Same Goal, Different Paths: Destination Cloud for Apps Unlimited – Part 1

Advanced Customer Services Enhance Success

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EMEA Application Services
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Agenda

- Introduction
- AU Options
- ACS Solutions
- Case Studies
- Q&A

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Harness the Total Power of Your IT Investments

With Oracle Advanced Customer Services

6,000
Existing customers globally

#1
Ranking in Oracle customer satisfaction

4,500
Global technology experts

Accelerate Innovation with Industry-Leading Expertise

8.6
Overall customer experience rating

20+
Years of experience

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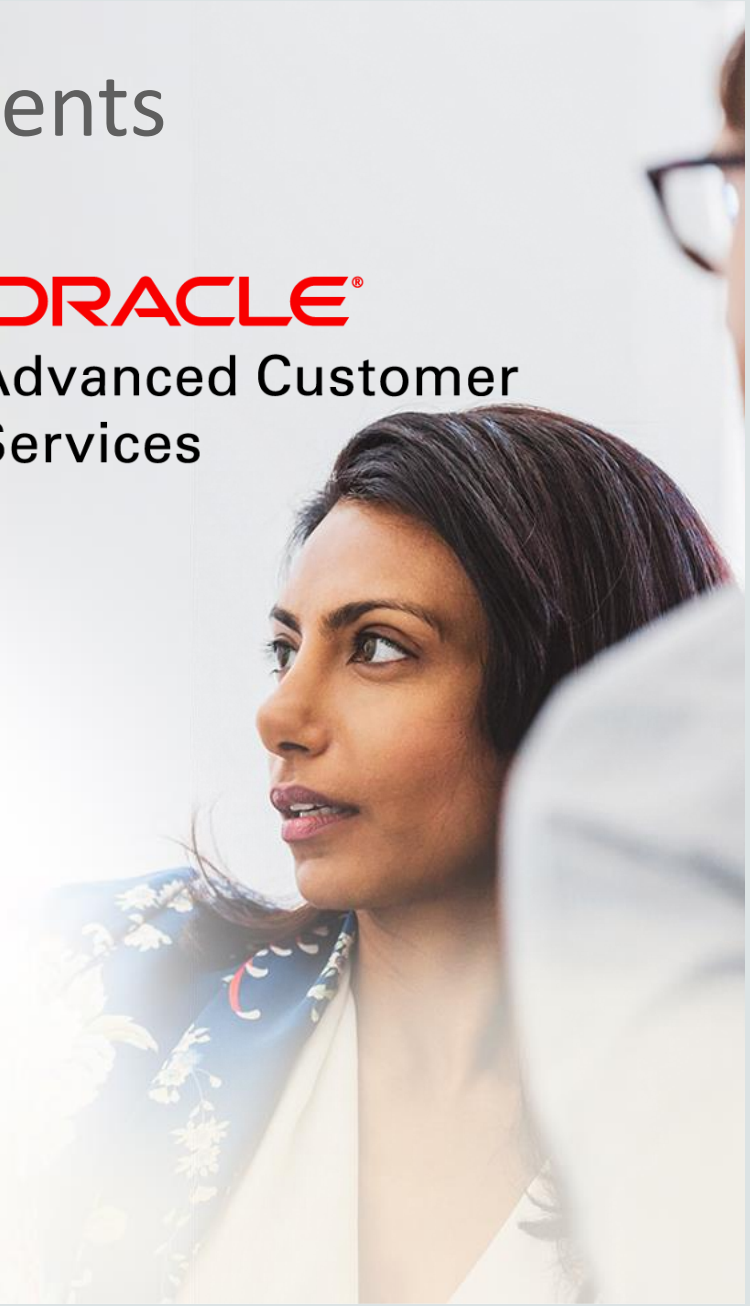

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Destination: Cloud

Supporting You Every Step of the Way

Cloud Advisory		Cloud Enablement		Cloud Operations	
Plan →	Design →	Build →	Deploy →	Operate →	Optimize

End-to-end guidance, governance and service delivery management across all your Oracle deployment models

Plan	Design	Build	Deploy	Operate	Optimize
• Customized workshop to assess your environment, goal, requirements, introduce Oracle Cloud technology, and outline the best options for you	• Capacity planning • Consolidation planning • Workload planning and design • Modernization roadmap for databases • Onboarding advisory	• Installation and configuration services • Onboarding advisory • Database upgrade support • Platform readiness testing • Go-live support	• Transition and optimization of databases, Java, applications. • Transition and compression of large complex databases in a single weekend with minimum downtime	• Technical and functional help desk • ITIL and SLA based lifecycle management • Workload management of platforms (SOA, Java), databases, and apps • Security, identity, and compliance management • Mission critical support with dedicated support team, 24/7 monitoring, and prioritized issue resolution • Dev/Ops services	• Health checks and optimizations of performance, availability, security • Proactive risk prevention • Capacity planning • Regression testing • Guidance how to make the most of the Cloud subscription • Detailed reporting and service reviews

IaaS

PaaS

SaaS

Deployment Models

- On Premises/ Private Cloud
- Cloud at Customer
- Public Cloud

Service Areas

- Systems Optimization
- Expert Support
- Transition Support
- Mission - Critical Support
- Managed Applications and Help Desk
- Managed Platform
- Security Support

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AU to Cloud – Part 1

Oracle OCI to Cloud Enable your On Premise License

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Full Support through 2030

Covering the Latest Application Unlimited Releases

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Applications Unlimited is Oracle's commitment to continuous innovation with Oracle Premier Support through 2030 and an ongoing 10-year rolling window.

No forced migrations, no surprises

Receive ongoing new features and a transparent roadmap

Apps designed to integrate with other Oracle products

Proven, automated upgrade paths, and deployment methodologies

ORACLE E-Business Suite

ORACLE PeopleSoft

ORACLE JD Edwards EnterpriseOne

ORACLE Siebel

COMMITTED TO CUSTOMERS | COMMITTED TO INNOVATION | COMMITTED TO PRODUCTS

1. Covered Oracle Applications include PeopleSoft, Oracle E-Business Suite, JD Edwards EnterpriseOne, and Siebel, excluding specified individual products that Oracle will not extend support for beyond the already committed dates
2. For Oracle E-Business Suite, this will begin with the future 12.X release.
3. At Oracle's discretion, Oracle Premier Support will continue through at least 2030 and will be extended annually on a rolling basis by one (1) year to provide at least ten (10) years of Oracle Premier Support for the continuous innovation releases beyond 2019.

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Enterprise Cloud IT Ecosystem

Business Outcomes and Agility dictate a more complex, yet responsive Service from IT

Fragmented Visibility

SaaS

Slow to Deliver

Inconsistent Experiences

On-Premises

Costly to Maintain

E-Business Suite

Custom apps

PeopleSoft

JD Edwards

Spreadsheets

SAP/Other

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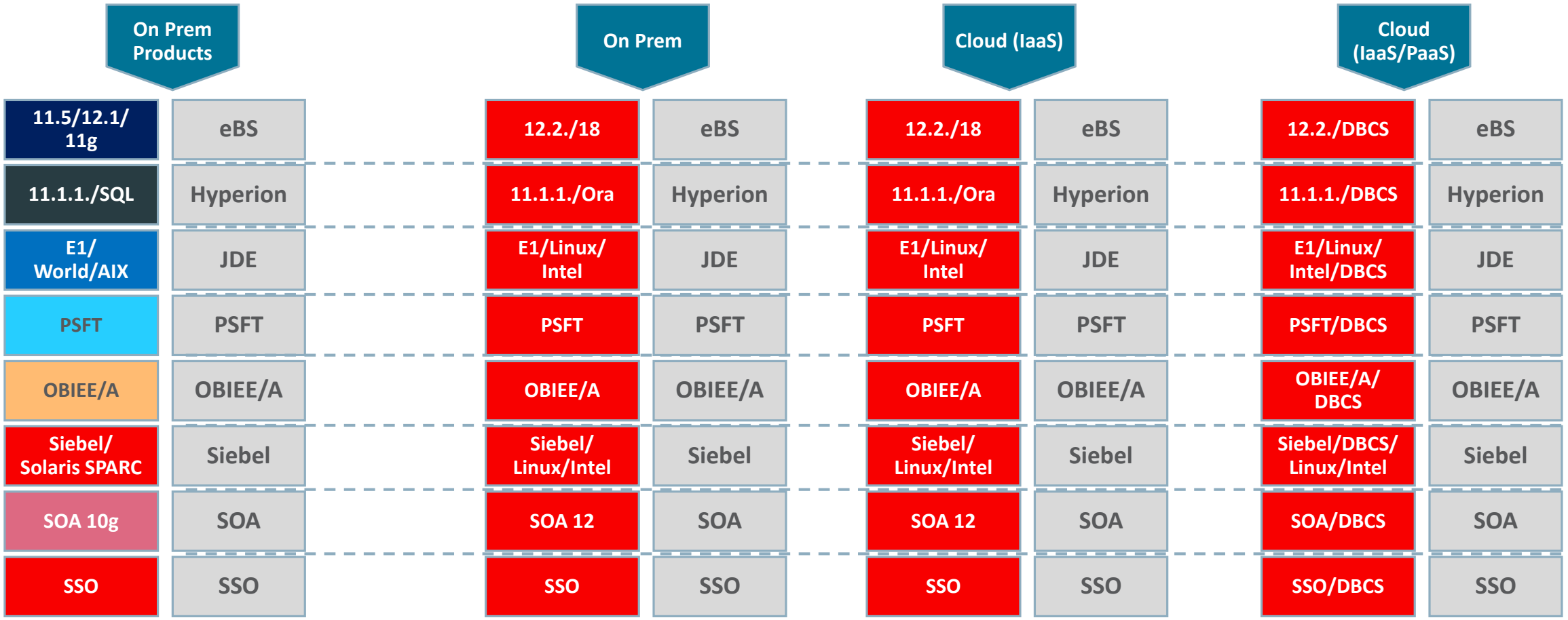
Moving to Cloud Ready Framework



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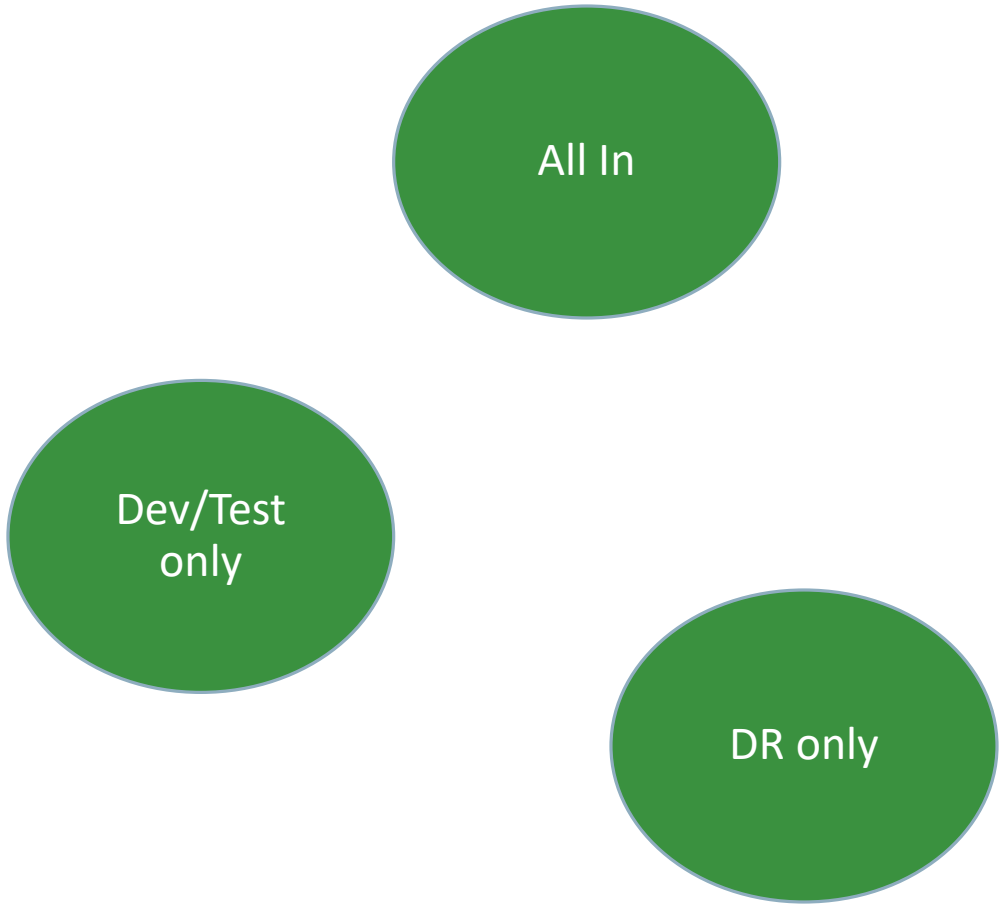
Cloud Options



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Deployment Choices for Oracle Apps Unlimited On OCI

1 **You manage and maintain application and database**

- App and DB run on OCI

ORACLE Cloud Infrastructure

You control and maintain app, mid-tier and database

2 **You manage and maintain application**

- App and mid-tier run on OCI
- DB runs on Database Cloud

ORACLE Cloud Infrastructure

ORACLE Database Cloud Service

You control and maintain application

3 **Oracle manages app and database**

- App and mid-tier run on OCI, DB on Database Cloud
- Oracle Advanced Customer Services (ACS) for application management

ORACLE Advanced Customer Services

ORACLE Cloud Infrastructure

ORACLE Database Cloud Service

Oracle manages everything for you

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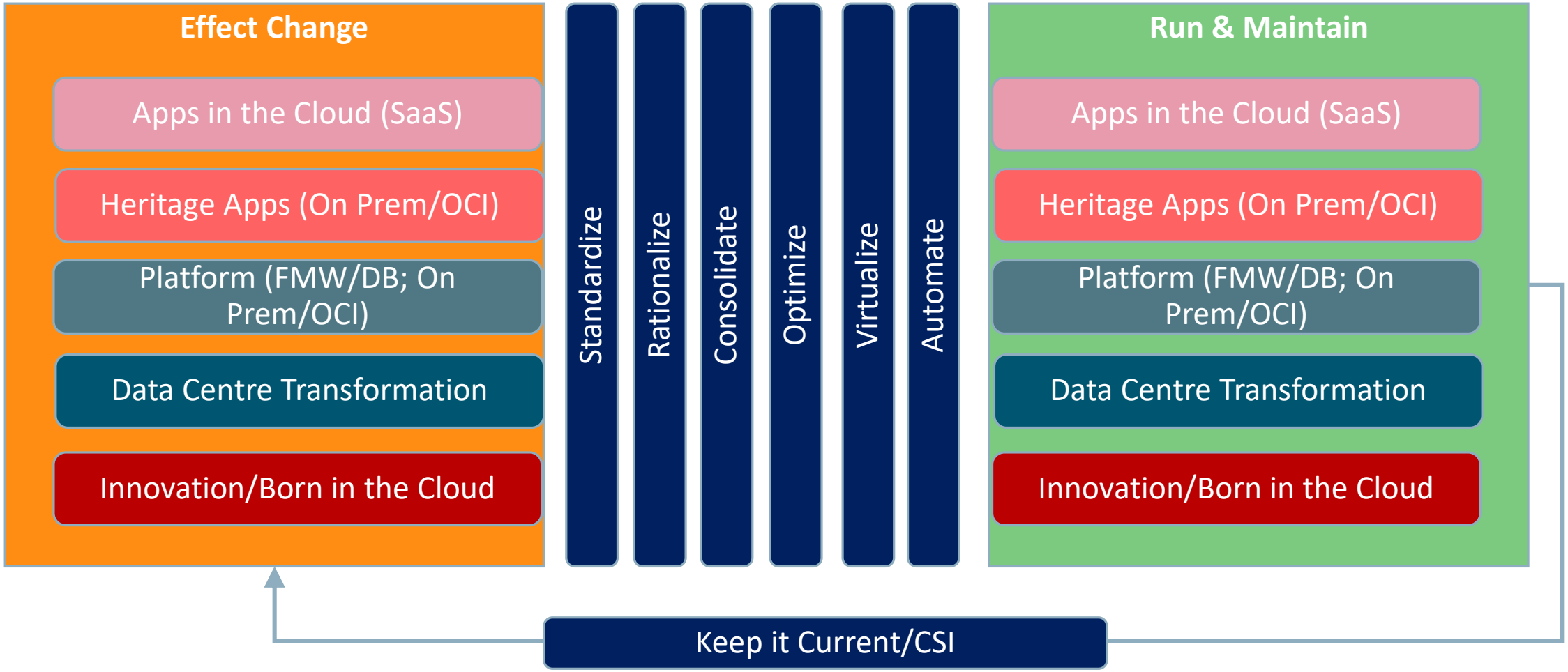
ACS Enterprise Services Portfolio



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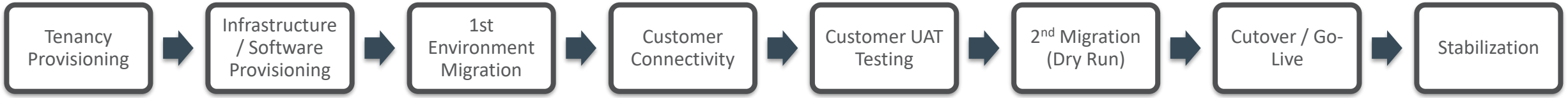
ACS OCI Migration Factory Approach
Optimize tools, processes, & people for migration

OCI Migration Factory Approach



Technical Challenges Addressed

Downtime

- Built ACS automation to pre-provision environment (LnS)
- Tooling invoking Dataguard and Standby to reduce cutover times
- TDE enabled on target before start of cut-over window.

Network Connectivity

- Extract External integrations
- Transform to OCI standards
- Propagate to OCI builds

Functional Issues

- Parallel Triaging performed in conjunction with Product Support team
- Dashboard to monitor issues

OCI Priorities

- Identify, Drive critical functionality requirements that are needed to run Apps Unlimited customers on OCI
- Partner with OCI dev to prioritize release of those asks.

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Complete Lifecycle Management for Oracle Applications

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Unified Service Governance

Run and Maintain Service

- Availability
- Performance
- Access Controls
- Patching
- Configuration changes
- Troubleshooting
- Refreshes
- Monitoring
- Backup and Recovery
- Disaster Recovery
- Capacity Planning

Managed service offerings backed by SLAs – 99.5% application availability

Applications Tier

ORACLE E-Business Suite | ORACLE PeopleSoft | ORACLE JD Edwards | ORACLE Siebel

Database and Middleware Tier

PaaS

ORACLE Cloud Infrastructure

Compute

Storage

Network

Load Balancer

VPN

Internet Access

VCN

Security

Optional Services

Enhanced Security and Compliance: Vulnerability Assessment | Data Vault | Data Masking | Database Auditing | Web Application Firewall | HIPAA | PCI

Functional Services: CEMLIs | New Integrations | Regression Testing | Business Logic

Transition Services: Lift and Shift | Upgrades

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Managed Application Cloud Package Activities

	Capabilities	Managed Oracle App Workloads (EBS, PSFT, JDE, SIEBEL, Hyperion, VCP, OBIEE)	OCI COMPUTE STORAGE DATABASE
Core	24/7 Monitoring and Resolution • Predictive Monitoring and Automated Resolution • Automated Service Requests creation	✓	✓
Core	Management-ITIL -Change Management – Configuration, Patching, Refresh and CEMLI -Incident Management – Troubleshooting and Root Cause Analysis -Problem Management – Bug fixes, updates -Release Management – Periodic Management Plan, release updates	✓	OS and Above
Core	Capacity Management – Provisioning and Scaling	✓	✓
Core	Base Security – Access Controls, Transparent Data Encryption, Vulnerability Assessment	✓	✓
Core	Unified Governance – Service, Account and Availability Plan	✓	✓
Add Ons	Disaster Recovery – 1 hr./12 hr. (RPO/RTO)	✓	Pre-Provisioned
Add Ons	Managed Security - Identity Mgmt. , Database Masking & Audit, Penetration Testing	✓	NA
Add Ons	DevOps and Testing	✓	✓
Add Ons	Workload Functional Support (Regression testing, CEMLI updates, Critical Process Mgmt.)	✓	NA
Add Ons	Integration Mgmt.	✓	✓

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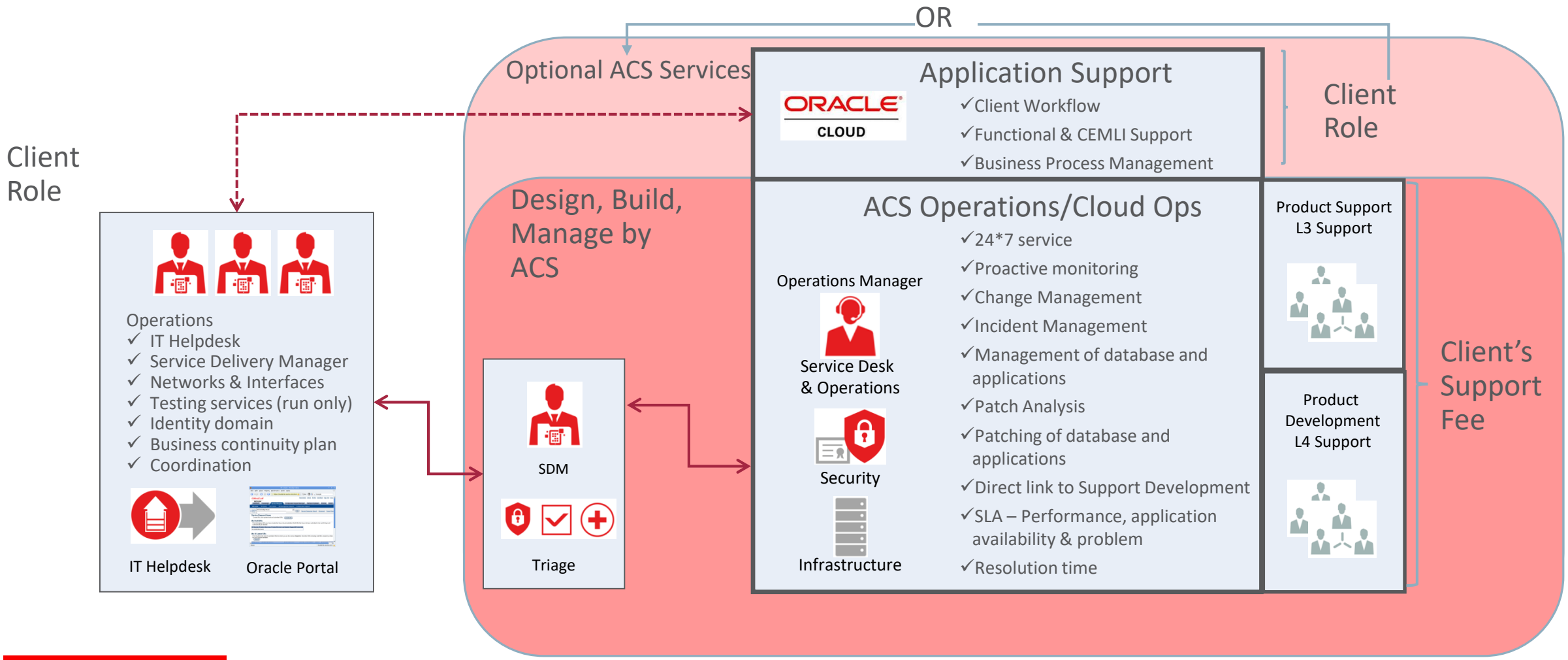
Client Roles and Link to Oracle Cloud



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Cross-Cloud Unified Governance

People

- Service Delivery Manager
- Management team
- Transition manager
- Production manager

Deliverables

- Service reviews
- Capacity planning
- 52-week calendar
- Service Requests reviews

Cadence

- Defined calendar
- Multi-layer meetings
- Business and technical scope

Data and Transparency

- Technical and system data
- Business transactions
- Product data
- Transparency from Oracle AND from Customer

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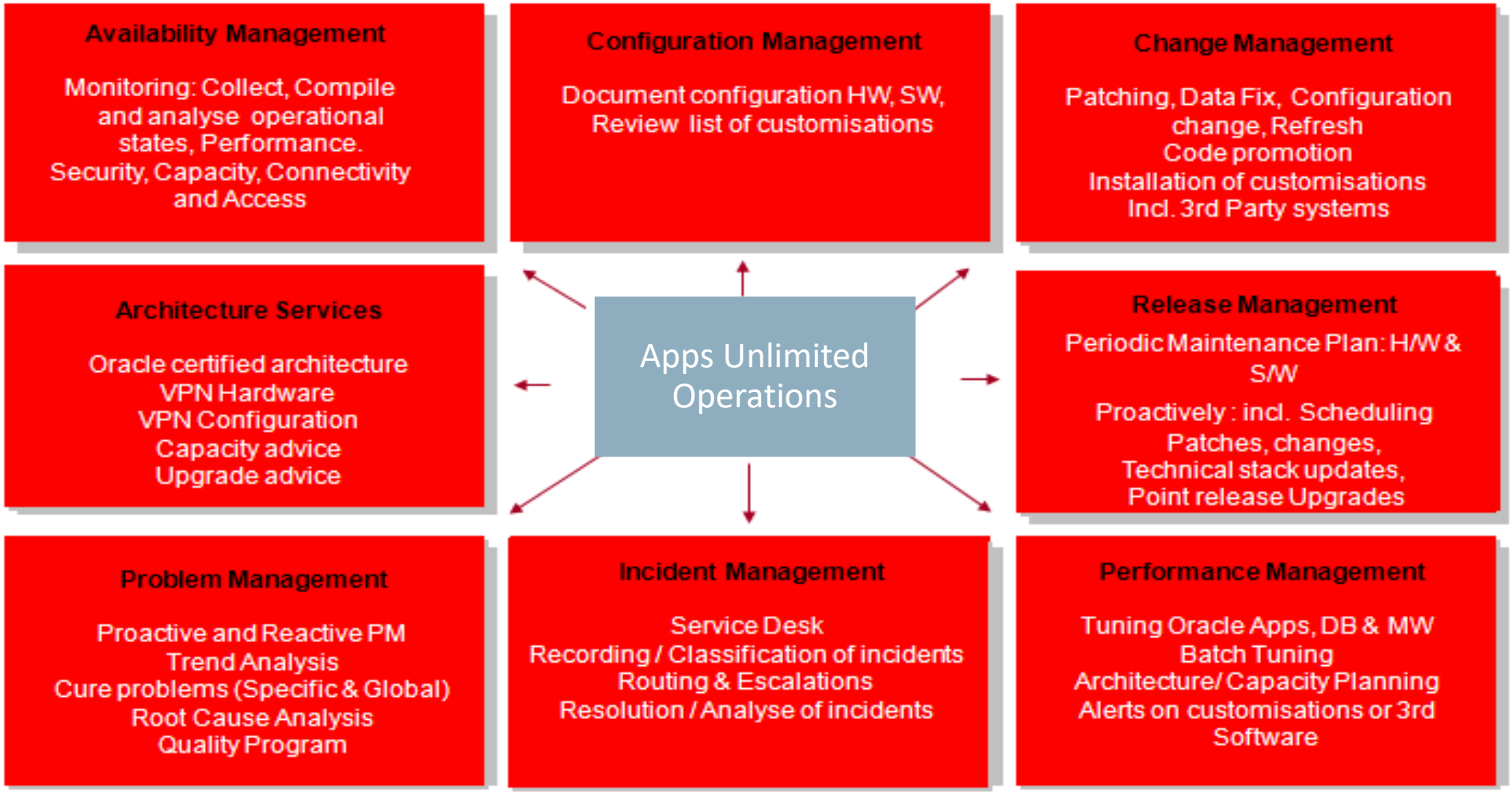
Cloud Services Delivery Excellence

ITIL-Based Processes. Automated. Oracle Best Practices.



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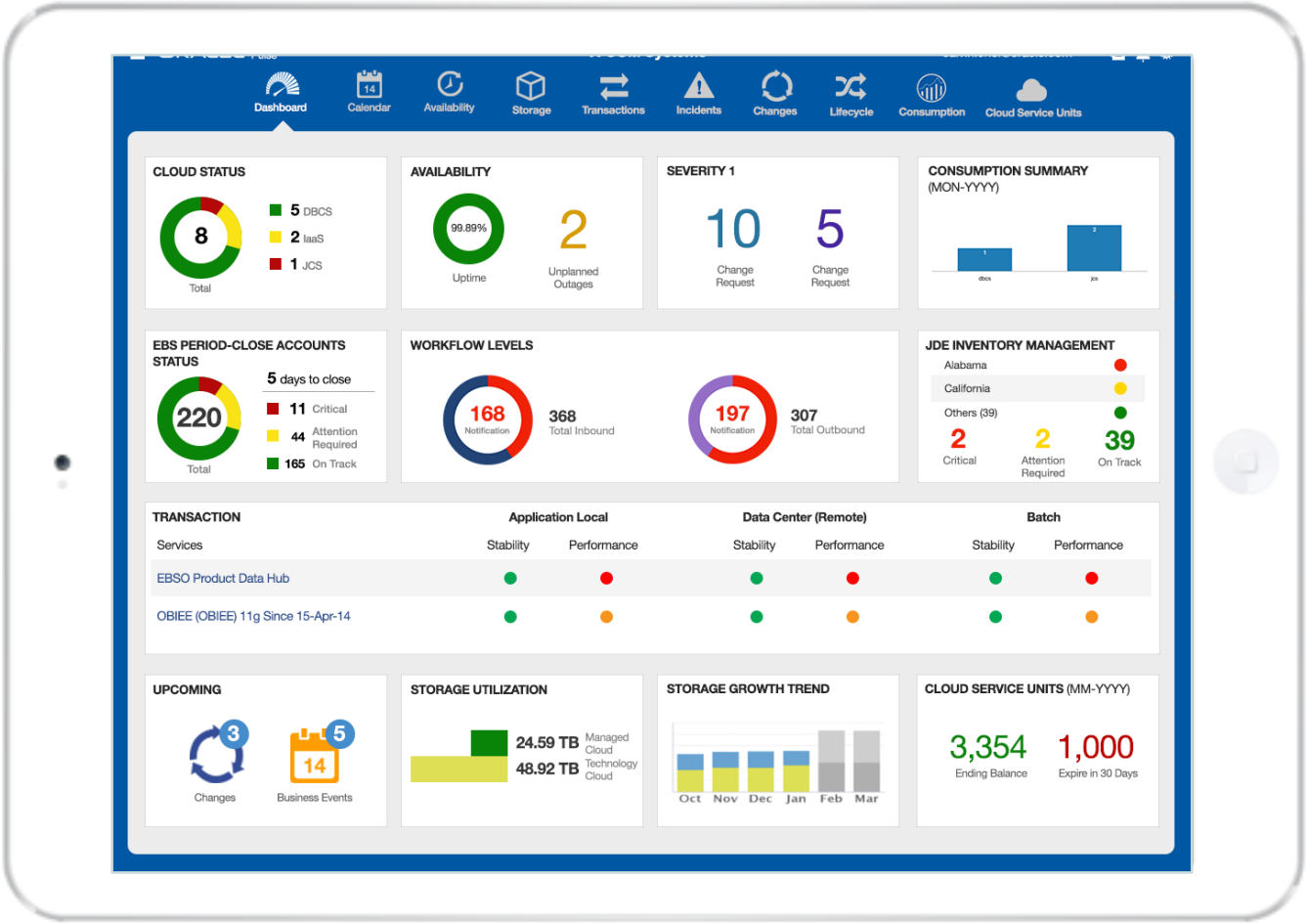
ORACLE pulse

ORACLE Advanced Customer Services

Service Delivery Transparency for Your Managed Applications

- ✓ 360° View of Your Services
- ✓ Drill down: Service and Environment
- ✓ Entitlement vs. Consumption
- ✓ Business Transaction Monitoring
- ✓ Detailed System Performance
- ✓ Single Pane View of Cloud Environments at Oracle and Cloud at Customer



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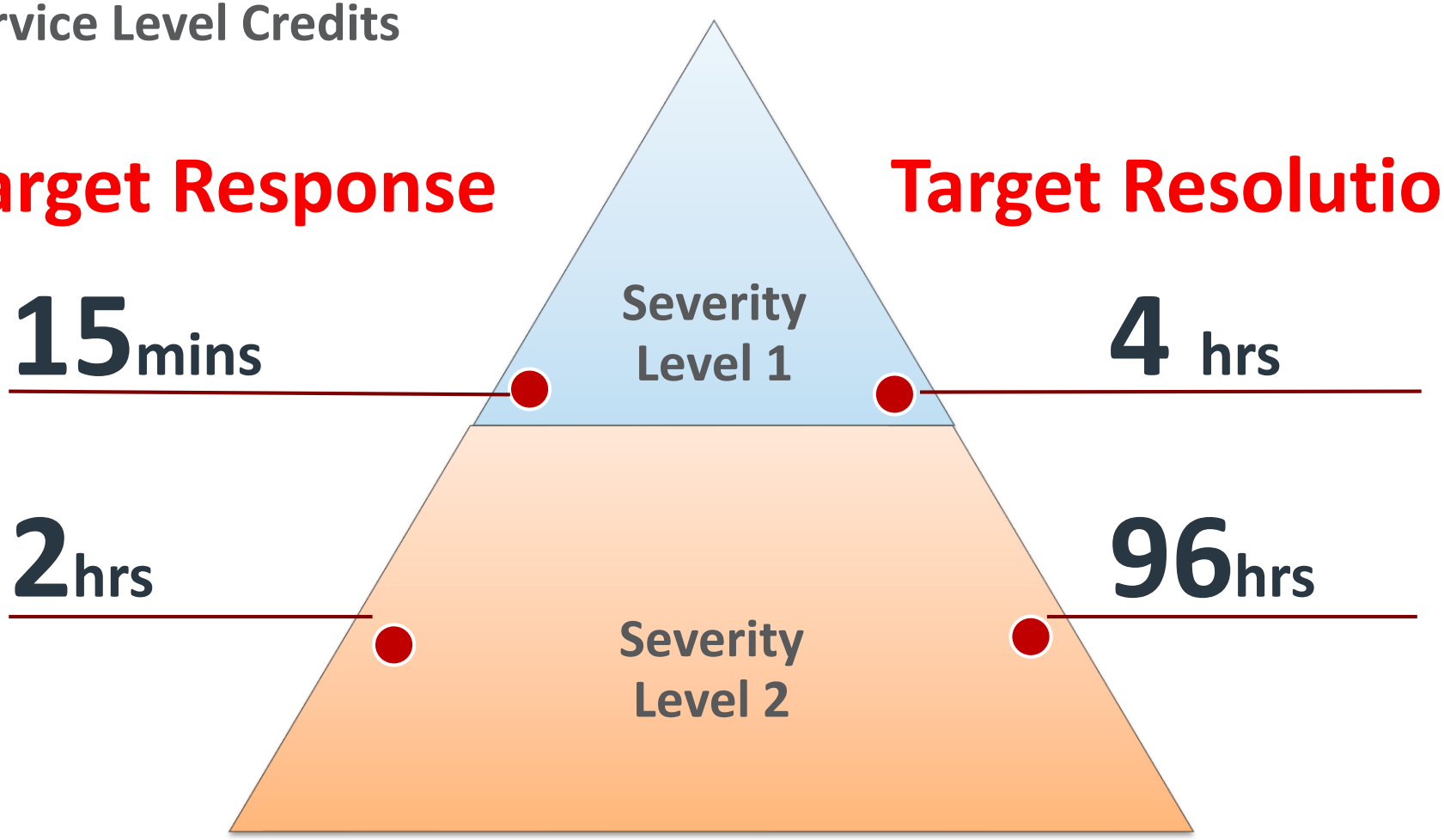
Response and Resolution SLAs

Backed by Service Level Credits

Target Response

Target Resolution



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Management and User Support for Your Cloud Applications

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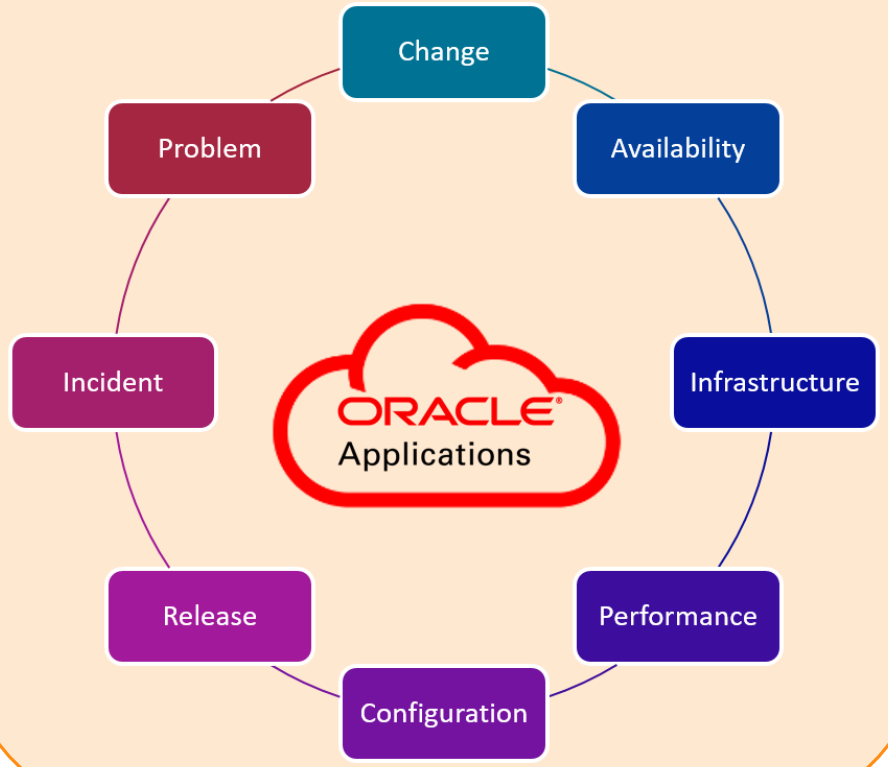
Oracle Managed Applications Unlimited on Oracle Technology Cloud



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Oracle Managed Cloud **Helpdesk** for Applications Unlimited

Functional Support
User Support

=

Make the Most of Your Cloud Based Applications

- Reduced business risk
- High business productivity
- Low total cost of ownership
- **Fast issue resolution**
- **High end user efficiency**
- **Reduced resource effort**

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Comprehensive Fixed Scope/Price Package *

SLAs

- Response times SLA Service Request Level 1, Type 1: 30 minutes
- Resolution times SLA Service Request Level 1, Type 1: 8 hours

Extended Packages available per quotation

Coverage

- Standard: 8 hours x 5 days
- Extended (Uplift): 16 hours x 5 days 24 hours x 7 days
- Critical business process monitoring for Service Request Level 1: 24/7

Annual Entitlement

- 500 Cloud Service Units
- 200 CEMLI Management
- 5 Critical Business Process Monitoring
- Translation Support (Spanish/Portuguese) (Uplift)

* Check Service Description for Details

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Northumberland
Northumberland County Council

Northumberland County Council, UK

Customer's Business Goals

- Increase flexibility and reduce total cost of ownership (TCO) of IT infrastructure
- Ensuring compliance with the requirements of the United Kingdom government's Public Service Network (PSN)
- Meet agile internal and external workforce needs

ACS Solution

- Oracle Managed Applications Unlimited on Oracle Cloud Infrastructure:
  - Full transition of Oracle E-Business Suite, including all customizations from an outsourced data center onto Oracle Cloud Infrastructure
  - Full managed service—functional and technical support

Results

- Anticipated 20% savings in infrastructure TCO over 5 years and increased flexibility
- Estimated cost savings of more than US$340,000 annually
- Rapid 'Lift and Shift' transition to Oracle Cloud Infrastructure **in just 2.5 months**

CUSTOMER PERSPECTIVE

Oracle helped transform our Oracle E-Business Suite applications to the Oracle Cloud Platform in record time. Our Applications Unlimited is now managed by Oracle experts who know Oracle best, creating significant performance improvements and cost savings.

- Neil Arnold, Chief Information Officer, Northumberland County Council

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Professional Services, Europe

Customer's Challenges

- Grow whilst reduce Total Cost of Ownership (TCO)
- Introduce agility & flexibility across all global services
- Move to Public Cloud as a first step and at a later date move to SaaS

ACS Solution

- Proven governance model across Cloud
- One time Migration Service from @Oracle to @OCI
- Ongoing application management for global ERP: E-Business Suite R12, Financial Accounting Hub (FAH), OBIEE & Analytics, Hyperion (HFM & Planning), and UPK
- Disaster Recovery (DR) services

Expected Results

- Reduce TCO and improve flexibility and Agility
- Improved Performance
- Fast migration to Cloud and reduced risk

ACS Value Summary

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What if you could…

- Remove/reduce the challenges of supporting Oracle
- Avoid CapEx and still move the platform forward, with a predicted OpEx
- Ensure secure, confidential, and trusted data remains that, in the cloud
- Introduce new function and capabilities by extending the core software with cloud services
- Enjoy the benefits of operating in the cloud to support changing business needs, without having to rip and replace people, processes, and tools

…have a SaaS-like Application Service without having to move to SaaS, NOW!

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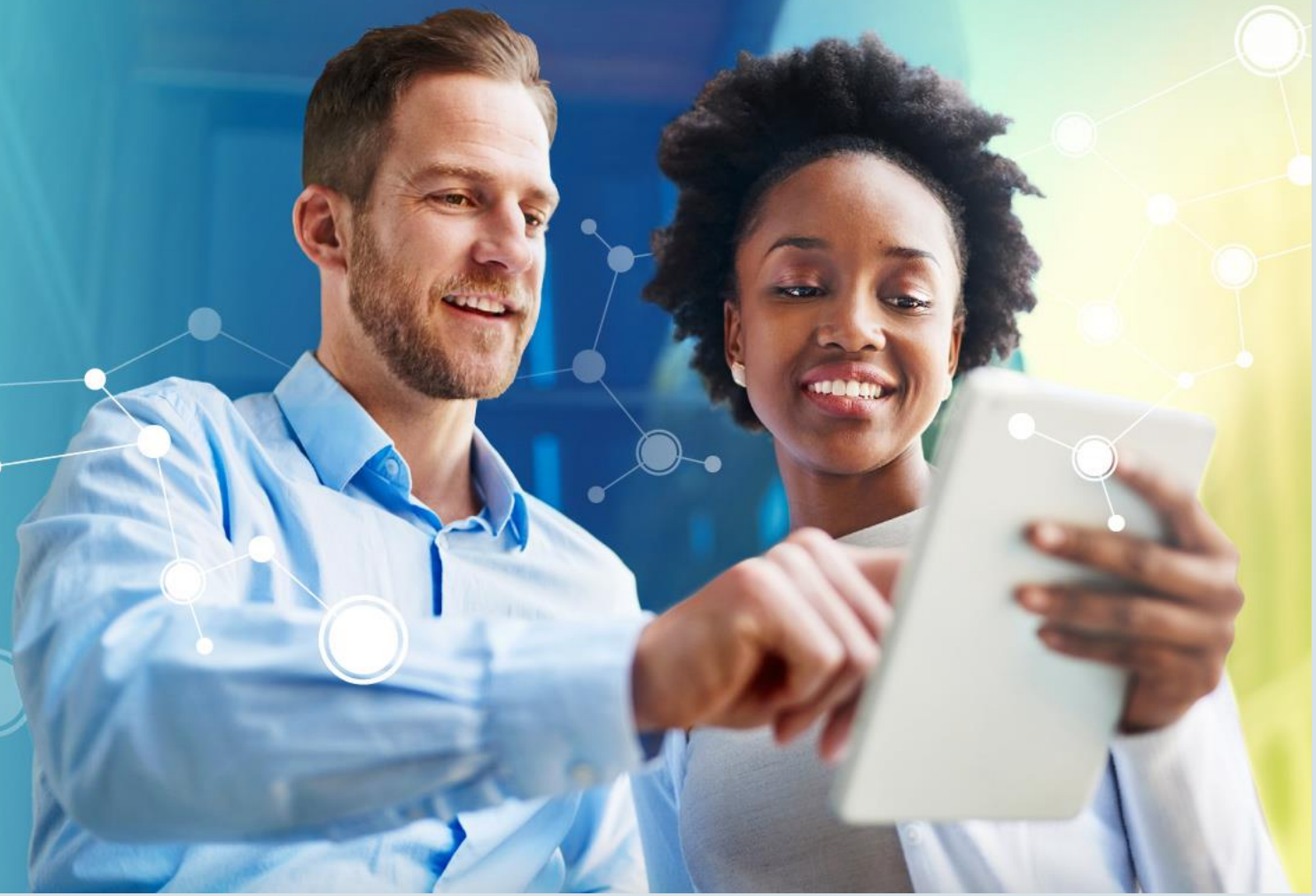
Q&A



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To Find Out More:

Email: guy.peters@oracle.com
Attend Oracle ACS Planning/Advice Sessions today/tomorrow

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National Retail Properties, Inc., USA

Successful Transition of EBS on OCI in 12 Weeks

Customer's Challenges

- IT team is responsible for providing world-class applications that support key business functions done efficiently and cost-effectively
- Minimal full time IT associates, so requiring a trusted, reliable ERP hosting team
- Preference to shift existing IT staff to focus on business initiatives

ACS Solution

- EBS migration from ACS Datacenter to OCI including:
  - Provisioning and project management
  - Two testing phases
  - Log SRs and track all issues till successful resolution
  - Cutover and Go-live support

Expected Results

- End user perspective: EBS on OCI performs as well as or better than before,
- Stable and well performd month-end and year-end closings completed
- New features: Self Service Refresh, ACE tool, technical and functional monitoring

CUSTOMER PERSPECTIVE

"Top notch ACS associates at all levels, including Management, PM, DBAs. Very experienced and knowledgeable, quickly resolved issues, good communication. Trusted partner to team up with for EBS hosting"

- Jason LaPierre, Enterprise Systems Manager

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ATLAS

Atlas Roofing, USA

Customer's Business Goals

- 'One-stop shop' : Full stack support for the PeopleSoft environment
- Improve availability, performance, and response time for both application and infrastructure issues

ACS Solution

- 'Lift and Shift' service: Transition of PeopleSoft-Financials and HCM, from on premises to Oracle Cloud Infrastructure in **less than 6 months**
- After go-live: Ongoing run and maintain, monitoring, and optimizing services
- 24/7 Help desk service, backup, and recovery services

Results

- Lower TCO with elastic capacity, pay only for the compute and storage needed
- 'Lift and Shift': Full benefits of cloud without moving to SaaS
- Stronger focus on core business activities, innovation, and growth
- Higher system runtime and availability with less internal resources

Oracle Video Reference

CUSTOMER PERSPECTIVE

"We see about a 10% reduction in cost year over year and we hope to save more in future years. And we also see the runtime and availability of a system to be very high so our business interruption has been virtually zero"

- Kevin Moore, IT Director, Atlas Roofing

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Healthcare, USA

Increased Agility Operational Efficiency

- Optimized management of the company's business flows through managed services for OCI
- Elastic environments to align with business timelines

ACS Solution

- Managed Cloud Applications Unlimited services: OBIEE, Markview, Vertex, Hyperion, SOA
- Managed Cloud Functional Service Desk

Achived Results

- Increased agility and flexibility aligning with business timelines
- Rapid provisioning
- Optimized cost model with shift to OpEx and a predictable cost
- Faster time to production with shortened upgrade cycles
- Get more done with less people and resources

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Arcor Group, Argentina

Customer's Business Goals

- Adopting its operation model to changing business needs and company's size.
- Business units needed a flexible, agile and simple environment where they can implement new applications easily
- High availability and performance

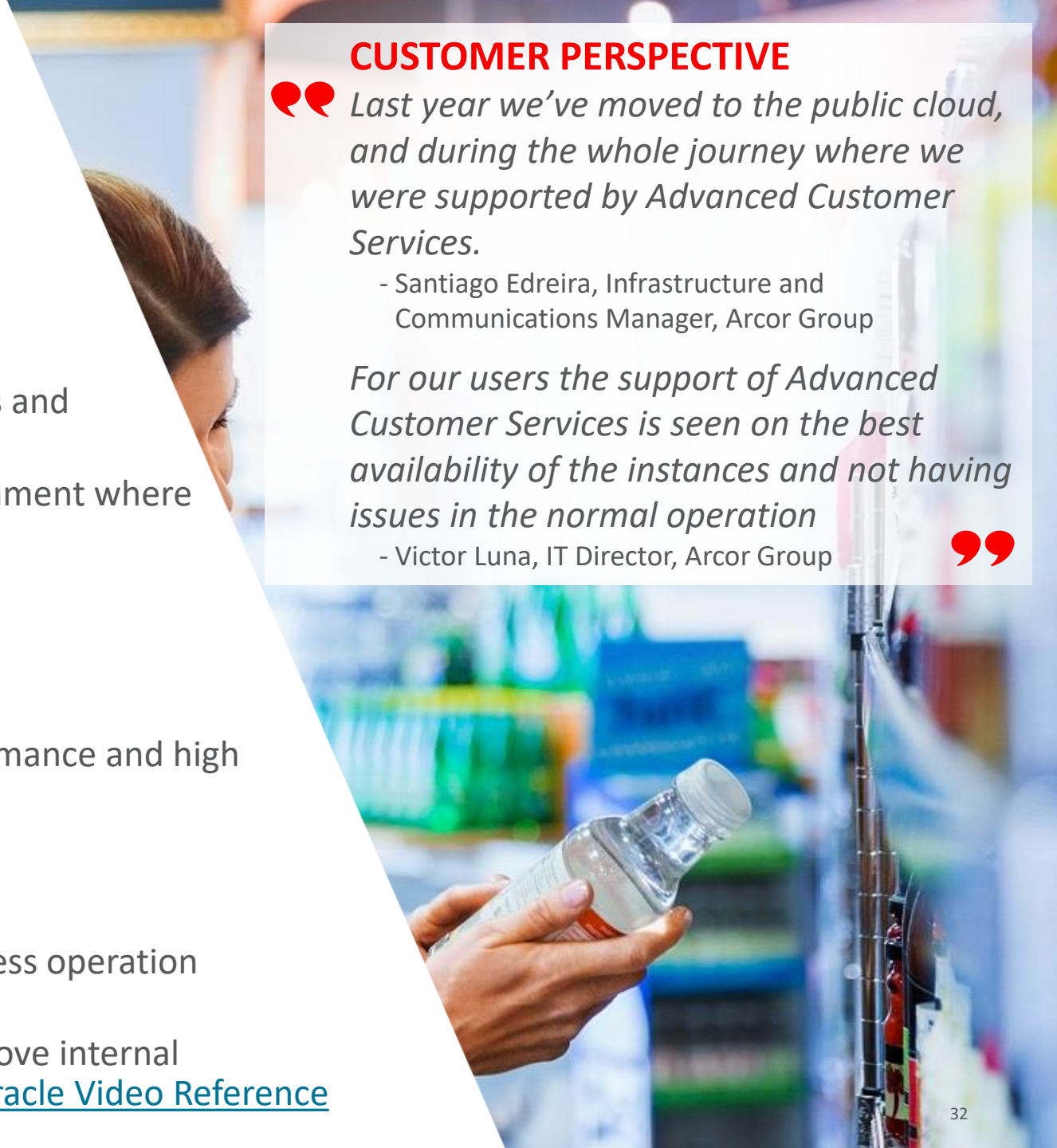
ACS Solution

- Supporting the transition to cloud
- Maintenance of the applications, focusing on best performance and high availability
- Fast response time to incidents

Results

- High availability of the instances to ensure smooth business operation
- Lower TCO by transitioning to the cloud
- Free internal resources to business tasks, as well as improve internal
- Quick response time for incidents

Oracle Video Reference



CUSTOMER PERSPECTIVE

Last year we've moved to the public cloud, and during the whole journey where we were supported by Advanced Customer Services.

- Santiago Edreira, Infrastructure and Communications Manager, Arcor Group

For our users the support of Advanced Customer Services is seen on the best availability of the instances and not having issues in the normal operation

- Victor Luna, IT Director, Arcor Group