

CERVELLO MANAGED SERVICES

Let your team focus on core competencies and fundamental business activities by leaning on Cervello to develop a long-term plan that gets the most out of your technology.

As an extension of your team, we'll use our experience managing applications, supporting users, driving end-user adoption, and masterminding application extensions and evolutions to challenge the status quo and provide you with key insights and recommendations that are unique to your business's needs and goals.

Supported Technologies Include:

- Oracle
 - Hyperion Planning
 - Essbase
 - HFM
 - Reports
 - OBIEE
 - DRM
- Host Analytics
- Birst
- Salesforce

Administration and Basic Support

Cervello can increase the value of the technology you already have by helping manage and maintain your applications. We have the technical and functional expertise to ensure consistent software

performance and a painless end-user experience. Our idea of administration and basic support covers everything from day-to-day system maintenance and management, trouble-shooting, end-user support and training to monitoring system performance so that we can head potential issues off at the pass. We'll also take charge of standard system functions, such as: implementing and executing security models, business rules, and other application processes.



Application Extensions and Evolution

When straight-forward system maintenance isn't enough to achieve your business goals, Cervello offers guidance in ways to expand and upgrade your technological ecosystem. Whether you're looking to tailor what you already have via configuration or custom report development, or you need a bespoke solution with custom development, we're your guys. We'll handle standard release and patch upgrades. We're also equipped to lead you through the sort of upgrade that's anything but standard. Creating a detailed plan based on your existing architecture and future goals, we'll work with you to put your system on the cutting edge and everyone in your organization on the same page.

Advisory and Architecture Services

If you have long-term technological goals for your business, Cervello will work with you to translate them into concrete plans. We'll keep you one step ahead of your software vendor's planned enhancements by reviewing upcoming releases and making sure you're ready to make the most of them. We'll proactively look for third party applications that work with what you already have to make everyone's jobs easier. And we'll work closely with both your in-house IT team and your end-users to address concerns and look for areas for improvement. Together, we can create, prioritize and manage a list of enhancements that will keep your system improving and your users engaged. Through everything, we'll provide custom training so that everyone can take full advantage of the tools they have.