

# Company Overview

SmartDog Services, [www.smartdogservices.com](http://www.smartdogservices.com), is the leading provider of consulting services for Oracle E-Business Suite software and technology, and is known in the marketplace as the "Oracle customer's best friend."

Whether you're an existing Oracle customer or are brand new to the Oracle marketplace, SmartDog Services is for you.

## Existing Oracle Customers

For companies who run the Database and E-Business Suite, SmartDog specializes in helping customers achieve and maintain the full value of their EBS applications and technology. Originally founded in 1991, our business was created to focus on Oracle technologies. Over the years we've developed a consulting approach which enables us to better understand our customers so that we can help them shape Oracle software to meet their unique requirements.

For existing customers, we've created tools to automate the diagnostic and discovery process so that we can quickly identify improvement opportunities. In addition, our proactive consulting delivery model allows customers to work directly with experts who know the software and can quickly implement these improvements. Our people are, absolutely, the most qualified Oracle experts in the world. And, our zero-dollar agreement, or "ZDA" makes it easy for you to call on us for help when you need us, and just keep us in touch when you don't.

## Customers who are New to Oracle

For companies of any size who are new to Oracle, SmartDog provides full-scale implementation services. Our risk-based approach enables us to undertake large projects in segments – completing and validating each phase, one at a time. Once the implementation is tested and complete, our company is uniquely positioned to continuously support clients according to their needs so that, as your company changes and grows, you can continue to achieve full value from your initial software investment. Our mission is to be "Your voice in the marketplace. Your friend in the business."

## About SmartDog

Named the SMB TOLA Partner of the Year by Oracle Corporation in 2010 for the fourth year in a row, SmartDog Services is an Oracle Platinum Partner. Our consultants are US-based, full-time employees of SmartDog Services and offer an average of more than ten years of Oracle experience on each of their resumes. The services we provide are delivered on site, at the client's location, or through our Solution Center in Austin, Texas - depending on the client's needs.

Please visit our web site to see a full list of our Oracle-based awards and accolades as well as a sampling of our customer endorsements.

### SmartDog Services provides...

- Complete System EBS Implementations
- Module Implementations
- Fixed-Price Catalog Services
- Incident-Based Help Desk Services
- Proactive Management Services
- Retainer-Based Services
- System Diagnostics and Troubleshooting

### Oracle E-Business Suite

#### FUNCTIONAL

- Projects
- Financials
- Human Resources
- Manufacturing
- Customer Relationship Mgmt.
- Order Management
- eCommerce
- Applications DBA

#### TECHNICAL

- Oracle Database
- Infrastructure
- Advanced Architecture
- Custom Development
- Conversions and Integration

