

ORACLE CLOUD APPLICATIONS MANAGED SERVICES FOR A FINANCIAL SERVICES COMPANY

PRIVATE WEALTH MANAGEMENT COMPANY REDUCES COSTS AND DELIVERS 24X7 SUPPORT WITH ORACLE SAAS MANAGED SERVICES

CUSTOMER PROFILE

HQ

New York, NY

INDUSTRY

Financial Services

EMPLOYEES

1000

ITC SERVICES

- Managed Services

APPLICATION & TECHNOLOGIES

- Oracle Cloud Applications

INTRODUCTION

The client is a privately owned wealth management company providing services from estate planning to insurance advisory through comprehensive investment management, wealth planning, and family office services.

CHALLENGES

The client needed a managed services partner who could fully manage their Oracle Cloud Applications without administrative worries. This included enhancements, future upgrades, and 24x7 production support. They wanted a partner who could simplify application management through IP-driven and well-defined processes with predictable outcomes.

SOLUTION

The client selected IT Convergence for our process-driven managed services model, flexible subscription model, and deep expertise in Oracle Cloud Applications.

IT Convergence provided end-to-end managed services for their Oracle Cloud Applications environment that included enhancements, reports development, integration, and testing. ITC also ensure faster resolution of issues using custom, real-time dashboards for availability, performance, capacity, and incidents.

RESULTS

- Simplified IT operations management and faster problem resolution with AI-based solutions
- Optimized costs through a tailor-made, flexible staffing approach
- 24x7 proactive monitoring, process analysis and enhancements
- Improved security with regular updates and better access control

ITC ADVANTAGE

- 24x7 service desk, assigned staffing model and a dedicated Service Delivery Manager
- Global managed services team with a blend of onshore, nearshore and offshore resources