StrategicSystems
we define success

Whether you're using ERP applications to streamline operations or make better data-driven decisions, we have the expertise you need.

Organizations are routinely expected to do more with less, especially with back office, operational systems and functions. Competing priorities require leaders to shuffle resources, budgets, and priorities at a moment's notice to support strategic initiatives, often leaving a wake of unfinished work and limited support for the Enterprise Resource Planning (ERP) applications that are mission critical to the organization.

Can you afford to wait till something, goes wrong, transactions fail to post, invoices and payments are sent out erroneously, data is compromised from your systems of record, or notices and correspondences are sent out in error. You need to feel rest assured that your ERP systems are getting the care and feeding they need to continue to support the enterprise.

Designed to Give You Peace of Mind

Enterprise applications are essential to your business, but they can be time consuming and expensive to maintain, modify and customize. We understand that while most organizations rely on ERP systems, implementations, level of customizations, and deployments are unique. What sets us apart is our approach and engagement model that is designed to provide our clients peace of mind. You can rest assured that your systems are being managed and cared for by consummate professionals who have the experience and expertise to handle almost any situation or circumstance,

because they have seen it before and know how to deal with it with minimal disruption to operations, and to fix things when they go wrong.

It's All About Delivering Flexible and Agile Services – On Your Terms

Our Managed Services capability and teams are based in our Center of Excellence in Hyderabad, India. The CoE follows certified Agile development methods, and all engagements are staffed with certified scrum masters and scrum teams.

Uniquely, we offer our clients the opportunity to decide how the teams are deployed, what times they are available, and how they need to be managed. Teams may be deployed at regular shifts, during your regular business hours so that they are available when your staff are, or however else your business needs to have resources deployed.

Additionally, you have the option to manage the team with your own project management resources. We have clients that use their development managers and senior business staff manage our resources directly, while other clients choose to give us specific scope of work that we manage. No matter which model you choose you will always have access to the best of Strategic, always.

Services that You Care About

ORACLE® **ORACLE®**
JD EDWARDS **E-BUSINESS SUITE**

We offer a full range of services to help you get the most out of your ERP investment — from minor updates to complete end-to-end solutions. We provide the following services:

- **Upgrades:** Understanding which upgrades and patches are important to your implementation is key when it comes to upgrades. Our team will study the upgrade in detail and provide recommendations on the value of doing the upgrade.

If you chose to upgrade we will transition you team to the appropriate version, only after careful planning and authorization to do so.

- **Customizations:** There isn't a one size fits all model when it comes to ERP. Customizations are tailored to your specifications. Additional feature development is rationalized against Oracles roadmap and if required our team will work you to custom develop the functionality.
- **Managed services:** Our Global Support organization offers 24/7/365 level 1 to level 3, functional and technical support. We offer flexible timings and engagement models to fit how you do business.
- **New implementations:** Focuses on aligning business benefits, scope, and quality with your business model, current and future requirements and vision for the organization.
- **Consulting services:** As part of our value add, our customers have access to a continuous improvement program that is designed to keep you current across all capabilities.

Oracle's JD Edwards and Enterprise Business Suite deliver highly competitive offerings in the Enterprise Applications market. Skilled resources on these platforms are in diminishing supply – but not at Strategic Systems. We offer the full range of software support, consulting, and managed services. Our dedicated and growing team of application experts will help you with even the most customized applications and infrastructure.

As part of our managed service offering, we ensure your ERP implementation is always current, and leverages the latest best practices, and standards. We provide a Continuous Improvement Program (CIP) that is available to all our clients. Through this program our clients have access to upgrade recommendations, best practice updates, and any other golden nuggets to better align our services and your ERP implementation with your unique business model and operating process. This program provides proactive maintenance, management and administration of the solution including increasing our staff availability and interoperability, adapting to changing business needs, and freeing staff and funds for valuable priorities.

About Strategic Systems

You get the quality services you demand, with the flexibility you want, at the price that fits your budget.

We aim to be your business transformation partner. Since 2004, we implement technology solutions and provide services that allow our clients to realize sustainable competitive advantages. We focus on your unique needs, applying transformative, and cost-effective solutions that enable the digital business model.

At Strategic, we work relentlessly to make a difference for our clients. We refer to this as the Strategic Way, which at its core, is fueled by our enthusiasm for innovation and advanced technologies. Each of the 250+ men and women that call Strategic "home" are fiercely competitive, naturally inquisitive, and value our client's loyalty.

We are a certified Minority Owned Business Enterprise (MBE), and an Encouraging Diversity, Growth and Equity (EDGE) vendor. We provide the knowledge, experience, expertise, and technologies that assist our clients develop and execute on their digital transformation journey.

Contact Us

We have a presence in major technology hubs across North America, and clients that span North America. To find out more about our services and what we can do for you, get in touch.

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Support and Service
24x7x365 support available. Level 1, 2, 3 Support provided by expert resources.

Customization Support
Support for customizations to meet the unique needs of your business.

Implementation Support
We have oracle certified resources that have experience installing and configuring ERP.

Upgrade Support
Not sure if you need to upgrade? We can help by aligning your needs with what's new.

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