

CREOAL CONSULTING ORACLE FUNCTIONAL SUPPORT DESK

Your business. Your Investment. Your Peace of Mind.

About Creal

Creal is an Oracle implementation partner with a rich 15-year history providing strategy, planning, implementation, upgrade, and custom development services.

Our goal is to help our customers maximize their investment in technology and utilize leading practices to run their business.

What we do

Our core service offerings include:

- Health check service
- Production functional support
- Oracle Cloud implementation
- On-premise JDE/EBS implementations or migrations to Oracle Cloud
- Custom application development

Our Customers

Creal services customers in the Federal, Public Sector, Higher Education, and Commercial Space.

Key Creal customers include:

- US Treasury
- Small Business Association
- Toshiba Global Commerce
- Expedia
- ViaSat
- Greenbacker Financial Capital
- SMB to Fortune 500 Clients

Ideals we live by

We are a team of highly skilled practitioners. We hire the best to deliver the best – with honesty and integrity our team has your back, because your success is our success.

What is Functional Support Desk?

The Creal Functional Support Desk extends Oracle expertise to organizational users faced with functional questions. Users log support requests in Creal's ticketing system and track their requests from initiation through to resolution.

Creal's Functional Support Desk is intended for customers in a stable production Oracle Environment. Consulting services are also available.

Why Functional Support Desk?

- Preventative Consulting: Helps identify problems which may be associated with poorly defined procedures or setups, lack of user knowledge that prevents full use of application functionality.
- Corrective Consulting: Helps resolve issues caused by system user errors which prevent desired system function.
- Correcting user errors: Where necessary, we provide support to quickly correct user operational errors
- User instruction on system use: Operational support regarding functions that users do not fully understand, or training for new staff.
- New Reports or New Functionality Testing



A Partnership for Success

- US Oracle ACE led implementation and assurance services
- 30+ years of Oracle partnership experience
- Trusted by senior leadership teams to validate assertions, decisions

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Key Features

- Proactive and reactive support personalized to your implementation
- End users receive guidance from experienced product experts
- Quarterly Performance and Planning Reviews

Key Benefits

- Faster adoption of new features
- Minimize Production system issues
- Greater value from your Oracle products
- Users stay productive with Creal's timely support from our expert staff



@CrealCloud



@Creal



www.Creal.com

The Power of Support

Let Creal Customer Support (CCS) provides exceptional personalized support to your end users and management of your Oracle Service Requests (SRs). Creal will work with Oracle Support on your behalf to ensure a seamless transition for remediation and support of product defects and enhancements.

Let's get started

Creal will provide a remote system assessment to understand current applications setups and functions so we are able to hit the ground running.

Creal Functional Support Pillars

ERP SCM EPM

	Applications User Count		
	1 - 25	26 - 50	> 50
Monthly Access Fees	Prices tiered by number of users		

	Single Pillar	Multi-Pillar
Hourly Rates*	Prices tiered by number of pillars	

* Minimum 40 hours per month

One Time Setup Fee **	Price based on footprint
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** Waived for existing Creal customers

