

Chorus Net

plan, implement and manage
the development and the
evolution of your IT assets.





Euro Chorus Consulting



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Services

- Business Intelligence/DWH
- Oracle eBusiness Suite
- AMS
- ODMS
- System Integration
- Education and Training



Mission

Our mission is to help you to improve your business performance, developing and innovating your Information System and the skills of your employees.

Chorus Net

"easy as small, complete as big"

Chorus Net is an International Network of companies working in the areas of **Information Systems, Training and Consulting**.

We have been Partners of Oracle for more than ten years and are Oracle Gold Partners: Oracle is our major reference brand and technology.



Each company of the Network is an independent company strongly focused, but each is complementary to the others, all of them sharing common strategy and market approach.

Our offices are located in Italy and the UK and we are establishing a new office in Dubai: moreover, we have operations in many European countries and abroad.

We are a specialized consulting company, with experience and familiarity in innovative technologies applied to business solutions:

Business Intelligence/Datawarehouse, Oracle eBusiness Suite, Application Maintenance Support (AMS), Oracle Database Managed Service (ODMS), System Integration, Education and Training.

We plan, implement and manage the development and evolution of all of your I.T. assets: we provide you with consulting services and products, in order to create effective systems to support and manage any business process of your company.

Our added value:

the experience of a company that can operate in any of your business areas.

The ability to exploit cutting-edge technology and integrate it into a consistent and effective business solution.

The ability to tailor the service to your specific needs and constraints.

The partnership with the most effective product and service providers.

Our **main reference markets** are:

Telco, Pharma, Manufacturing, Finance, Public Administration.

Business Intelligence & Datawarehouse Service

Due to the rhythm of business, to be competitive, companies need to organize and manage their own data using Data Warehouse and Business Intelligence solutions.

The term Business Intelligence (BI) refers to the process of constructing knowledge, achieved through a deep analysis of business data and using it as a support to business decisions.



We implement Business Intelligence application, that enable you to:

- analyze preceding data
- make forecasts for the future
- improve business processes

Applying various techniques and reporting tools, **online analytical processing, data mining, business performance management, benchmarking and predictive analysis.**

- ▷ Chorus Net has expertise in all phases related to the development of software solutions, including Datawarehouse, Business Intelligence and DataMining.
- ▷ Chorus Net develops Business Intelligence applications for private customers (banking, telco, insurance) and local and central public administration.
- ▷ We develop solutions including other tools e.g. **Oracle, Teradata, DataStage, Cognos, Business Object, Microstrategy, Qlikview.**

Our approach :

We use the following steps when implement Business Intelligence activities:

1. Business process analysis.

The analysis process generates a document, which describes the meaning of the business processes and events to be presented and/or evaluated by methodical and detailed exposures.

2. Analysis of technology platform.

During this stage we identify the infrastructure of Business Intelligence's technology platform.

3. User requirements analysis.

Analysis of dimensional bus to be applied. Great focus is given to the "Dimensional Bus" to generate better performances in terms of functionality and capabilities on common dimensions of the Enterprise Datawarehouse.

Business Intelligence & Datawarehouse Service

Our approach :

4. Technical design for backend phase on logical, relational and physical ER model.

This stage delivers the "ETL Tech Specs" which explains about "extraction, transformation and loading" rules on stage, ods and dss levels.

5. Frontend technical design.

This stage exposes business areas to be developed on the semantic layer of the frontend tool. Also contains tech specs to develop reports, dashboards, KPIs in terms of integration rules, business rules, multidimensional navigation, etc. Finally this step drives the developer on user profiling needs, data security specs, etc.

6. ETL interfaces and procedures development

7. Reports, dashboards, KPIs, user profiling, data security. etc. development phase.

8. Design and running Unit Tests, Integration Tests, Regression Tests, Smoking Tests, etc. both on backend and frontend layers.

9. End users training both on application developed and on tech of BI platform.

Best practices on Business Intelligence and Data Warehouse environments, on Oracle Technology, are carefully followed and pursued to manage very high data volume.

Such best practices, both for design and for development phases, includes, for example, star schema equally partitioned to exploit partition etc.

10. Oracle Best Practices

Best practices on Business Intelligence and Data Warehouse environments, on Oracle Technology, are carefully followed so as to manage very high data volume.

Such high-quality practices, both for design and for development phases, include, for example, star schemes equally divided to exploit partition etc.

11.Oracle Skills

Our Datawarehouse teams are composed of experts both on methodological and technical aspects. Usually our team is composed of Project Managers, BI Architects, BI Analysts, BI Developers (tech specialists on OBIEE, ODI, OWB), DBAs with strong expertise on DataWarehouse/BI.

In general, our experts own Oracle certifications by Oracle University.



Oracle e-Business Suite Service

The platform of choice for our ERP activity is Oracle eBusiness Suite, which we have implemented for more than a decade through all its various versions from 10 to 12 and in the major areas of financial, distribution, manufacturing and HR.

By implementing ERP solutions at our Network, you can take advantage of our effective and flexible consulting, able to integrate all relevant business processes of your company.

We implement Oracle E-Business Suite application, that enable you to:

- ▷ optimize your business processes.
- ▷ achieve more easily your business objectives.
- ▷ get a 360° view of your company, correct and always update.
- ▷ rely on a solid, flexible and integrated IT platform.

Our Services :

ARCHITECTURE DEFINITION

Very accurate knowledge and experience of e-Business Suite and enterprise processes allows us to identify the best model configuration for our customers.

ASSESSMENT

In case of poor performance of the system or to support future decisions on the system itself, we conduct assessments focusing on the technical aspects of the implementation as well as organization of the project /support team.

As far as the execution is concerned the assessment takes into account project documentation and standards, set up of modules, custom implementations, whilst as far as the organization is concerned the focus is on education of users, technical management of the installation, and organization of the support team.

IMPLEMENTATION

Our implementations are executed following standard and consolidated AIM Oracle methodology. We provide standard implementations and any necessary customizations to fully meet the client's operational requirements.

MIGRATION

Usually a long period of time after companies have implemented Oracle eBusiness Suite, they have to upgrade or migrate their installation to a newer version: this may depend on a change of the business model of the customer or how out-moded the technology is.

CHANGE MANAGEMENT / TRAINING

Our Business Consultants and Trainers will guide you through the process of revising and improving your resources skills, in order to put in place the new business process model.

APPLICATION MAINTENANCE SERVICE (AMS)

We are highly specialized on AMS: we support our customers both with technical and functional/application support (more details under the AMS Service).



System Integration Service

Creation of complex information systems may include designing or building a customized architecture or application, and integrating it with new or existing hardware and software.

Chorus Net has the skills to complete systems based on the needs of the customer, selecting the most suitable hardware and software technologies and, where necessary, creating ad hoc components.



Our Activities :

Our System Integration activities include design, creation, configuration and integration of applications within the infrastructure of the information systems (new or existing), in order to support the transformation and adaptation of internal processes to new requirements.

- create complex applications by managing the entire design process, from planning to development and testing.
- control cost of development and maintenance using a methodology that conforms to ISO 9001:2008.
- develop and support innovative solutions based on commercial or custom products.
- rely on partners who offer state-of-the-art technologies and applications.
- improved management processes applied to the transition from one system to another.

Topics :

- sites or web applications construction.
- consolidate multiple databases into a single one.
- implement the dialogue between different systems.
- migration to new technologies.

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Application Maintenance Support Service (AMS)

The purpose of the AMS service is to deliver a technical and functional support to users of the Oracle eBusiness Suite, for their day to day activities.

The AMS service ensures a fast response to problems and issues that may arise when using your Oracle eBusiness Suite application.



Using AMS service you can:

o **Outsource business non critical activities like:**

- Application maintenance.
- Trouble ticket management.
- User Support.

o **Increase your productivity:**

- Your team is focused on core activities.

o **Increase your satisfaction:**

- You can benefit from our experienced functional and technical experts, who address user complaints.

Features :

AMS service includes the following features:

- o **Remote Services**
- o **Standard or Custom service level**
- o **Custom programs**

Services :

- o **Help Desk:** First level of functional and technical support for users and IT personnel.
- o **Remote Administration :** This service includes daily system administration activities as well as planned activities, such as patch application, environment cloning and startup/shutdown procedures.
- o **Remote Monitoring:** This service monitors your system's various components. It provides an early notification/warning on possible errors as well as a detailed current situation of your computer system. It covers servers, operating system, various levels of the Oracle Application Technology Stack, network layer and concurrent processing.

Beside this, we also provide operational support to user of the system.

These activities can be grouped into two main categories:

- Nonrecurring (unplanned)
- Recurring (scheduled monthly, quarterly, operational and annual close activities).



Application Maintenance Support Service (AMS)

Financial

RECURRING

- Period Opening
- Posting
- Reconciliations
- Fiscal Reports
- Interface Management

NON RECURRING

- Monitoring of sub ledger to GL posting
- Support with Journal entry
- Defining security rules
- Accounts Maintenance
- X-val rules

Distribution

RECURRING

- Purchase Order creation and management
- Sales order entry and management
- Receipts
- Shipping
- Inventory transactions
- Price list updates
- Purchasing contracts updates
- Scheduled receipts
- Inventory reporting

NON RECURRING

- Item creation/updates
- Inventory transaction types creation /updates
- OM Transaction type creation / update
- Lists updates
- PO approval hierarchy process update
- Discount and surcharge policy updates
- Receiving or shipping process updates
- Alerts updates
- Responsibility menu creation / updates

Manufacturing

RECURRING

- Updating Activities on data master
- Job /Batch monitoring

NON RECURRING

- Production reconciliations
- Planning activities investigations
- Defining production security accesses
- Plants maintenance
- Electronic signatures maintenance
- Creation and adding of data masters records



Oracle Database Managed Services (ODMS)

Bronze, Silver and Gold Level Service

Remote Database Service Startup

(This is a prerequisite to the implementation of services)

This service is carried out both on-site (at the customer premises) and remote (at our office).

Our Team of Oracle specialists execute an initial assessment of the system (health check) as a basis for the definition of the level of service, planning procedures and policies of engagement.

Remote Database Rescue Service

The delivery of this service is based on a remote connection to your systems via VPN.

Access with limited privileges (just a user with read-only access).

Our team of Oracle specialists is activated by the customer when it raise a problem and we guarantee an hour lead time to activate the procedure to solve it.

The processing of the problem last until it is solved /addressed.

Delivery of this service is based on a remote connection to customer's Systems, via PVN.

Remote Database Health Check

The delivery of this service is based on a remote connection to your systems via VPN.

Access with limited privileges (just a user with read-only access).

Its purpose is to regularly check, according to the business needs of the customer, the "health" of the database under support, in a proactive mode.

At the end of the activities, we give the customer a report with indications of critical areas and possible corrective actions.

Change Management

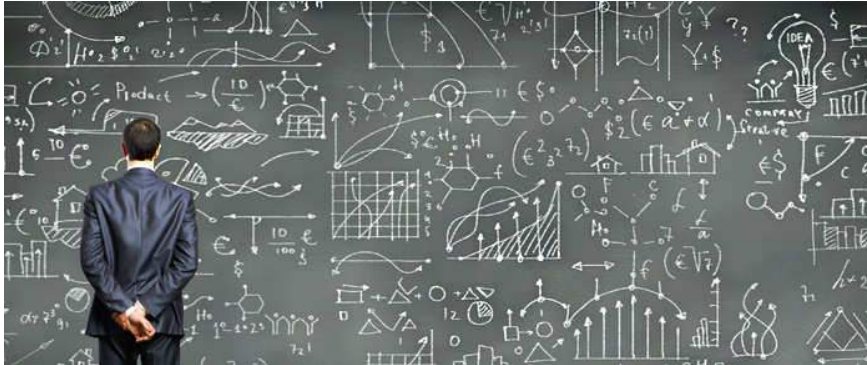
The This option can only be used with the purchase of Remote Database Service or Remote Database Health Check:

- Allows you to manage requests for remote activities;
- Minimum activity at least an hour;
- Requests must be planned with 5 business days advance notice.



Education and Training

Chorus Net has been active for several years, in the field of professional training and education. Our teachers (most of them Oracle certified) are successful ICT consultants, engaged for years in teaching activities.



Main Areas:

- Business Intelligence
- Oracle DBA
- Oracle eBusiness Suite (OEBS)
- Apex
- Oracle ODI

We cooperate with Oracle in carrying out education activities to several customers.

Our major references include: IFAD, KSS, ABI, Generali, Lottomatica. We also act as a **Pearson VUE Licensed Center** (PVTC) where candidates can have their certifications (Rome) and we have regularly contact with the Pearson VUE headquarters in United Kingdom. Finally our Network offers a **calendar of many courses, focused on Oracle technology.**

The training and education play an important role for our organization and upon request, we customize our plans of education for companies, even carrying out activities at their premises.



Euro Chorus Consulting



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Major Partners



Our major references :



Cassa depositi e prestiti



• Milan
Viale Brianza 20,
Cinisello Balsamo (MI)
Tel. 023.6527.222

• Rome
Via Appia Nuova, 154 (RM)
Tel. 069.7842.605

• London
Hampton House High Street
East Grinstead
West Sussex Rh19 3aw

info@chorus-net.com

www.chorus-net.com