Fusion Data Intelligence (FDI) – Day 2 Support Services

Delivered by Apps Associates' India-based FDI Center of Excellence

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Why Day 2 Support Services for FDI

- Realizing the value of FDI requires proactive rollout and adoption
- FDI needs to be tailored to the unique needs of different user constituencies
- Prevents redundant and inefficient solutions from being developed on other platforms
- Companies with active support capabilities report much higher satisfaction and penetration levels for FDI

Apps Associates India-based FDI Center of Excellence

- Over 90 FDI professionals servicing clients
- Skilled in technical and functional aspects of Fusion Data Intelligence
- Leadership has combined over 30 years of Oracle Analytics experience

Services Provided

- Troubleshooting/fixing report and data issues
- Designing and developing new reports and dashboards
- Basic FDI user orientation/training
- Data augmentation setup to include Cloud Application DFF's
- Updating and modifying FDI subject areas
- Developing new metrics and KPI's
- Feasibility assessment for new requirements
- Security design and setup
- Collaborate with Oracle Support to resolve issues
- ETL Monitoring*

  *(dedicated resource model only)

Choose from 2 Service Delivery Models

Bucket of Hours

- Purchase a predetermined # of hours of support
- Use as and when you like
- Choose from list of services provided
- Billed as incurred with minimum monthly spend
- Not billed if not used (beyond minimum monthly spend)
- 3 month, 6 month and 12 month durations available

Dedicated Resource

- Full time dedicated resource
- Fixed monthly fee
- ETL monitoring included
- 3 month, 6 month and 12 month durations available

About Apps Associates

Apps Associates is a premier enterprise applications and technology advisor, counseling and executing across every stage of the enterprise transformation journey—not just the destination. For more than two decades, Apps Associates has closely collaborated with decision makers across nearly every industry, offering end-to-end integration, modernization, and cloud migration services. By helping to break down the silos within today's most complex business challenges, Apps Associates is unlocking solutions and efficiencies that scale into future opportunities.

To learn more about how Apps Associates can help you align your business with the right technology, visit: www.appsassociates.com, or follow Apps Associates on social media on X and LinkedIn.

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