Liam One1 – We Create a New Business Experience

We are pleased to present Liam One1 Support & integration services.

Liam One1 which was founded in 1996 is committed to middleware solutions and Integration products. Up to Jan 2008 Liam One1 was the sole BEA distributor in Israel.
Liam One1 is a part of the One1 group. The One1 group is one of the top three largest IT companies in Israel and has more than 2500 employees (worldwide). One1 is a publicly listed company on the Israeli Stock Exchange.

Liam One1 and its unique capabilities are a well known fact in the Israeli market, from its foundation, the focus and passion was to drive the market forward. In the last 12 years BEA found an enthusiastic company that succeeded in the local and international market.

In Jan 2008, Oracle acquired BEA. Oracle had agreed that our experience and knowledge is unmatched and will be valuable to the Israeli market the acquired knowledge and experience promoted growth of the Oracle Solutions in the Israeli market.

We believe that the recent expansion of the BPM, OSB & Weblogic products demand in Israel is due to our unique services and high quality support provided to the Israeli market. We have found a very interesting indicator that MTTR (Mean time to recovery) on 65% of our cases is resolved in less than 3 hours.

Working with Oracle: The main change we've made was focusing and specializing in Oracle technology, while our group of ~30 technical field engineers turned their skills towards the new upgraded SOA BPM and OSB products, especially the new versions that are released from time to time.

We constantly help our customers understand the business benefits of these technologies and of course continue supporting them with the best first and second line support possible, In most cases we dispatch one of our FAE (Field Application Engineers) to the customer site In some cases due to the special nature of the customer the FAE requires special security clearance (the Army, for example).

Visiting customer's sites gave us the unique opportunity to understand customer's needs on a daily basis, and providing them better solutions, In doing that we are shortening the time to repair in recurring problems, and obtaining actual experience to better support our customers.

Our presence at the customers' sites help us understand the challenges that they are facing and provide them with tailored solutions that eventually became an important milestone in the "support journey" supporting customers in a better way.

Selected projects:

Amdocs: We constantly support Amdocs WW on all Tuxedo and Weblogic platforms.
All Amdocs sites WW are being supported by LIAM Support Dept. By opening support calls and Consulting we deliver Amdocs true unique benefits to expedite their delivery under a strict, structured SLA.

YES (a DBS Company) – Transforming several major business solution projects from standard C, JAVA code to a BPM and OSB Live environment combining all their major back office applications such as Billing ERP and CRM (local language is an issue).
   - **One of the Projects (YESDESK) was nominated to be one of the best IT projects in Israel by the People and Computers magazine.**

IDF: Several projects of which we are the integrators; products involved Weblogic, BPM and OSB, We could not elaborate due to the security status of the projects, more than 10 different activities have been implemented within the military.(As with same as the above, Hebrew is a major component due to the nature the project).

Harel Insurance: We are in the early stages of a pilot with them after a successful POC and we are targeted to support 300 different business processes with the BPM and OSB solutions. This will be the first implementation of BPM and OSB in a large insurance facility in Israel

HOT: The largest cable company in Israel. We have implemented the OSB solution and enlarging the BPM footprint at the customer's site.

A very large Israeli ISV (Customer asked not to disclose information) : local migration from JBOSS ,TUXEDO to WEBLOGIC a major datacenter.

WLI migrations (due to WLI end of life announcement) some activities are been initiated by several customers especially in the telecom market. We have built a clear migration methodology that the customers find easy to implement.

* As mentioned, all above customers have stated that they found it very important that they have local support in their language.

Selected examples of our support in development challenges & support tools:

1. Liam is advising our Israeli customers in developing their applications in Hebrew, on top of Oracle|BEA's products, in a way which requires special customizations of their products' configurations and products-development, to be able to support Hebrew language in terms of writing right-to-left, supporting Hebrew characters, etc.

2. Liam is constantly supporting our customers in analyzing error messages, since part of them include the Hebrew language (as this is the language in which the applications – working on top of the Oracle|BEA – are written in).

Main Support tools:
1. Liam has invested in implementing a unique web-support center, providing our Israeli customers with a Hebrew supporting platform for logging in support cases, in addition to being able to do so via phone or e-mail.
2. On call personnel for 24 hours support services are operating in Liam.
3. Recently Liam has enlarged its testing LAB so we can replicate customer's challenges and erratic events and provide fast answers on production issues.

To summarize:

Liam is implementing the above with its professional team of technical personnel. Liam has continued its commitment to Oracle, after BEA was acquired by Oracle, and has been doing so up until today, supporting Israeli customers satisfactory with professionalism, expertise and dismissing any and all language barriers and all other regional obstacles that may occur.

We are urging you, to USE this unique resource and select us to be your support center for Oracle Fusion Middleware solution in Israel.

Thank you

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