

Noetix® Professional Services

As an Oracle Gold Partner with more than 1,500 customers, Noetix has a long history of simplifying access to operational data for Oracle® E-Business Suite customers. Noetix consultants have an average of more than 10 years of professional experience including deep functional and technical knowledge. We hire the best to ensure your success.

Some of the most common professional service engagements are described below.

Implementation Services

Designed to help you get the most value from your Noetix software investment, implementation services puts your business on a fast track to making more informed, data-driven decisions. Noetix Professional Services collaborates with your business and technical teams to ensure your organization efficiently and effectively deploys Noetix software for maximum business benefit and streamlined technical maintenance. The Noetix implementation services are based on collective best practices from hundreds of projects. Following is a look at the most common projects that are used to get customers started with their Noetix investment.

► NoetixViews

The implementation of NoetixViews is three weeks long. We begin with implementation into a non-production environment and administrator mentoring. This is followed by report developer training and the creation of a deployment strategy to ensure our customers that the processes and procedures are in place to support the environment once in production. We end with a production deployment. At the end of this three week engagement, customers have a development and production environment up and running, are trained in the administration and usage of the Noetix solution, and have a defined strategy for deployment and ongoing maintenance.

► Noetix Platform

The Noetix Standard Implementation is a five-week engagement that offers your organization the knowledge and skills needed to provide a foundation for the successful rollout of Noetix software. Noetix delivers a rapid implementation based on industry-standard best practices. Once our product is installed and your administrators and users have been trained, Noetix will work with you to assess what additional tools and services are required to integrate and leverage the Noetix software into a complete reporting and business intelligence solution.

► Noetix Analytics

Our data warehouse implementation is done via a series of short phases so that customers can reap the benefits from the robust content as quickly as possible. We begin with the implementation of the Noetix Analytics foundation components. Once this is done, a set of modules is configured, loaded, and validated. Finally, the model is exposed in the customers' query tool via Noetix Generator. At that time, customers can begin building reports. Subsequent phases are used to configure and load additional data, build interfaces with other sources, and create custom data marts. Following this approach, customers have a global data warehouse to support strategic, tactical, and operational BI requirements in the near term via a platform that quickly changes to support growing organizational objectives.

Our relationship with our customers does not end post-implementation. In fact, we believe it's only the beginning. Noetix Professional Services is committed to your success, available to address your future needs, providing ongoing guidance through consulting, education, and technical support.

Custom Reports and Custom Views

As Oracle Reporting Experts, Noetix consultants can quickly develop custom reports and queries that fulfill a specific user need or business requirement. Extending NoetixViews function-

ality, Noetix consultants can create custom business views that answer the tough business questions.

Noetix Managed Services

In response to customer demand, Noetix provides a service to assist customers in administering the Noetix environment. Noetix Managed Services is designed for customers who have either implemented or plan to implement Noetix as part of their BI solution. Services are also available for select third-party reporting applications such as Oracle® Business Intelligence and SAP® BusinessObjects.™

Organizations with limited IT resources or time to devote to the administration of Noetix have the most to gain from this service. The Managed Services team is comprised of senior consultants whose sole responsibility is the day-in and day-out management of all aspects of Noetix environments at customer sites. Noetix offers both a standard and premium managed service plan designed to meet the level of service required by individual organizations.

Noetix Upgrade Services

Noetix Consulting will help you get up and running on the latest release of Noetix software while minimizing the impact on your staff and other IT priorities so that you can immediately start utilizing the new features and functionality. Noetix will complete the assessment, planning, upgrade, and optimization of your environment.

Noetix Migration Services

Noetix provides two distinct migration offerings to assist customers with report migration. Whether you are migrating your 11i reports to a Release 12 environment or looking to move from one reporting tool to another (e.g. Oracle® Discoverer to Oracle® Business Intelligence Suite EE Plus (OBI EE)), you will find Noetix well versed in report migration strategies, ensuring your key reports continue to run.

Noetix Remote Services

Noetix Remote Services is a service provided as a supplement to formal consulting or training. Customers have periodic needs that go beyond the scope of Technical Support, and formal on-site consulting or training isn't always appropriate or feasible for all issues. If a dedicated resource is required for a few hours to assist with an upgrade or migration, to help write a report, or even to

provide a refresher on how to do something with Noetix software, Remote Services fits the bill.

Noetix Customization Maintenance

Noetix Customization Maintenance (NCM) is a service that enables customers to reap the benefits of developing customizations to NoetixViews and having those customizations maintained through upgrades by Noetix.

Noetix Education

Noetix provides private technical and report developer training that enables our customers to maximize their Noetix investment. With training curriculums for both Noetix Administrators and business professionals, students will gain the knowledge and skills essential for developing custom reports and optimizing operational performance of Noetix tools and technologies.

On-site training allows for the specialization and dedicated expertise to focus on your organization's specific reporting environment and educational objectives. Noetix Education provides training in the following areas:

- ▶ **Noetix Administrators** — NoetixViews Administration, Noetix Analytics Administration, Noetix Platform Administration, NoetixViews Workbench
- ▶ **Business Professionals** — NoetixViews with Oracle Discoverer, NoetixViews with Noetix WebQuery, NoetixViews Report Developer Training, Noetix Analytics Report Developer Training
- ▶ **Custom Training**— Noetix can work with each customer to create agendas specific to their requirements

For More Information

Discover how to dramatically increase the return on your reporting investment and enhance your ability to quickly answer critical business questions: call us toll-free at 866-4NOETIX or visit our Web site at www.noetix.com.

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