

### OUR SERVICES



## OPTIMUM SUPPORT<sup>SM</sup> PROGRAM

### THE OPTIMUM ADVANTAGE

- On-demand, as needed support program
- Expert-level resources
- Customizable
- Cost effective

### SUPPORT AT YOUR FINGERTIPS

Optimum's industry-leading OptimumSUPPORT<sup>SM</sup> Program offers access to our world-class implementation resources through a cost effective, on-demand support program designed to deliver the highest quality assistance to you when you need it.

Each OptimumSUPPORT<sup>SM</sup> Program client has a dedicated senior consultant who is your primary point of contact, providing consistent access to an expert-level resource that understands your business and your system environment.

### SUPPORT FOR ORACLE SOLUTIONS

Optimum's support for Oracle Solutions is an on-demand, customizable program for users of Oracle E-Business, PeopleSoft Enterprise, Siebel and Demantra applications. OptimumSUPPORT<sup>SM</sup> service can either enhance your existing help-desk and support resources or provide a stand-alone, full-time support program. Programs are available for all current and retired application releases of these product lines.

The following services are available through our OptimumSUPPORT<sup>SM</sup> Program:

- Application-level support (on-site, as needed)
- Application maintenance patch and fix updates (remote, regularly scheduled)
- Tools maintenance updates and upgrades (remote, regularly scheduled)
- System performance tuning (on-site or remote, as-needed)
- Infrastructure planning and risk assessments
- Database administration services (on-site or remote, as-needed)