



The Application Management Experts

## TriCore Overview

TriCore Solutions, the application management experts, provides a full suite of scalable and reliable managed application, cloud, infrastructure hosting, and consulting services to enterprise organizations. The company delivers its services and the TriCore Trusted Promise to more than 260 companies worldwide to reduce costs, raise service levels, increase business agility, and accelerate innovation, unlocking the business value from their IT investments. TriCore Solutions is headquartered in Boston, MA with offices in India.

TriCore is an Oracle Platinum Partner, Oracle Accelerator Certified, a three time Oracle Titan Award winner and a nine time Oracle Partner of the Year.

### TriCore Trusted Promise

We are technology experts with a culture deeply rooted in customer service. It is not just what we do, it is who we are. The TriCore Trusted Promise sets us apart from our competition and is why close to 100% of our customers stay with us and continue to expand the partnership. It is our commitment to our customers to deliver *unparalleled* service with *superior* technology and people.

We are continuously monitoring your applications and services. Our global support team is empowered to serve and support your business 24x7x365. We believe in complete transparency at all levels of our company without surprises or hidden costs.

### Managed Applications

TriCore provides comprehensive hosted and remote managed service solutions for your enterprise applications (Oracle, SAP, PeopleSoft, etc.), technology environments (SharePoint, Exchange), Infrastructure (Storage, Network Security, etc), Data Analytics/Data Warehousing and Microsoft SQL Server/MySQL database environments. We help our customers reduce their operating and CAPEX expenses and improve service levels in a 24x7x365 production support model.

- Monitoring
- Cloning/Refresh
- Application Maintenance
- Code Migration
- Patching

### Services and Solutions

TriCore is continuously expanding our service offerings to meet the needs of our customers. We provide industry leading solutions for your enterprise including Disaster Recovery, Advanced Security, Citrix Administration, Virtual Desktop Solutions and fully outsourced Help Desk all delivered with the TriCore Trusted Promise!

### TriCore Provides:

- Managed Applications
- Managed Infrastructure
- Consulting Services
- Oracle SOA
- Business Analytics and Data Warehouse
- Development Services

### Strategic Partnerships





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**TriCore delivers solid solutions backed by our Trusted Promise**

### Managed Infrastructure

TriCore simplifies the monitoring and management process by providing a comprehensive management of IT infrastructure. TriCore monitors the availability, responsiveness, performance and state of all critical IT components including:

- Network Management
- Security Management
- Server and Management
- Storage Management
- Operating Systems Management
- 3rd Party Cloud Management (AWS, Azure, O365)

### Consulting Services

TriCore Solutions professional services team has the experience needed to successfully deliver enterprise-focused implementations and upgrades. Our specialists work with your internal implementation team, ensuring an efficient and successful implementation based on your requirements, budget, and project timeline. TriCore Solutions combines a unique implementation methodology, customizable training, post-implementation and technical support, all with extensive application and industry experience.

### Oracle SOA

The TriCore Oracle SOA Assessment Service looks at the current state of the organization and measures, adoption, completeness and effectiveness of the SOA initiatives. The current state is analyzed and documented to gauge readiness and recommend initiatives, approaches, and priorities. With our extensive experience we not only provide you with 'best practice' solutions, we also provide you the support to manage it going forward.

### Development Services

At TriCore we have a dedicated team of experienced developers that can work with you from scoping out the requirement, making recommendations based on best practices and delivering a quality product that will meet your exact needs. Our resources are located in both the US and in our offshore office in India. We can work with you in a true on-site project based model or in a mixed model where you have a more cost effective offshore development effort that is overseen by our senior level developers in the US. Ask us about our 'Development as a Service' option.

### Business Analytics and Data Warehousing

TriCore's Business Analytics service can provide you with a comprehensive assessment of your environment as well as help you build your BI roadmap, all delivered with our best practices methodology and project management. TriCore will work with you to properly design a scalable data warehouse architecture considering your sources, ETL and storage needs. We solution, deliver and provide a managed service on a 24x7x365 basis.