Solutions engineered on thinking outside of the box
Database - Infrastructure and Applications

Parish Crest Solutions

Capability Statement

Managed Services aligned to your business needs

ORACLE® Gold Partner

HITACHI
Hitachi Data Systems

HGST
a Western Digital company

WHO WE ARE

Parish Crest Solutions (PCS) was established in 1983 by Martin Power, an Oracle Ace and President of the Australian and Asia Pacific Oracle user Groups for over 12 years.

We are focused on building a reputation for enterprise technologies service delivery and a solid understanding of business expectations, governance, standards and systems. Combining formal partnerships with leading business services organizations and software suppliers, PCS has assembled a mature, client focused organization that supports, and compliments its clients as a true partner. PCS delivers consistently at the highest quality standards.

Today PCS builds on these foundations with Certified Oracle, Microsoft and Hitachi practitioners, Prince Two and Pimbok project managers, complemented by Commerce and Accounting professionals. It is this blending of technical, and business disciplines, coupled with structured process delivery, that forms the foundation of our ability to assist organisations in realising the full potential of their ICT investments.

Parish Crest, its staff, and our partners resolve, and remove the problems that lie between an organisation's realisation of the value derived from Information Technology investments, and the projects that deliver these services today. We provide agreed levels of support, service measurements, and escalation protocols, in every engagement we undertake. These ensure we are accountable for the delivery of our contracted obligations. These may be hard words but when you pay for an outcome you are entitled to receive it.

We offer highly scalable and customised solutions that are reliable, cost effective, secure, and flexible

WHY CHOOSE PCS

Customers choose to work with PCS due to our reputation & experience, success, enterprise clientele, vendor alliances, innovation, and our ability to focus on delivering business outcomes.

PCS staff are not only highly skilled in technology, they understand how organisations work, and adapt to meet customers' needs, and expectations. We know that change presents risks, and uncertainty. Our job is to limit the risk, and pave the way forward, so the business can operate more efficiently, with greater resilience, whilst reducing the overall costs of IT. We often hear astute and experienced IT professionals saying to us, "I didn't know you could do that".

Our consultants have clear, and concise methodologies, to guide organisations through the labyrinth of market offerings. We interpret between vendor marketing speak, and outcomes from technology offerings. PCS has, and continues to provide, bench mark testing, PoC's, and Beta testing for vendors. This makes us unique, in that we are at the forefront of solution development, and helping to guide vendor solutions to meet market requirements.

A number of our enterprise clients prefer not to be named publically due the sensitive nature of their data. We can however say that we deal with some of the largest companies across ANZ in the following sectors:

- Retail
- Government
- Insurance
- Utilities
- Banking & Finance
- Education
- Transport
- Defence

WHAT WE PROVIDE

PCS has an enviable worldwide reputation for helping customers understand what they can achieve with their existing IT environments. We provide guidance, and support in setting a clear vision, strategic roadmaps for ICT services, and the future of your IT investments. We don't just talk, we make things happen. From simplifying and improving database performance through to assessing, scoping, designing and implementing disruptive technologies such as Cloud Solutions that balance risk, governance, legislative obligations and cost.

PCS provide architectural services spanning,
- Oracle's Fusion Middleware,
- Database design and clustering solutions for Oracle and Microsoft technologies,
- Infrastructure solutions including SAN, Server and Networking,
- Security,
- Application Design and SharePoint solution services,
- Virtualisation and
- Big Data lake and analytic services.

PCS are also highly experienced in translating architecture designs into reality. Our team members deliver systems for clients, on premises, in the Cloud and fully blended services that satisfy your most demanding requirements. We back these build and commissioning services up with full environment management, supported by our 24 x 7 support centre and staff, who are highly experienced in root cause analysis, performance tuning and diagnosis, pairing problems back to their origins through first principles analysis.

Managed Services	Professional Services
PCS Managed services are customised to satisfy client requirements. We can support organisations through tier 1 help desk operations, right the way through to tier 3 details technical support services.	Our professional services teams deliver, • Enterprise and Solution Architecture solutions across Oracle and Microsoft technologies. • Infrastructure build and deployment services. • Operating System and Virtualization systems administration. • Database and Middleware build and administration. • Performance Tuning. • System security and authority store integration. • Microsoft, Oracle and Open Source development. • System recovery.
Support Services	**Project Services**
PCS can support your organisation with HDS, HGST, Oracle, Microsoft, Hadoop, Pentaho and many open source solutions. We will integrate with your team to fill gaps in skills and capacity as and when you need these services. Support ranges from turnkey responsibility for solution administration, development and management through to ad hoc short term engagements that allow you to deliver projects on time and within agreed budgets.	PCS has a team of highly experienced project managers and directors, experienced in IT project delivery. We can assist you in establishing project management offices, defining and specifying service delivery standards, assembling, letting and managing tender programs or simply provide access to our library of existing frameworks and procedures to supplement or kick start your PMO.

PCS staff are trained and certified in the following technologies and services. We maintain formal procedures and processes that optimize our staff's efficiency and effectiveness when undertaking activities in these areas.

Oracle & Microsoft Database and Application Server.

- Architecture and Sizing
- Build and production support
- Break Fix
- Tuning
- Migrations
- Backup and Recovery
- High Availability Solutions for Oracle and Microsoft
- Oracle Database, WebLogic and OAS Solutions including Web Centre Suite
- SharePoint architecture, development and support
- SQL-Server architecture, build and management

CLOUD SERVICES

- Assessment Service
- Mapping business outcomes and service delivery to meet SLA's. We challenge your status quo, processes and ideas.
- Design, Size, Architect and implement cloud infrastructure for all major apps
- Analyze what applications are best suited to the cloud
- Advise cloud models to review & use
- ROI & TCO assessment
- Risk Assessment
- Cloud Identity & Security
- Active Directory and .Net development
- Cloud Migration services
- Implementation testing and review
- HDS Cloud, Oracle Cloud, MS Azure
- MS tailored for customer needs
- Governance
- Residency services

Development Services

PCS have worked in the software development arena since 1983. Our experience includes,

- Oracle Forms and Reports
- Web Centre Suite
- Java development
- Perl and Shell scripting
- .Net Development including C#, JavaScript and JQuery
- Oracle Apex and XML Publisher
- SQL and PL-SQ

Virtualization and OS Support

PCS consultants are experienced in the support and provisioning of,

- Oracle VM
- VMWare
- Solaris
- RedHat and Oracle Linux
- Microsoft Windows
- HP-UX, Tru64 Unix, AIX and many others.

Management Tools

- Oracle OEM, Grid and Cloud Controls from 10 through 12c.
- Provisioning services including Single Server Images, Gold Image database and WebLogic server deployments
- Open Stack and Kick Start
- Oracle VM Templates and Virtual Assembly Builder
- HP Openview

Project Management

Using Prince II our project managers are experienced in all aspects of software development, infrastructure upgrades and and IT project governance.

 These disciplines follow through to all work carried out by our consultants who will following and report against both our project controls and your change management protocols through all stages of our engagements.

ORACLE APPLICATION SERVICES – E-BUSINESS SUITE

PCS's Managed Services team integrate with customers to improve their organisation's Oracle application service delivery. Our ITIL-based service management and support processes align to the needs of our customers' businesses to ensure that day-to-day operations are optimised.

- We provide solutions based on best business practices and attests with Forbes top 100 companies.

- Our consulting experience and knowledge repository is built on over 15 years' experience as solution architects and application technologists for Oracle ERP (E-Business Suite). Our consultants fully understand the integration points and functionality of Oracle ERP products and have a vast knowledge of implementing Oracle solutions for four of the "Big 5" consulting firms across multiple vertical industries. We also conduct conference room pilot (CRP), workshops, training and support – We consult on solutions rather than on systems.

- We provide a holistic approach to our solutions – i.e. Procure-to-Pay as a single integrated process – and utilise full capability of the Oracle ERP suite of products. Our solutions are geared towards Financials, Procurement, Supply Chain and Analytics business processes and have an immediate return on capital invested (ROCI) via streamlined and workable business processes that have been tested and proven.

- Our goal is to design simple, workable and innovative business solutions and to deliver operational efficiency, user experience, knowledge sharing and functional innovation.

- We create role-based solutions (e.g. roles may include CFO, Marketing Manager, Sales Executive, Warehouse Manager, HR Manager, etc.) with advanced security, which are configured for ease of use with 24 hour online accessibility and multi-device enabled (supports both OSX and Android users for mobile devices and Windows and Mac for PC devices).

- We also provide a B2B and Supplier life-cycle management system; self-service supplier access and supplier analytical and performance measurement; sophisticated Vendor Management Inventory and Warehouse Management system with real time update intuitive scanning device.

PCS offers the following capabilities around Oracle E-Business Suite

- ➢ Data Migration/Conversion (Oracle to Oracle, Legacy system(s) to Oracle, Oracle to Non-Oracle applications(s)

- ➢ End to end Oracle implementation projects

- ➢ Online customer stock availability (Internal and external)

- ➢ Online self-service user driven training (UPK)

- ➢ Web Centre for document storage and easy accessibility.

- ➢ Invoice scanning solutions with workflow engine for managing approvals

- ➢ Oracle ERP process improvements and strategy

HOW TO CONTACT US

PCS have offices in Melbourne and Sydney, although this does little to limit our service areas. We have clients across Australia, New Zealand, Indonesia, Singapore, Malaysia and Vietnam. We provide remote support for clients in Europe and the US, providing true 24 x 7 x 365 support.

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