

KERTIOS


It's time for action


Every day around the world, for 20 years, Kertios acts and makes available all its recognized expertise, whether human and/or technical, as well as its exceptional partnerships in the service of a single and only ambition:


Collaborate with its clients to implement their transformation strategies to build reliable and innovative solutions.





Our value proposition

 We have been working for more than 10 years, mainly in three regions: Europe, CIS and Africa, and we have a long list of very satisfied customers from different countries.

 We draw on our experience gained from a number of international projects and will provide your teams with best practice.

 We have in-depth knowledge of local requirements and their compliance with company policies and procedures. We also have extensive practice in coordinating local and corporate requirements.

 We are adept at working with local partners and often collaborate with other consulting companies. We also have offshore capabilities.

 We are flexible and work very quickly.

 Our team are officially certified by Oracle for different products and keep it up to date.

 High professionalism and very good project management.

Our Projects Geography

Kertios Consulting is an international company which operates globally in different countries. We've already realized many HCM/ERP projects in different countries around the world:



Our service offering

Transformation Organizational

- Operational Benchmarking / Digital Maturity
- Business Process Management
- Operating Model / Business case
- Change management / Training

Process optimization & solution deployment

- Process optimization: Finance, HR, Sales etc.
- HCM Solutions – Oracle
- Oracle & Salesforce ERP Solutions
- Project Management

Systems and technologies design and implementation

- Business Intelligence
- Custom Development
- Maintenance / Hosting
- Software Publishing

Our Oracle Partnership

ORACLE Partner

ORACLE
FUSION APPLICATIONS

ORACLE
TALEO

ORACLE
ANALYTICS

ORACLE
GUIDED LEARNING
(OGL)

ORACLE
E-BUSINESS SUITE

ORACLE
JD EDWARDS

ORACLE
NETSUITE

ORACLE
PEOPLESOFT

ORACLE
USER PRODUCTIVITY KIT

Kertios Consulting in figures

140+ Customers that trust us

35% of income from HCM / ERP projects

20+ Years on the market

15+ Oracle Applications Consultants

30+ ERP/HCM projects

15+ AMOA projects



About Kertios Applications Maintenance and Support (AMS) service

In scope of AMS services Kertios offers support of Oracle HCM and ERP solutions. Our services can be provided at any level including 2nd and/or 3rd Line of Support with provision of appropriate resources. The scope of AMS covers support of implemented solution including set-up, localization and customizations. Based on the client situation (scope, available support team, number of business users, etc.), we develop the optimal approach to provisioning AMS services.

According to our business practice we use the following tools to execute AMS services:

- Tickets – formally reported and registered user's issues within initial design;
- Change Requests – formal user's issues or requirements that involve modification or extension of the initial design (system enhancement).

Our Key Customers



BUREAU
VERITAS



VEON



Pernod Ricard

AMS Objectives



-  Deliver support of solution to users according to customer's standards (tools/SLA's/approval chains, etc.)
-  Maintain solution in terms of documentation, code and setup.
-  Contribute to strengthening of customer's solution for the future.
-  Ensure consistence of technical and functional dimensions of solution over time.

AMS Services domains




In order to provide expected assistance and assign resources involving relevant teams/users, AMS services are structured by the following domains:

- **Application support**
 - is a service that keeps business processes running as designed.
- **Application corrective maintenance**
 - is a service of identifying and fixing bugs and issues in applications after deployment.
- **Application Enhancement and Upgrades**
 - is a service of management of changes/upgrades in existing processes or/and applications to improve them and satisfy business requirements.
- **Service Management**
 - is used for tracking, recording and managing of service process tasks and activities execution including, SLA reporting, contracts termination, etc.
- **Council & Advice**
 - is a service of provision and sharing knowledge, council about applications, business processes, design, etc. This service includes preparation of documentation in required format.
- **Environment Management**
 - is a set of services to support of enabling hardware, middleware services (including integrations) and support of software purchasing (including licenses) . This service also involves setup of environments to an operational conditions during deployment.



Documentation preparation and trainings delivery

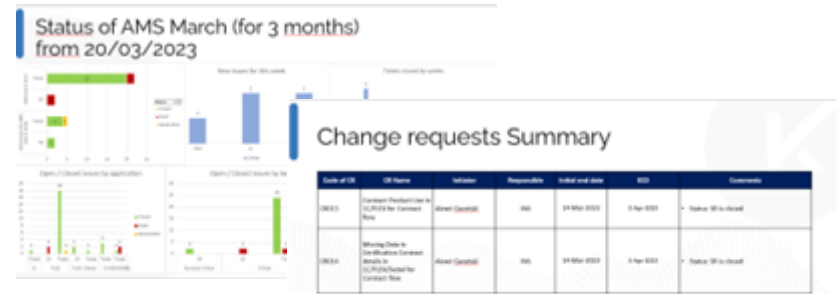
Upon request Kertios also have capabilities to perform the following activities:

<p>1 Business Processes</p>	<ul style="list-style-type: none"> • Revision and audit of current Business Processes; • Proposal of improvements; • Design of new Business Processes. 	
<p>2 Documentation</p>	<ul style="list-style-type: none"> • Preparation of Working Instructions; • Creation of Local procedures; • Preparation of Training Materials in required format. 	
<p>3 Trainings / UAT</p>	<ul style="list-style-type: none"> • Delivery of the Trainings sessions for key users with: <ul style="list-style-type: none"> • Revision of prepared materials; • Demo of business processes; • Support to UAT sessions, based on scripts; • Assistance during end users training lead by key users. 	

Reporting of project status

In order to communicate current status, results achieved, open topics, Kertios team uses several types of reports:

- AMS flash report**
 Weekly report with details about previous week reported/resolved/open issues and plan for current week.
- AMS summary report**
 Monthly report with details about results achieved/delivered during month and open issues.
- AMS Closing report**
 Report with details about overall AMS activities executed during the AMS period, created/updated documents, analytics, recommendations, etc.
- Issue Log**
 Reporting tool which is used by Kertios to support transparency of all issues. This report contents all required information about reported issues, including Severity, Business Impact, Dates of login/closing, Next Action, Action history, and so on.




ID	Requester	Request	Priority	Category	Resolution	Open since	Open until	Status	Severity
001	Customer X	Request for new feature	High	Product	In Progress	19/09/2022	19/09/2023	Open	High
002	Customer Y	Request for bug fix	Medium	Support	Completed	19/09/2022	19/09/2022	Closed	Medium

