

## Customer Success Story

### Managed Services for a Public Sector Entity in Transportation

#### Company Profile

A public sector organization in the transportation industry required Oracle E-Business Suite (EBS) Managed Services to ensure smooth, uninterrupted operations. The organization sought a service provider capable of delivering consistent support in line with their established Service Level Agreements (SLA).

<p><b>Business Need</b></p> <p>The primary objective was to provide managed services for the organization's Oracle EBS system, ensuring its daily operations were seamless and met all defined SLA performance metrics.</p> <p><b>Key Business Requirements</b></p> <ul style="list-style-type: none"><li>• Continuous support to maintain Oracle EBS system performance</li><li>• Routine maintenance and prompt resolution of operational issues</li><li>• Adherence to the agreed-upon SLA performance metrics</li><li>• Minimization of system downtime to maintain uninterrupted operations</li></ul> <p><b>Challenges</b></p> <p>No specific challenges were outlined for this project. However, maintaining high availability and seamless operations for critical systems such as Oracle EBS was essential to ensure that daily operations remained unaffected.</p> <p><b>The Solution</b></p> <p>We implemented a comprehensive managed services solution tailored to the organization's Oracle EBS environment. Our team provided continuous support to maintain system performance, conducted routine maintenance, and addressed any operational issues promptly, ensuring adherence to the SLA.</p>	<p><b>The Outcome</b></p> <p>The project was a success, with the Oracle EBS system running efficiently on a daily basis. The managed services ensured that the system operated smoothly, minimizing any potential downtime and enhancing overall reliability.</p> <p><b>Client Feedback</b></p> <p>Although no formal feedback was provided, the effective management and seamless operation of the Oracle EBS system met all expectations, delivering the necessary outcomes as per the SLA.</p>
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