Rackspace Elastic Engineering for ERP Spheres of Support

This article outlines common services available for consumption via Rackspace Elastic Engineering for ERP Applications. Other services may be available as agreed by both parties in advance.

Supported Applications:

Oracle Applications	SAP Applications
Oracle E-Business Suite (EBS)	S/4HANA
PeopleSoft	ECC
Oracle Cloud ERP	Suite on HANA
Hyperion	Fiori
Agile	SolMan
OBI	BI/BOBJ
SOA	MII
	SAP Cloud Platform
	SAC

Support Type Definitions:

Troubleshoot

Rackspace assists Customer staff with the diagnosis of complex issues or problems with new configurations. Rackspace advises Customer administrative staff on the recommended diagnosis and remediation steps. Troubleshooting might include calls with Customer staff, response to email questions, or problem assessment by using scripts or manual investigation when requested by Customer.

Consult

Rackspace engineers and subject matter experts meet with Customer administrative staff to provide advice, product knowledge, implementation and architecture guidance, and project plans to manage and leverage the ERP software features in the most effective way possible. Consulting might include documentation of suggestions as well as a roadmap for implementation.

Enable

Rackspace engineers work side-by-side with Customer administrative staff to implement desired features, configurations or fixes for Customer. Rackspace provides documentation of the implementation steps as well as any architectural or operational decisions made by Customer. The Rackspace team helps implement pilot and test configurations and support production deployments in close collaboration with Customer's administrative staff.

REE Capabilities	Troubleshoot	Consult	Enable
Application Automation	x	x	x
Application Development Services	x	x	x
Application Functional Support	x	x	x
Application Integration	x	x	x
Application Modernization	x	x	x
Application Monitoring	x	x	x
Application Security & Compliance	x	x	x
Application Technical Support	x	x	x
Application Testing Services	x	x	x
Backup	x	x	x
Batch/Background jobs	x	x	x
Business Process Analysis	x	x	x
Cloning/Refreshes	x	x	x
Database Maintenance and Tuning	x	x	x
High Availability and Disaster Recovery	x	x	x
Patching	x	x	x
Performance Optimization	x	x	x
Print Management	x	x	x
Production Control	x	x	x
Session Management	x	x	x
Single Sign-On	x	x	x
Space Management	x	x	x
Upgrades	x	x	x
Existing Customizations	x	x	
Third Party Apps		x	

rackspace technology