Maintenance and Enhancement Service for Applications Built with Oracle Application Express

It's a fact that Oracle APEX applications are efficient, powerful and user-friendly right out of the box. Furthermore, APEX is often the choice for mission-critical applications because it is ideal for customization.

But, it's also a fact that your business is constantly evolving. Almost any software in your business environment will be subject to change at one time or another. Change can come from internal business initiatives, architectural and design changes, new user requirements, and the list goes on. Any one of these types of changes can potentially break the efficiency in your business processes.

Zenit, by Insum.

Focus on the Future.
We will Focus on Maintenance.

Have you ever wondered how much time your IT department spends getting things to work right instead of planning and building for your enterprise's future? Are you continuously bogged down in support and maintenance? Perhaps the developers who created your legacy application are leaving, or are long gone?

This is why Insum provides Zenit, an in-depth maintenance, enhancement and support service like no other. Zenit is exclusively focused on custom APEX applications and their environments and designed to provide you, your IT department, and your internal users with peace of mind.

Ensuring your APEX applications are constantly performing to your standards, adapting to your changes and moving along with your business just makes sense. That's our business.

insum

Zenit Maintenance and Enhancement Service – Key Features

Understanding

Zenit stands apart from other service offerings thanks to in-depth evaluation of your custom APEX application and how it interacts with your users and other applications. A thorough understanding is key to effective support diagnostics and resolution.

Reliable, Efficient and Knowledgeable Support

Our Internal knowledge transfer ensures that any time you call, you'll be speaking to people who have precise working knowledge of your APEX application, your production environment, and your business processes.

Accessibility and Speed

Through our maximum two-hour response time, our ready access to your application and our team bandwidth, we can quickly start working on resolving the issues to ensure your business processes never grind to a halt or suffer slowdowns.

Resourcefulness and Methodology

Zenit responders coordinate a pool of leading APEX experts who can handle even the most difficult issues. Our proven maintenance-specific APEX methodology is focused on ensuring stability and long- term functionality.

Clarity

We provide a monthly log on work done and quarterly management reporting. The more you understand your system, the better you'll be able to plan for future development.

Initial Zenit Setup Process

- **KNOWLEDGE**
  Transfer documentation and duplicate assets, to understand your working standards, architecture, functionalities, and user profiles.

- **SERVICE PROCESS SETUP**
  Establish a support structure, methods and processes that best suit your requirements.

- **SECURE ACCESS AND ENVIRONMENT SETUP**
  To get down to the work quickly.
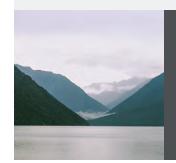
- **TRAINING**
  Train our maintenance team on your application so they can be knowledgeable and effective, every time.

- **APPLICATION QUICK REVIEW**
  Deliver a high-level health-check on the architectural, structural, functional and security aspects of your application.

- **SERVICE LEVEL AGREEMENT**
  Ensuring you get the right level of service for your needs.

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Interested?

Contact us at **zenit.insum.ca**
Don't postpone it, Zenit!