



# Oracle Practice Data Sheet

## Overview

With nearly a decade of experience as Oracle specialists, MGL's E-Business practice is founded on a solutions-centric model. We deliver onsite and offshore implementation, customization and consulting services in alignment with clients' business strategies. As one of the select few Oracle Partners, we also provide consulting services to assist with Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Supply Chain Management (SCM). We have over 375 consultants experienced in multiple verticals to bring about an optimum balance of utilization and costs throughout the project lifecycle. Our experienced consultants are also familiar with the use of Oracle Applications Implementation Methodology (AIM) for implementing, planning, delivering upgrades and customization of Oracle Applications.

We have established a Offshore Development Center (ODC) for some of our key clients to provide support services across their various IT systems. We have also developed and maintained Oracle-based systems such as Cement and Aggregate Business System, Electronic Document Retrieval System and Concrete and Building Blocks System.

MGL's Oracle practice specializes in providing support to the manufacturing industry, including segments in automobile components, plastics, textiles, construction, local government, telecom, cement, pharmaceuticals, petroleum, retail and electric power generation.

## Few of our Oracle Clients



## Core Competency

Providing future direction and ownership is a key dimension of MGL's ability to manage mission critical applications and software products for our clients. Our solutions are characterized by a common set of core competencies (consulting, implementation, migration, support and maintenance) that enable us to provide the following service offerings:

**E-Business Suite:** Our Oracle E-Business Suite 12i offers a complete solution for integrating and automating clients' business processes. We also specialize in application migration from other large ERP applications, including SAP, JD Edwards and Peoplesoft to Oracle E-Business Suite.

## Our Oracle Services portfolio includes the following areas of specialization:

- Development
- Implementation
  - Financials
  - Distribution
  - Manufacturing (Discrete & Process)
  - HRMS & Payroll
  - ALM
  - DBI
  - Portal
- Upgrades
- Customization
- Reports, KPI and dashboards
- Migration from other systems
- External application integration
- Oracle Development Services

## Our technology expertise spans across the following tools:

- Workflow and alerts
- Business Process Execution Language (BPEL)
- Identity Management (IDM)
- Business Intelligence (BI)
- Fusion middleware

**Portal:** Our portal services provide improved communication and collaboration between clients' suppliers, partners, employees and customers while giving real-time access to information held in disparate systems.

**Database Services:** Our database administration group consults and maintains the clients' oracle database and/or implement an Oracle database in the clients' environment as per requirements.

**Collaboration Suite:** Our Oracle Collaboration Suite helps clients communicate and work together by providing integrated message storage with one centralized inbox to reduces administrative costs.

**Data Warehousing:** Our customized data mart/warehouse solutions provide clients with a clear picture of trends, reduced reporting backlogs, data integrity and insight into supplier and channel partner relationships.

## MGL's Oracle Applications DBA Services

Database and application maintenance is both time-consuming and expensive. Since it is also of critical importance, a lot of companies face numerous challenges in terms of cost, effort and quality. Our Applications DBA services successfully alleviate these disadvantages by providing clients with 24/7 integrated solutions that aim at flexibility and assurance of quality.

Our DBA Practice typically covers the following primary service components:

### Monitoring and Control

- Applications Dashboard
- Monitoring & Control Application Tier Services
- Monitoring & Control Workflow Applications Usage
- Concurrent Processing System Reports
- System Alert Summary
- Alert Notification Subscriptions
- Dashboard Metric Alerts

### Diagnostics and Troubleshooting

- Oracle Applications Logging
- OAM11i Troubleshooting Wizards

### Configuration Management

- Edit System Configuration Parameters
- Configuration History
- Compare & Restore Settings
- E-Business Suite System Configuration
- Find Configuration Problems'

### Implementation/Upgrade/Migration

- Upgrade of Oracle Databases
- Upgrade of Oracle AS
- Upgrade of Oracle E-Business Suite
- Implementation of Oracle E-Business Suite

### System Maintenance

- Patching
- Search Applied Patches
- File History
- Patch Advisor
- Patch details
- Patch Impact Analysis

### System Administration and Monitoring

- Installation
- Patch Application & Management thro Portal for
- Customer Inquiry
- Patch Validation & Testing with Customer
- Problem Reproduction, Diagnostics & Troubleshooting
- Concurrent Manager Configuration & Management
- Manage Applications Object Library (AOL)
- Manage Printer Setup
- System Monitoring using OSS Support from Oracle
- Oracle TAR Monitoring & Resolution
- Release Management
- DBA Support
- Oracle User Management
- Application Bug Alerts



## About MGL

Since its inception in 1981, Mascon Global Limited (MGL) has grown, through organic and inorganic processes, to be known as a global provider of technology services with offices and software development centers across USA, Mexico, Europe, Australia and Asia. For the past 27 years, MGL has been the innovation partner of choice for blue chip firms around the world, ranging from large Fortune 500 companies to start-ups. MGL's quality-based global delivery methodologies have given clients the competitive edge to excel in their industries and also augmented the organization's drive towards achieving ISO 27001, TL 9000, PCMM level 3 and SEI-CMMI level 5 certifications which are testimony of the company's thrust in quality and innovation. Having gained a reputation for providing value-chain driven professional services, we use our expertise to deliver world-class technology solutions across multiple industries and hold leadership positions in the domains of Manufacturing, Healthcare and Life Sciences, Financial Services, Travel and Hospitality, Telecommunications and Digital Media and Publishing. At MGL, we believe in shifting our business paradigms to suit the nature of clients' expectations and this has enabled our technology expertise to include Web Solutions, Package Implementation, Identity Management, Lifecycle management, Testing and Compliance, Infrastructure Management and Strategic Consulting.

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