

Oracle Service Cloud

MANAGED SERVICES

Complete managed services for RightNow



MANAGED SERVICES

WeSquare can provide the complete managed Services for Oracle Service Cloud (RightNow).

Do you have staffing constraints that make it challenging to keep up with day-to-day administration of your Oracle Service Cloud (RightNow) implementation?

Need assistance with complex reporting requirements? Looking for a little extra help to modifying code in your Oracle RightNow Customer Portal pages?

Get the assistance you need when you need it, and maximize the value of your existing Oracle Service Cloud (RightNow) implementation. WeSquare Managed Services provide you easy access to a team of experienced professionals who can manage your Oracle Service Cloud (RightNow) implementation or supplement your team with ad-hoc assistance, configuration, administration and development services.

MANAGED SERVICES CONSISTS OF

WeSquare Managed Services can assist with everything from routine administration tasks and coaching to complex configuration and customization changes. WeSquare Managed Services are the perfect complement to your Oracle Service Cloud (RightNow) via functional support in the following areas:

- End-to-end administration
- Workspace configuration
- Business rules and workflow
- Custom reports / Dashboards
- Database management
- New feature implementation
- Service optimization
- Customer Portal Customizations
- Monitoring
- Reporting / KPI's
- Maintenance Oracle CX software

“Implementing and improving Oracle Service Cloud solutions is what we do best, in a cost effective manner.”

PRICES

- Managed Services India: € 21-25 per hour per agent
Depending on experience
- Development cost India: € 40 per hour
- Development cost Netherlands: € 75 per hour
- Consultancy Netherlands: € 80 per hour
- Payment: Quarterly in advance
- Contract term: min 1 year
- Contract start/end: TBD

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ORACLE Gold Partner





SLA

Due to the possible complexities of software issues, industry standards do not set firm SLAs, however WeSquare operates under the following guidelines (in line with Oracle's Gold support SLAs):

- Support is provided
Monday – Friday 08:30 – 18:30
 - Between these boundaries you can define which 8 support hours suit you best
- All queries will be responded to within 1 hour.
- All cases will be logged and work begun within 4 hours. This is dependent on the availability of required information from the user and priority.

BREAK-FIX

If there is a prio 1 escalation we will pick it up and fix asap. This is offered 24-7!

RESOLUTION

Resolution of cases is a “best effort”. This is dependent on the availability of required information from the user.

CLIENTS

- Illy Café Italy and US
- Alfa Sistemi (Italy)
- Provence of Utrecht (Netherlands)
- iBood/MSH (Netherlands)
- Independer (Netherlands)
- Showmax (South Africa)
- Fraudehelpdesk (Netherlands)

PRIORITY LEVELS

We work with the following priority levels:

Priority	Description	Code	Response time
Urgent	Incidents where software no longer functions or cause the functionality has declined such that this is perceived as such. Workaround is not possible or acceptable to the customer.	1	< 0,5 hours
High	Incidents where software is partly functioning, but the remaining functionality remains difficult in order to function. Workaround is possible but not satisfying.	2	< 1 hours
Normal	Those incidents where the software partly functions, but the remaining functionality still remains possible to function properly. Workaround is possible.	3	< 2 hours
Low	Other, other questions	4	< 4 hours

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