

## Putting you in control

Getting the most from your software investment, protecting against risks and maximising system availability are critical to sustaining successful projects. Why waste time and precious resources trying to diagnose problems and logging issues when you could be focused on core business? Let our experts help you optimise, protect and sustain your project controls system, without the cost of hiring and training additional staff.

## The support you need, when you need it

Our experienced consultants proactively work with you to resolve issues, improve performance and anticipate and prevent problems based on our best practice expertise. Whether you require ad hoc support to supplement in-house capability or a fully outsourced support solution, Prescience Technology's range of flexible and scalable support services can be tailored to your needs.

## Dedicated assistance from experienced professionals

Prescience Technology is Australia's leading enterprise focused Oracle Primavera Specialized Platinum partner. We have a dedicated, local team of specialised Support Consultants whose deep knowledge of the Oracle Primavera suite, and complimentary project controls technologies is unique and unmatched in the market today. Choose from one of our three plans, or we can tailor a solution:

### The PrescienceAdvantage<sup>®</sup>

#### The PrescienceAdvantage<sup>®</sup> Support Service is:

- Reliable, responsive and results-focused
- Delivered by Australian-based Oracle Specialized Engineers.
- Effective for small and large companies, as well as individual operators
- Flexible, scalable and tailored
- Suitable for asset intensive industries, including mining, resources, energy and infrastructure
- Backed by a team of Project Controls, Project Management and Oracle Primavera Training professionals
- Proven with local, national and global support clients

### Support Coverage

With offices throughout Australia and an international base in Singapore, we serve a diverse range of clients across the Asia Pacific region and support global projects and organisations by request.



elite

#### Highly customisable 24/7 support, with optional architecture, security and usage reviews, and proactive performance management.

This offering is best suited to national and multi-national organisations for whom Primavera is critical to Planning, Development and Production operations.

extended

#### Extended hours support, with software and database administration assistance and annual technical health checks.

Best suited to organisations using Primavera as an integral part of their operations; seeking to optimise support costs through a national, regional or global agreement.


everyday

#### Basic level of SLA-based technical and functional support with escalation assistance and guaranteed response timeframes.


Helps ensure there are no gaps in your basic vendor support coverage. Best suited to individual operators, contractors and small organisations seeking to optimise support costs.

**ORACLE PRIMAVERA | ORACLE E-BUSINESS | ORACLE DATABASE | DELTEK | INEIGHT | BASIS**
**Support** at a glance


	ELITE	EXTENDED	EVERYDAY
Hours of Operation	24/7	6am to 6pm Local Time, Mon to Fri	8am to 5pm AEST, Mon to Fri
Weekends & Public Holidays	✓	✗	✗
Service Levels	✓	✓	✓
Logging & Managing Vendor SRs	✓	✓	✓
Technical Support	✓	✓	✓
Functional Support	✓	✓	✓
Administrative Support	✓	✓	✗
Dedicated Service Delivery Manager	✓	✓	✗
Proactive Monitoring	✓	✓	✗
Proactive Performance Management	✓	✗	✗
Integration Support	✓	✗	✗
Onsite Mobilisation	✓	✗	✗
Technical Health Check	Bi-Annual	Annual	✗
Application Patching	Quarterly	Bi-annual	✗
Service Delivery Checkpoints	Monthly	Monthly	✗



**2,500+**  
Supported Users




**1,000+**  
Tickets Resolved  
Each Month






**99%**  
Resolution Within  
SLA Timeframes

Contact us to find out how we can help your organisation optimise, protect and support your software investment. Call **1300 086 816** or email [info@prescience.com.au](mailto:info@prescience.com.au)

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expertise add-on