability and throughput of the PLM system. The recommended changes will be documented and applied to the environment.

- **Backup and recovery** – Proper backup schedule and retention plan based on leading practices and vendor recommendations to ensure information is safe and available for quick recovery.

- **System updates** – Monitoring of software updates and releases. Our team works with client stakeholders to help them take advantage of newly released features. We develop the implementation plan, execute the implementation, and coordinate with IT stakeholders to align environments and promote the changes into production.

- **Scheduled maintenance** – Periodic scheduled maintenance tasks as required by the application.

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Incident response services include:

- **On-call issue resolution** – Assessment, prioritization and resolution of service requests filed via our ticketing system. Service requests cover any discrepancy that affects system functionality (from the baseline design), stability or performance.

- **Escalation management** – Escalation of trouble tickets to Level 2 and Level 3 support. If Oracle support is required, we assist with service request management.

- **Business process support** – Feedback and direct user support to help PLM stakeholders resolve business process questions and identify improvement opportunities.

System change services include:

- **User administration** – Ongoing support of daily functional administration needs including user accounts, groups, roles and security management.

- **Configuration changes** – Support with capturing, reviewing and prioritizing user support requests for system enhancements. Upon change approval we help implement the changes and promote them to the production environment. Changes can include updates to workflow and lifecycle templates, attribution and access policies.

- **Customizations and system enhancements** – Custom enhancements including new functionality or elements such as notifications, validations, integrations or reports. Our team can architect, design, develop, test and deploy these enhancements according to the software release and environment promotion policies.

PLM Pulse for Oracle Service Level Agreement

A formalized Service Level Agreement (SLA) sets clear expectations for how Kalypso works with client teams and the support levels to maintain. Key services include:

- Level 1, 2 and 3 technical support

- Help desk line with standard support hours from 8:00am to 6:00pm Central US time

- Extended hours support available for high severity issues

- Ticketing system with guaranteed response times

- Support structure hierarchy and escalation procedure

- Management of service requests with vendor support for application bugs

Maximize Value from Your Oracle PLM Investment

Kalypso is an award-winning Oracle PLM partner with one of the largest Oracle PLM practices in the world, with our technical center in Monterrey, Mexico serving as the hub for PLM Pulse services. We work closely with Oracle's product and technical support teams to stay up to date on the latest product release and support information.

Regardless of existing processes, technical maturity or business objectives, we partner with clients through all phases of the PLM implementation process to maximize the value of your investment – which means you get the support you need from a trusted partner that works alongside you throughout your PLM journey.

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