



Improving Support Contract Profitability And Operational Efficiency

Presentation by:

William Eliason
Senior Manager, Business Planning & Operations
ORACLE

Financial analysis of product contract support helps examine the effectiveness of operations, pricing, and profitability. Effective cost control requires accurate financial and operational information and continual monitoring. By identifying related support costs and associated drivers, managers can take steps to improve efficiency and product margins. This cost information is also required for planning, control, and decision support. Additionally, this information can be used in determining a better product 'mix,' as some lines of business may be consuming a disproportionate amount of resources relative to their contract support revenues. Financial and operational analytics are important tools in evaluating the impact of fixed and variable costs present and future profitability. Integration of new acquisitions into existing support operations, and the related financial implications will also be discussed.