



## Oracle

# Full Service Provisioning

In today's fast paced world of business, organizations are trying to focus on their core competencies to stay competitive. Is too much of your time being spent on issues outside of your core business expertise? Are daily troubleshooting concerns keeping you from getting to the important strategy issues facing your business? If you answered 'yes' to either of these questions, you need **xwave**.

### Our Knowledge

We provide knowledgeable staff in all areas of the IT sector. Our expertise is in providing clients with IT solutions. Since 1997 our clients have been relying on us to host their Oracle PeopleSoft and J.D. Edward's applications.

Our Oracle Practice consists of over 60 consultants ready to tackle your Oracle needs. We invest heavily in training to ensure our staff is knowledgeable in their area of specialty. Our Oracle consultants are supported by more than 1500 **xwave** employees across North America and Ireland. We have expertise in Business Intelligence, eBusiness Application Development, Security Management, and Infrastructure and Network Management.

We assign a senior project manager to each of our client portfolios. This person is knowledgeable in Oracle's Suite of applications and is well connected with the other sectors of our business. This single point of contact gives clients a high level of support and comfort with our team.

### Our Services

We provide our clients with a total solution. Our specialists cover all facets of the information technology industry. Our core competency is providing our clients with all of their IT needs. We know the technology required to drive today's organizations.

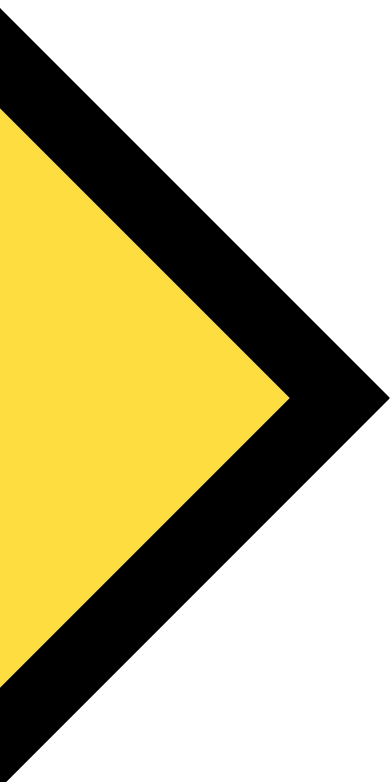
With **xwave** as a partner, you can focus on your business strategy and competitive focus; we take care of your application maintenance and upgrade requirements.

Let us worry about your IT resourcing requirements. We have the resources to ensure your applications are properly managed.

**xwave** can provide you with all your application service provisioning needs. We develop long-term relationships with our clients that are mutually beneficial. Together we can develop a comprehensive service level agreement to meet all of your Oracle needs for both the PeopleSoft Enterprise and J.D. Edward's EnterpriseOne suite of products.



# Full Service Provisioning



Our services include:

- Project/service management
- Oracle application management
- Change management
- Network/server/operating system support
- Proactive service level reporting
- Database administration
- System monitoring
- Security management
- Disaster recovery
- Help desk service

## **xwave Advantage**

With **xwave** as your partner you can be sure you will receive a high level of service and reduce the burden on your company's internal information systems.

Our expertise and IT focus allows us to develop and implement your Oracle applications faster, maximizing your return on investment. We ensure that knowledgeable experts are focusing on your application, allowing you to focus on your business strategy.

We reduce your cost of ownership and are able to leverage our experts across all of our clients, reducing individual client costs. Our technology is up to date, ensuring you the best value for your dollar and a predictable monthly bill.

**"xwave's services will allow us to increase efficiency and productivity, and minimize cost, by centralizing services within an environment that is both secure and highly reliable."**

*Robert Shedden  
Vice President, Administrative Services  
Nova Scotia Community College*

## **Contact Us**

**xwave** offers services in three key areas: Integration, Infrastructure and Fulfillment Solutions. We are focused on providing end-to-end solutions from systems integration and software engineering, right through to infrastructure services and product fulfillment.

**xwave** is a business solutions provider, with 1500 professionals in locations across North America.

For more information:

Visit our web site at

**[www.xwave.com](http://www.xwave.com)**

Call toll free

In Canada 1-877-449-9283

In the USA 1-800-566-9772

Email: **[peoplesoft@xwave.com](mailto:peoplesoft@xwave.com)**

Or contact your local **xwave** office in Newfoundland; Nova Scotia; New Brunswick; Prince Edward Island; Ontario or the United States.

