Managed Applications Unlimited on Oracle Cloud

Complete Transition & Lifecycle Management Services

Nick Hall
Senior Director, Product Management
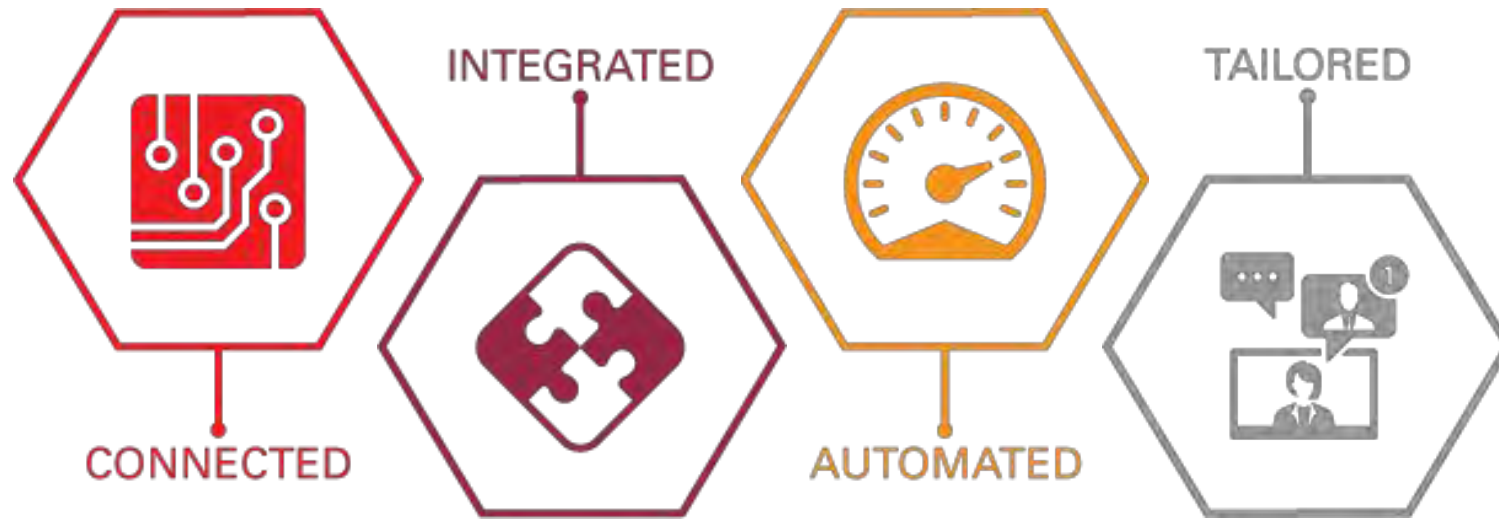Oracle Managed Cloud Services
October 3rd, 2017

[CON7925]

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Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Services to Drive the Journey to Cloud.
From Every Starting Point to Every Destination.

CONNECTED INTEGRATED AUTOMATED TAILORED
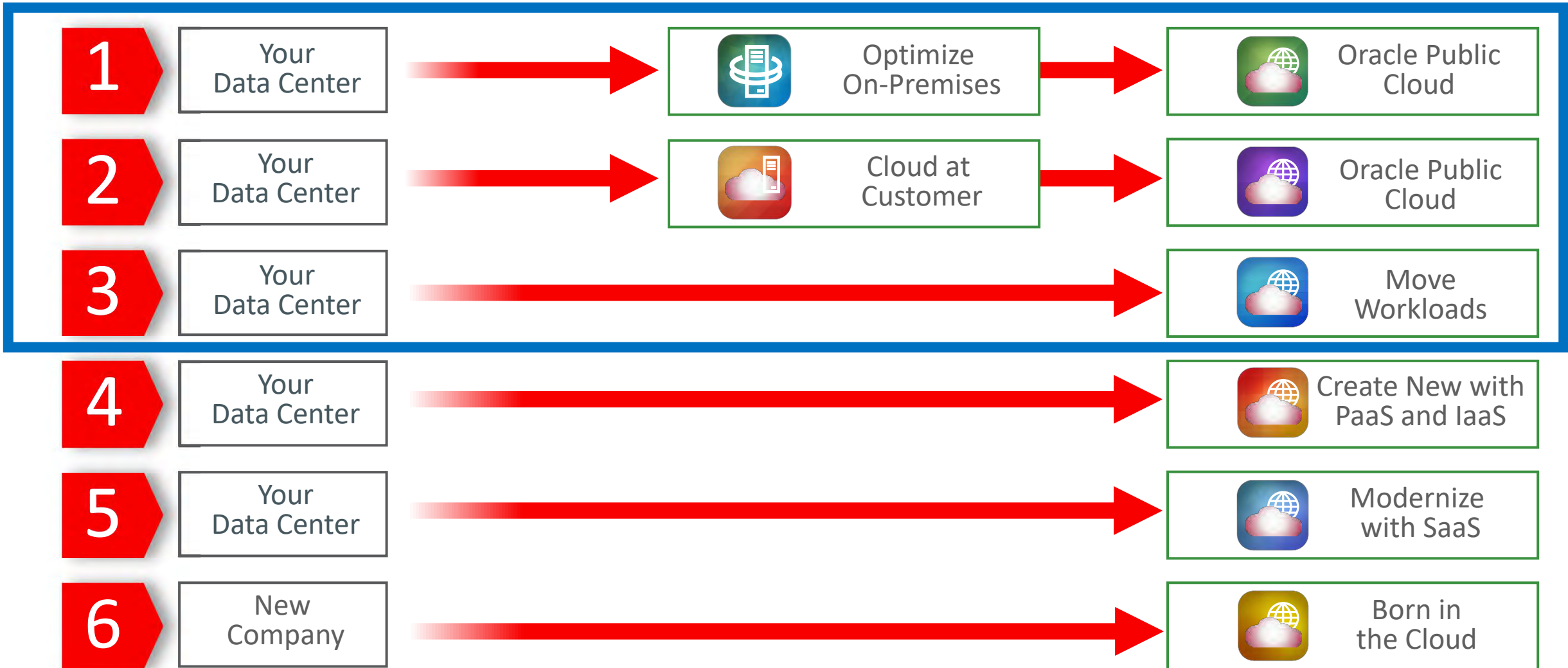
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Advanced Customer Support

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Managed Cloud Services

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Agenda

1 ▸ What's Your Planned Journey to Cloud?

2 ▸ Experience & Scale: Oracle Managed Cloud Services

3 ▸ Managed Applications Unlimited on Oracle Technology Cloud

4 ▸ Managed Cloud Helpdesk for Applications Unlimited

5 ▸ Innovation for Superior Service Delivery

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Six Oracle Journeys to Cloud

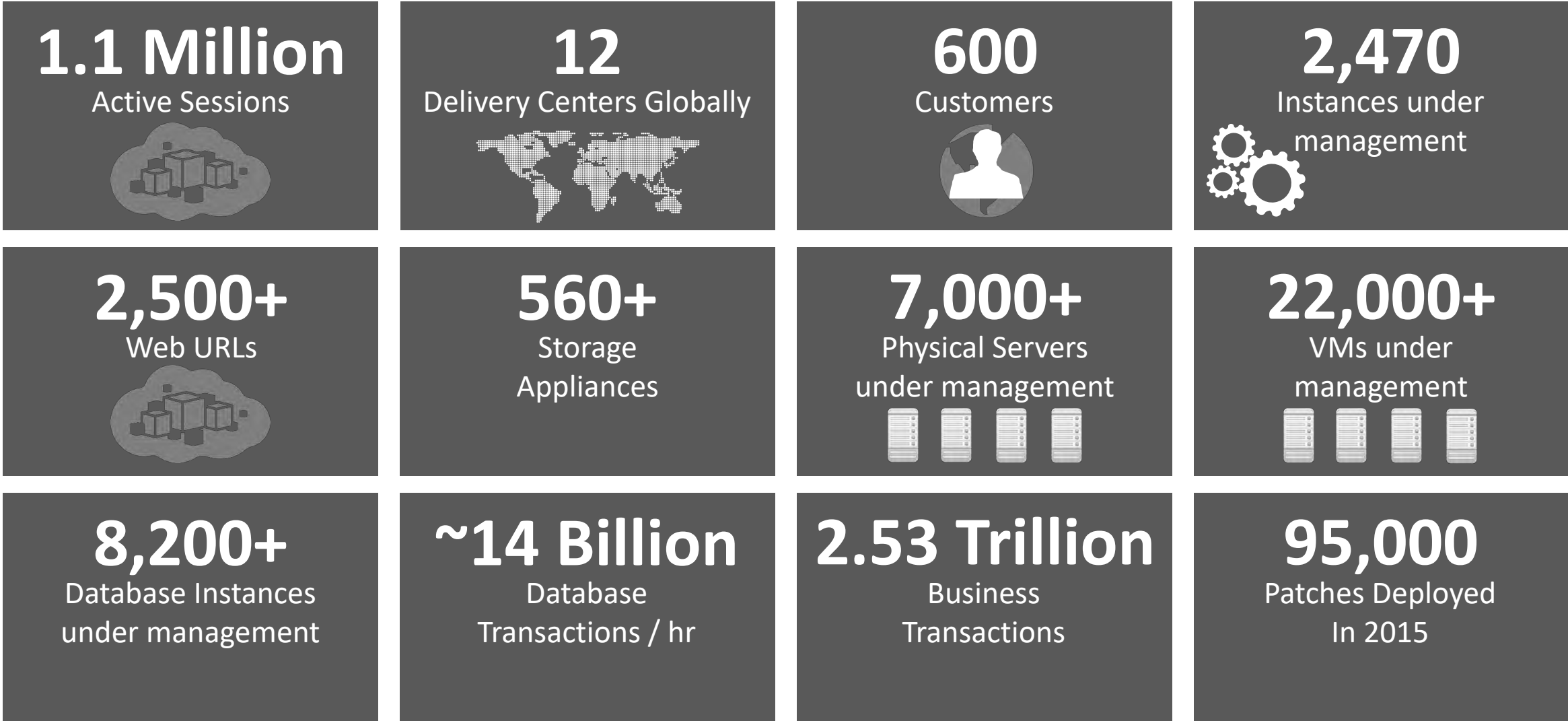|			
1	Your Data Center	→ Optimize On-Premises →	Oracle Public Cloud
2	Your Data Center	→ Cloud at Customer →	Oracle Public Cloud
3	Your Data Center	→	Move Workloads
4	Your Data Center	→	Create New with PaaS and IaaS
5	Your Data Center	→	Modernize with SaaS
6	New Company	→	Born in the Cloud

Not All Clouds Are Equal...

- Ease of Integration?

- Security?

- Service Agility & Automation?

- Process Maturity?

- Experience?

- Proven Capability?

- Enterprise Grade?

Experience & Scale:
Oracle Managed Cloud Services

Oracle Managed Cloud Services - Proven at Scale

1.1 Million Active Sessions	**12** Delivery Centers Globally	**600** Customers	**2,470** Instances under management
2,500+ Web URLs	**560+** Storage Appliances	**7,000+** Physical Servers under management	**22,000+** VMs under management
8,200+ Database Instances under management	**~14 Billion** Database Transactions / hr	**2.53 Trillion** Business Transactions	**95,000** Patches Deployed In 2015

Data for June 2016

Multi-Layer Secure Cloud Innovations

Designed to be secure at every layer

Secure Features and Benefits

Role-based Access

Global Access Controls

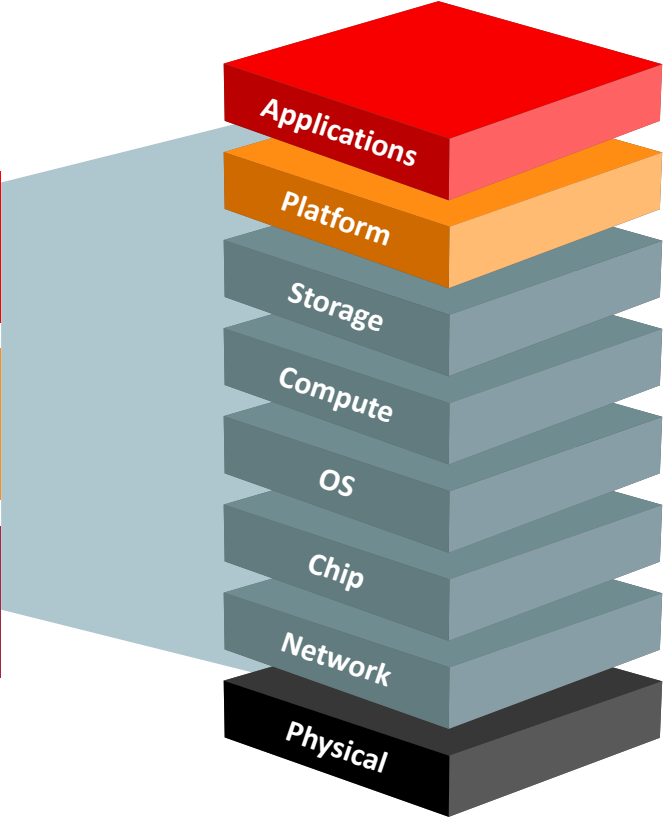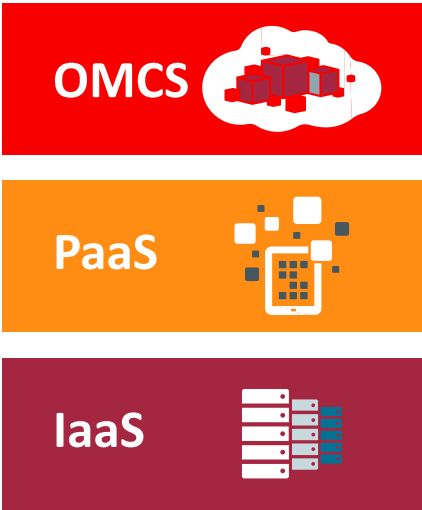Backup and Redundancy; 19 Global Data Centers

Local Data Residency

24x7 Oracle Security Monitoring

Data Center Physical Security & Environmental Controls

OMCS

PaaS

IaaS

Applications

Platform

Storage

Compute

OS

Chip

Network

Physical

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Oracle Managed Cloud Security Services

100+
Security, Compliance, IAM experts backed by

3000+
Security-trained IT staff and developers

200+
Active contracts for extended managed security services:

- 100% customer retention
- 65% expanded use of services
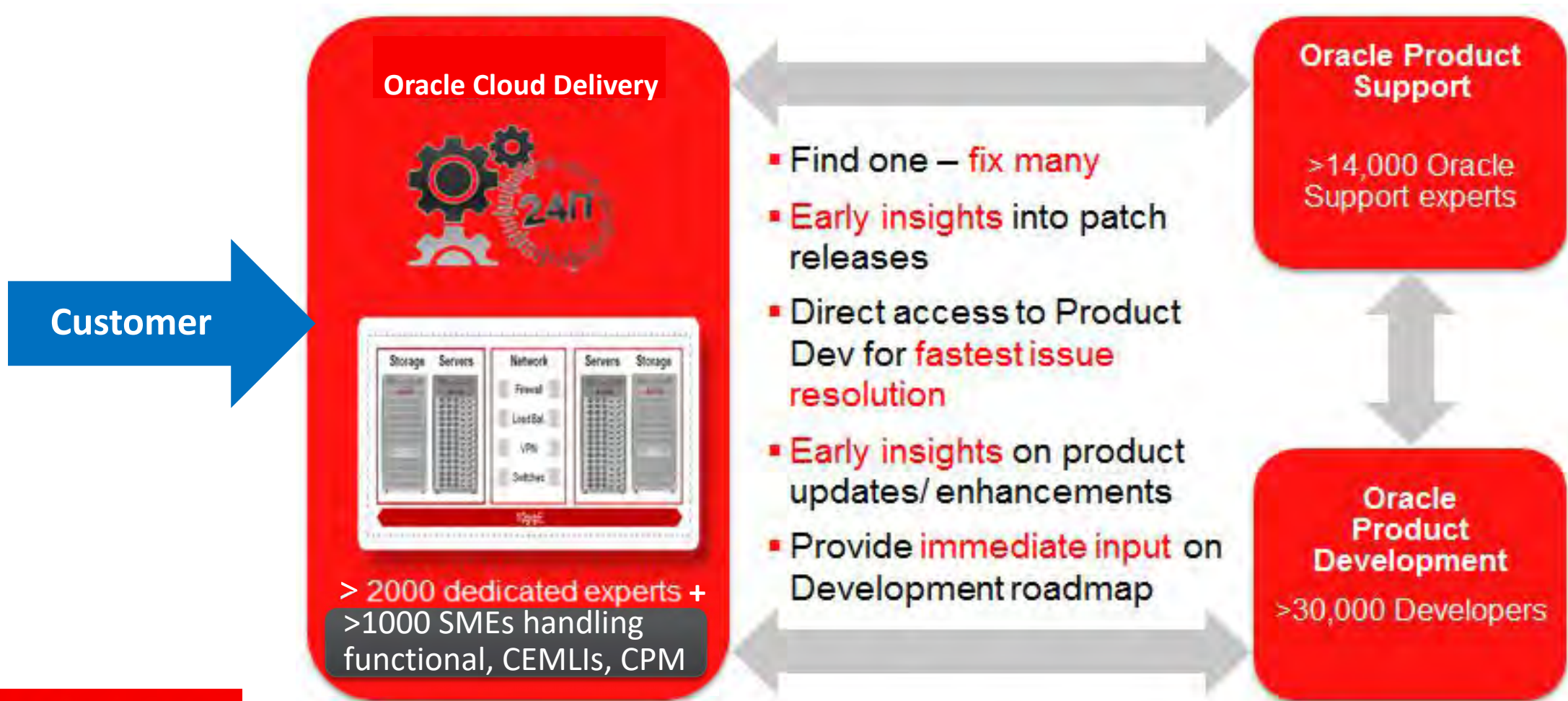- 9 out of 10 customers would recommend to others

Clients are **100+** Global Fortune 2000 companies on **5** continents

PCI/HIPAA/FISMA/ITAR/GxP Compliance Practices

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Integrated Cloud Delivery

Closed-loop integrated support model, ITIL-based processes, and automation IP provide a superior experience running your business on Oracle Cloud

Oracle Cloud Delivery

Customer

Storage	Servers	Network	Servers	Storage
		Firewall		
		LoadBal.		
		VPN		
		Switches		

> 2000 dedicated experts +

>1000 SMEs handling functional, CEMLIs, CPM

- Find one – fix many
- Early insights into patch releases
- Direct access to Product Dev for fastest issue resolution
- Early insights on product updates/ enhancements
- Provide immediate input on Development roadmap

Oracle Product Support

>14,000 Oracle Support experts

Oracle Product Development

>30,000 Developers

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Cross-Cloud Unified Governance
High Affinity Service Delivery

People

- Service Delivery manager (SDM)
- Management team
- Transition manager
- Production manager

Cadence

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

Deliverables

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

Data & Transparency

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

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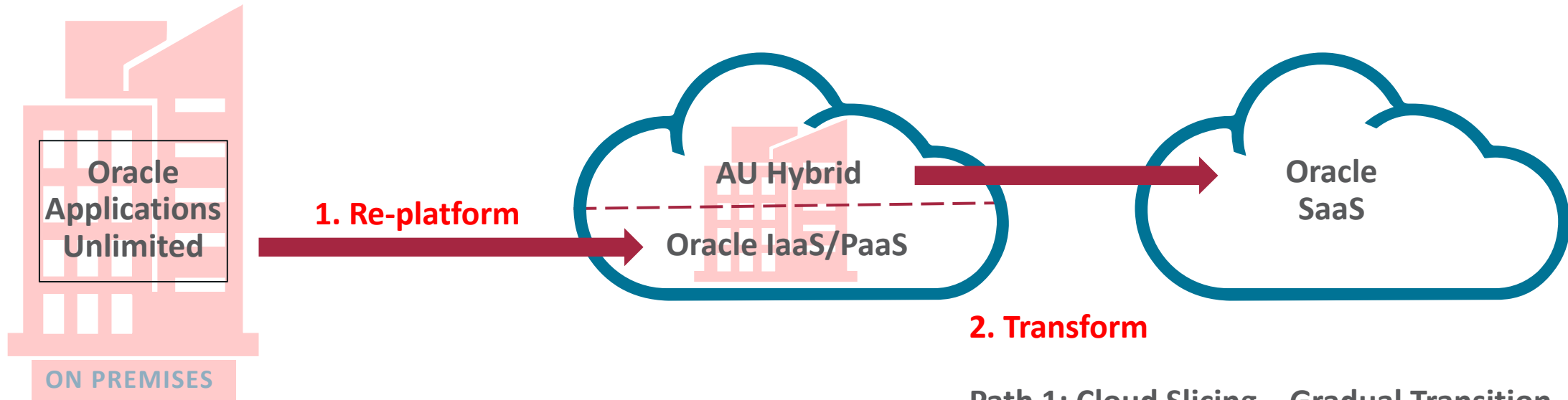# Oracle Managed Cloud Services Customers

Managed Applications Unlimited on Oracle Technology Cloud

Transition, Management and Flexible Extended Services

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Support for Multiple Paths on the Journey to the Cloud

Oracle Applications Unlimited

ON PREMISES

1. Re-platform

AU Hybrid

Oracle IaaS/PaaS

Oracle SaaS

2. Transform

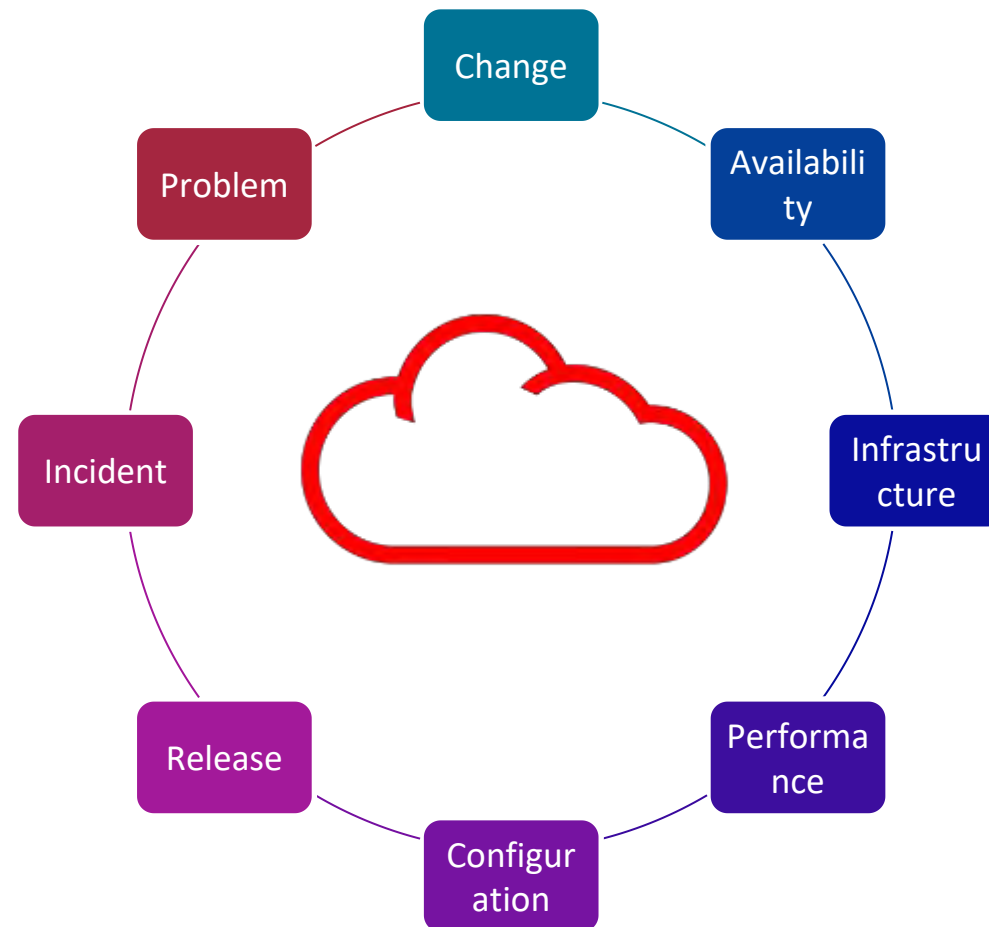**Path 1: Cloud Slicing – Gradual Transition**
Path 2: Rapid Transformation

ORACLE®
Managed Cloud Services

Continuing Oracle's Applications Unlimited commitment to continuously innovate in current applications while also delivering the next generation of Cloud applications.

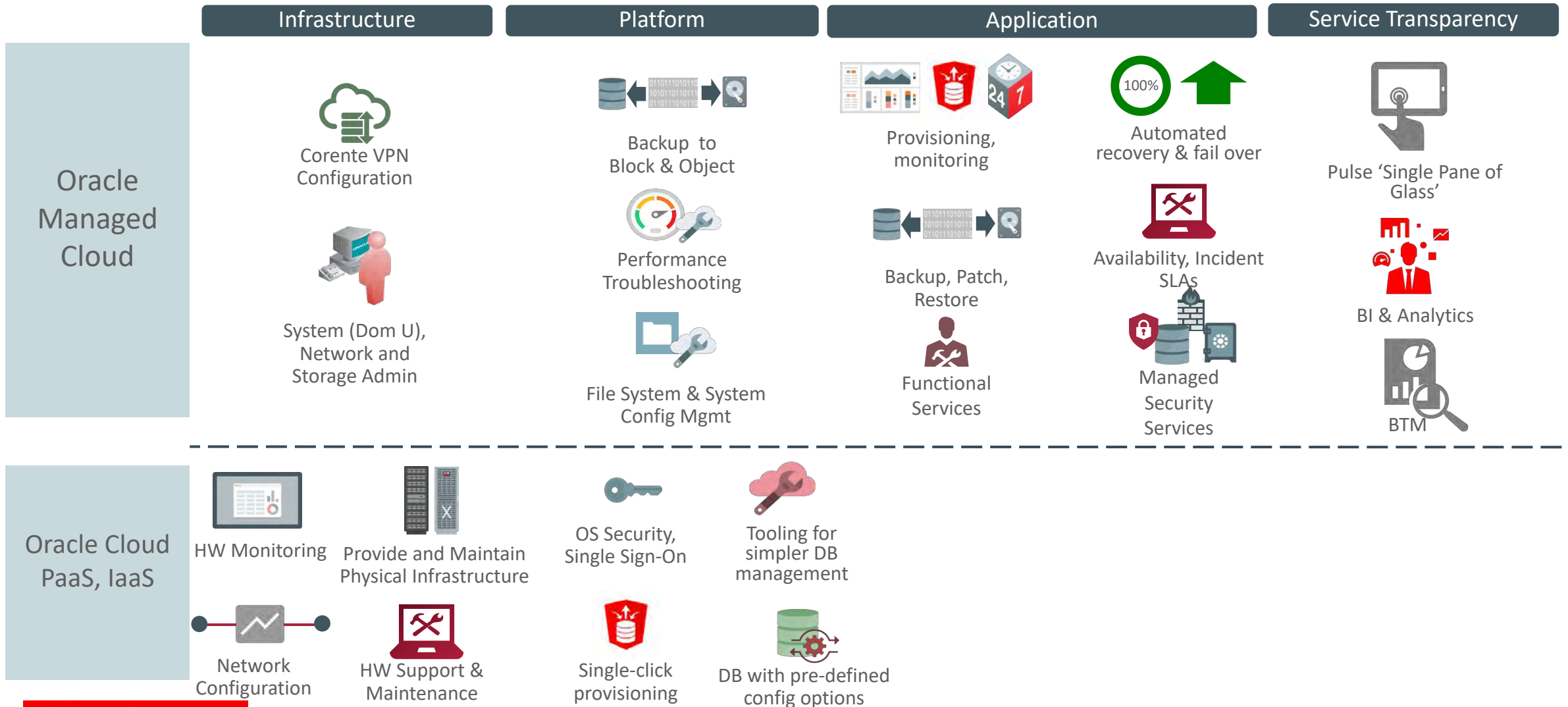# Oracle Runs Your Enterprise Apps on Oracle Tech Cloud

- **SLA driven lifecycle management** including application-level targets

- **Reduced vulnerability and enhanced security** through best-in-class base security services

- **Easy journey to cloud** with cloud transition services and advanced tooling

- **Lower total cost of ownership** through expert support 24x7 from a global delivery team

- **Choice of Extended Services** (Functional Services, Managed Security Services)

- **Key transaction monitoring** ties delivery quality to business process execution
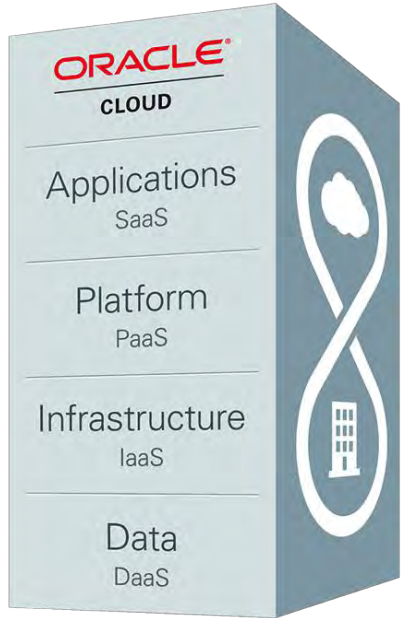
Complete Run & Maintain Services

- Change
- Availability
- Infrastructure
- Performance
- Configuration
- Release
- Incident
- Problem

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Orchestrating Your Choice of Oracle Tech Cloud Services

Infrastructure	Platform	Application	Service Transparency

Oracle Managed Cloud

Corente VPN Configuration

Backup to Block & Object

Provisioning, monitoring

Automated recovery & fail over (100%)

Pulse 'Single Pane of Glass'

System (Dom U), Network and Storage Admin

Performance Troubleshooting

Backup, Patch, Restore

Availability, Incident SLAs

BI & Analytics

File System & System Config Mgmt

Functional Services

Managed Security Services

BTM

Oracle Cloud PaaS, IaaS

HW Monitoring

Provide and Maintain Physical Infrastructure

OS Security, Single Sign-On

Tooling for simpler DB management

Network Configuration

HW Support & Maintenance

Single-click provisioning

DB with pre-defined config options

@ Oracle
Oracle Public Cloud

Oracle Managed Cloud Services

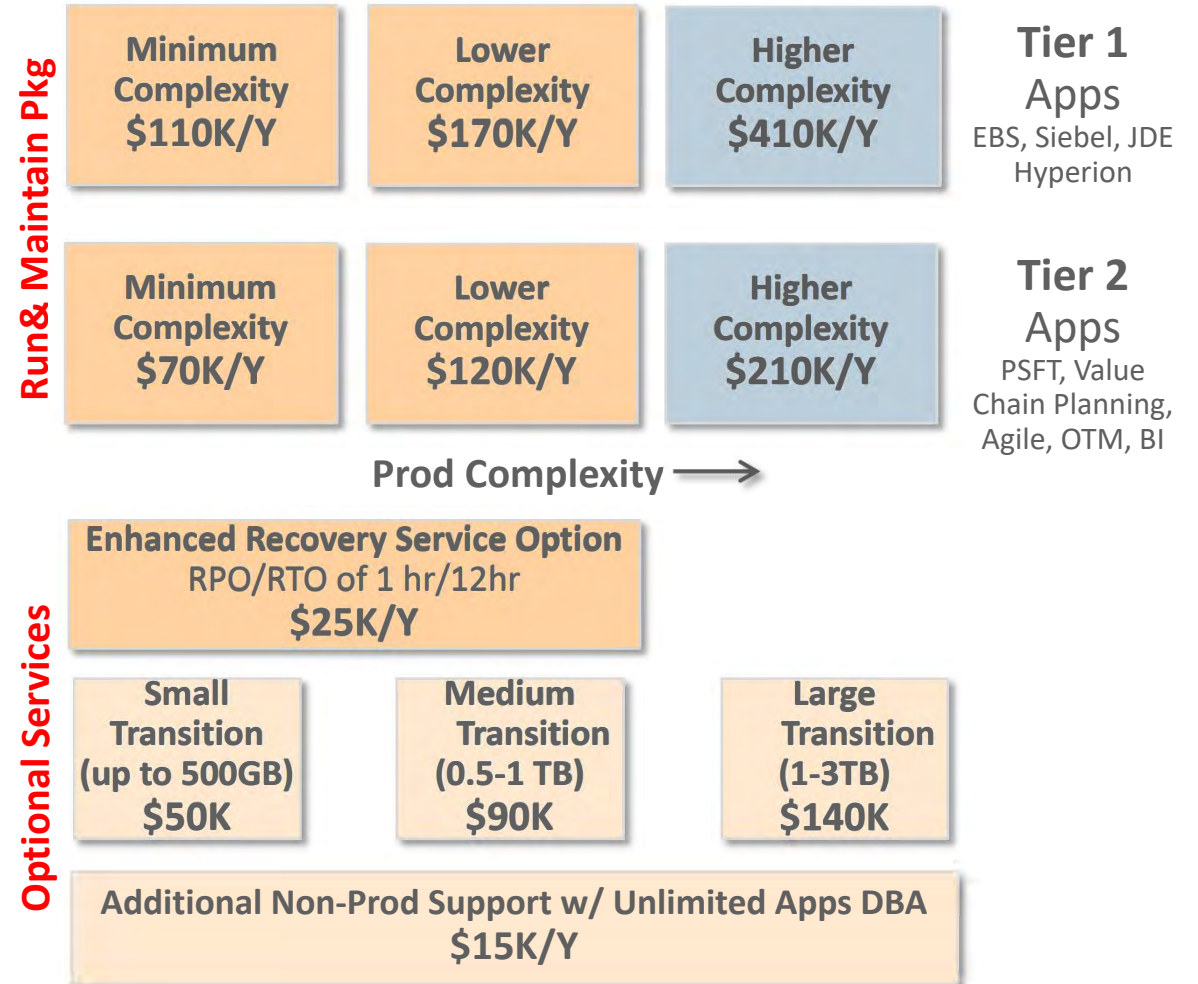## Your Choice of Cloud Platform

@ Customer
Oracle Cloud Machine

Managed Applications Unlimited on Oracle Tech Cloud

- New Service Designed to Run Licensed Oracle Apps on Oracle Tech Cloud
  - 24x7, complete lifecycle management for 1 prod + minimum number of non-prod environments required per Oracle Application
  - 99.5% application availability for min-lower complexity, 99.7% for higher complexity package
  - DR included higher complexity package with RPO/RTO of 1 hr/12hr, optional for min-lower

- Simple Complexity Criteria
  - Minimum: Prod DB < 1TB, No RAC , <=15 modules, <=7 tiers
  - Lower: Prod DB < 3TB, No RAC , <=20 modules, <=7 tiers
  - Higher: Prod DB >= 3 TB - <= 7 TB, RAC up to 4 nodes, >20 modules, > 7 tiers

Run& Maintain Pkg

Minimum Complexity $110K/Y	Lower Complexity $170K/Y	Higher Complexity $410K/Y	**Tier 1 Apps** EBS, Siebel, JDE Hyperion
Minimum Complexity $70K/Y	Lower Complexity $120K/Y	Higher Complexity $210K/Y	**Tier 2 Apps** PSFT, Value Chain Planning, Agile, OTM, BI

Prod Complexity →

Optional Services

Enhanced Recovery Service Option
RPO/RTO of 1 hr/12hr
$25K/Y

Small Transition (up to 500GB) $50K	Medium Transition (0.5-1 TB) $90K	Large Transition (1-3TB) $140K

Additional Non-Prod Support w/ Unlimited Apps DBA
$15K/Y

Simple Packages Provide **Flexibility & Choice** for PaaS & IaaS

- Use any Oracle-supported combination of PaaS & IaaS to deploy the application tiers

- OCPU scale up and scale out within the boundaries of the package – no change orders required

- Choose to have OMCS manage all or a subset of your project non-production instances

- Simple pricing and contracts

Customer 1
EBS – 1 TB DB, 70 OCPUs
Net Price: OMCS: 170k, OTC: 129k

EBS Application Management
Low Complexity -$170k/Yr
1 Prod, 2 Dev/Test

Database
DBCS SE: 50k/Yr

Infrastructure
Storage: 16k/Yr
Shared
Compute: 63k

Customer 2
EBS – 2 TB DB, 300 OCPUs
Net Price: OMCS: 410k, OTC: 832k

EBS Application Management
High Complexity -$410k/Yr
1 Prod, 2 Dev/Test

Database
DBCS SE:
216k/Yr

Infrastructure
Storage: 16k/Yr
Dedicated
Compute: 600k

Transitioning to Oracle Cloud: No Upfront Fees*

Simple Transition

Medium Complexity

Higher Complexity

Lift & Shift

Multiple Iteration, More Extensive CEMLIs

Broader Scope to Include Upgrade, CEMLI Rationalization

Typically running supported application versions and production DB less than 500GB can use lift and shift technology to move
Usually 0-3 months for go-live

Typically running supported application and DB versions with DB around 500 GB-1TB. Lift and shift technology needs to be enhanced to deploy CEMLIs and other custom needs
Usually takes 3-6 months for go-live

Parts of stack may need an upgrade. Typically DB sizes more than 1TB. Custom migration scripts may be needed.
Usually takes 6-8 months for go-live

*Option to pay for transition over the contract terms

Oracle Cloud Service Units (CSUs)

- Consumption model for per-request services from a defined catalog
  - Replaces cumbersome change order (ARC/RRC) of traditional hosting model
  - Prepaid CSUs
    - Can be used flexibly
    - Expire within 12 months

Prod

Sample Service Options from the CSU Catalog	CSUs per SR
Additional One-Time Backup, Additional One-Time Data Export	3
Manual CEMLI Promotion	9

Dev

Additional Data Export/Import	2
Environment Health Check	3
Complex Post Refresh – Manual Script Execution	6

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Apps Unlimited Non-Production + All Inclusive DBA Services

1) OMCS provisioned environment

2) Consume DBA Services as required for the duration of the contracted environment

OMCS team maintains affinity with environment (planning, DevOps cadence, etc.) for lifecycle of environment

UNLIMITED APPS DBA SUPPORT

CEMLI INSTALL/MIGRATON

ISSUE RESOLUTION

REFRESH / POST REFRESH SETUP

CONFIGURATION MANAGEMENT

Oracle Tech Cloud OMCS Environment

PERFORMANCE MANAGEMENT

DATABASE ADMINISTRATION
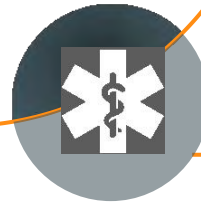
HEALTHCHECK/ LOG/TRACE

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Option 2: Cloud Service Unit Per-Request DBA Services

1) Customer provisioned environment (from Oracle Market Place)

2) Consume DBA Services from the CSU Catalog on per request basis, to meet project lifecycle DBA needs.

OMCS team provides affinity during the project phase to ensure readiness to deliver each per request service

CSU CATALOG SERVICES

CEMLI INSTALL/MIGRATON

ISSUE RESOLUTION

REFRESH / POST REFRESH SETUP

CONFIGURATION MANAGEMENT

Oracle Tech Cloud + Market Place Environment

PERFORMANCE MANAGEMENT

DATABASE ADMINISTRATION

HEALTHCHECK/ LOG/TRACE
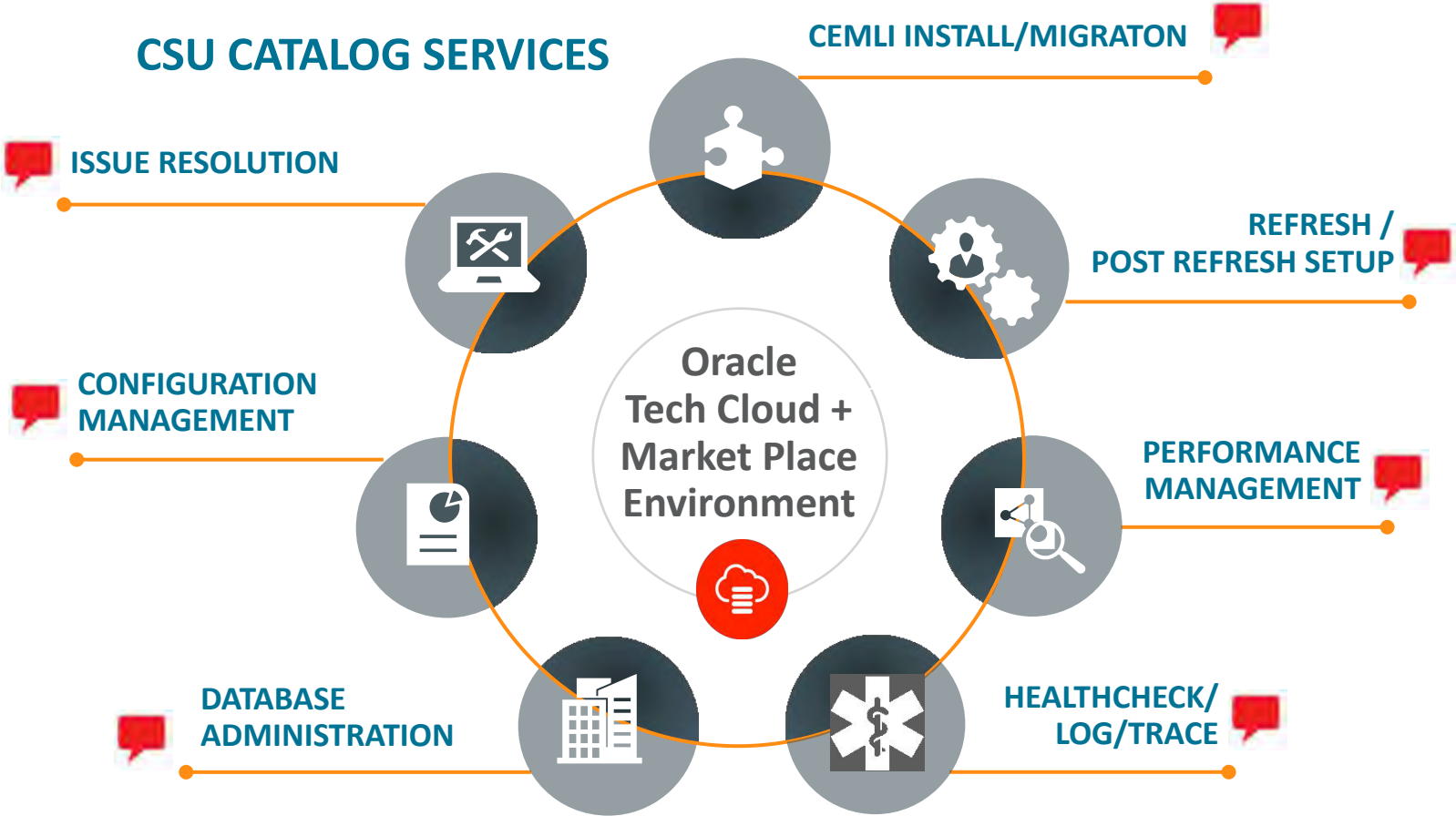
Managed Cloud Help Desk for Applications Unlimited

Expert Services for Functional, CEMLI and Critical Process Management

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Oracle Managed Cloud Helpdesk for Applications Unlimited
Flexible and Scalable Support based on Your Requirements

Application Scope:
- **Extensive Oracle Applications Unlimited Coverage**

OPEN

Service Coverage:
- **8x5x365 Mon-Fri 9am – 5pm (Customer Business Hours)**
- **24x7 for Critical Process/Sev 1 SR**

Per Request (SRs)

End User Adoption Support

Configure user roles

Workflow personalize

Data load issue

Extension and Integration Support

Extension break-fix

Batch job setup

Create test script

Recurring Support

Process Management and Regression Testing

✓**Critical Business Process Management – manage, monitor, resolve – 24x7**
✓**Manual Regression Testing – planned/orchestrated to Your regression cycles**

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Oracle Managed Cloud Helpdesk for Applications Unlimited

Flexible Support Consumption Model

CSU **Cloud Service Unit.** Consume CSUs flexibly across Service Request Types

SR Complexity

How To/Config SR Type 1
- End User Support and Adoption
- User How-to and configuration support

= 1 CSU

How To/Config SR Type 2
- End User Support and Adoption
- Complex Application Configuration/Resolution

= 3 CSU

Extension/Int SR Type 3
- Extension/Integration Management
- Requiring analysis and remediation/enhancement

= 6 CSU

Extension/Int SR Type 4
- Extension/Integration Management
- Extended analysis for remediation/enhancement

= 9 CSU

Example CSU Consumption Flow

CSUs → 💬 → **CSUs**

CSU Start Balance → **Type 2 SR Raised** → **3 CSUs Deducted from Balance**

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Oracle Managed Cloud Helpdesk
Flexible Fixed Scope/Price Package & Flexible, Per-Quotation Option

Attribute Package:	Basic	Per Quotation
Package List Price / Year USD	$67,500	TBD
Entitlement	Assumed 120 tickets/Year	TBD
CSUs Per Year (Per Month Consumption Guide)	500 (42)	TBD
CEMLIs included	200	TBD
Critical Processes/Jobs Monitored	20	TBD
Package Options (List Price USD)		
Extend support coverage to 16 x 5	25% uplift	25% uplift
Extend support coverage to 24 x 7	45% uplift	45% uplift
Translation Support per language	20% uplift (Spanish, Portuguese)	20% uplift (TBD language)

Oracle Managed Cloud Helpdesk for Applications Unlimited

Key features and benefits

Increase Adoption

- Oracle Applications experts who understand your business processes

BENEFIT:

- Faster user adoption and satisfaction
- Increased application uptake

Business Focused

- Supports user how-to and configuration requirements
- Critical processes covered within and between cloud workloads

BENEFIT:

- Improved overall user and business satisfaction
- Increased business responsiveness

Lifecycle Support

- Extension and Integration support
- Regression testing for update cycles

BENEFIT:

- Enable frictionless updates and upgrades
- Simplified lifecycle support – maximize adoption

Oracle by Oracle

- Single Point of Contact for Service Requests
- SLA based model with Service Credits

BENEFIT:

- Superior response times and overall continuous improvement

Children's Hospital Los Angeles Leverages Oracle Functional Services to Improve User Productivity

Children's Hospital LOS ANGELES℠
We Treat Kids Better

COMPANY OVERVIEW

- Children's Hospital Los Angeles is among the top ranked children's hospitals in the US, ranked by US News & World Report as within the top 10 in many pediatric specialties
- Processes approximately 15,000 admissions per year, and 65,000 emergency room visits.

CHALLENGES/OPPORTUNITIES

- Need to support complex CEMLIs across 3 PeopleSoft pillars
- Payroll cycle was not meeting CHLA business expectations for execution timing
- Volume of helpdesk calls was not consistent, there were spikes

SOLUTIONS

- Oracle PeopleSoft Applications Support & Maintenance Services (FSCM/HCM/Portal)
- Functional Support (Level 1 & 2)
- CEMLI Management

CUSTOMER PERSPECTIVE

"*Working with the Oracle Functional Services has exceeded my expectations. The two biggest areas of value that Oracle brought to the table beyond what we we're used to includes the willingness to tackle almost anything we ask them to and their willingness to change on the fly and take constructive feedback. Over the last two years Oracle team has really demonstrated their initiative to partner with CHLA.*"

- **Alen Oganesyan,** Director, Administrative Applications and Services, Children's Hospital Los Angeles

RESULTS

- Reduced payroll cycle time by almost 15%
- Faster turnaround of CEMLI fixes by OFS CEMLI experts
- Scaling-up of resources to meet the high volume of incidents
- Flexibility in service delivery
- Automated batch monitoring through BTM tool
- Provides a transparent single point of contact across all of Oracle (OFS, OMCS, Product Support)
- Built a strong working partnership with both CHLA IT and business teams

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Innovation
for Superior Service Delivery

Drivers for Better Oracle Managed Cloud Services Delivery

Automation
to Improve:

SECURITY

PERFORMANCE

RELIABILITY

TRANSPARENCY

USER EXPERIENCE

EXECUTION TIME

MAINTENANCE WINDOWS

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Service Delivery Transparency for Your Managed Applications

- ✓ 360⁰ View of Your Services

- ✓ Drill down: service & environment

- ✓ Entitlement vs. Consumption

- ✓ Business Transaction Monitoring

- ✓ Detailed System Performance

- ✓ Single Pane View of Cloud Environments @ Oracle and @ Customer on Cloud Machine
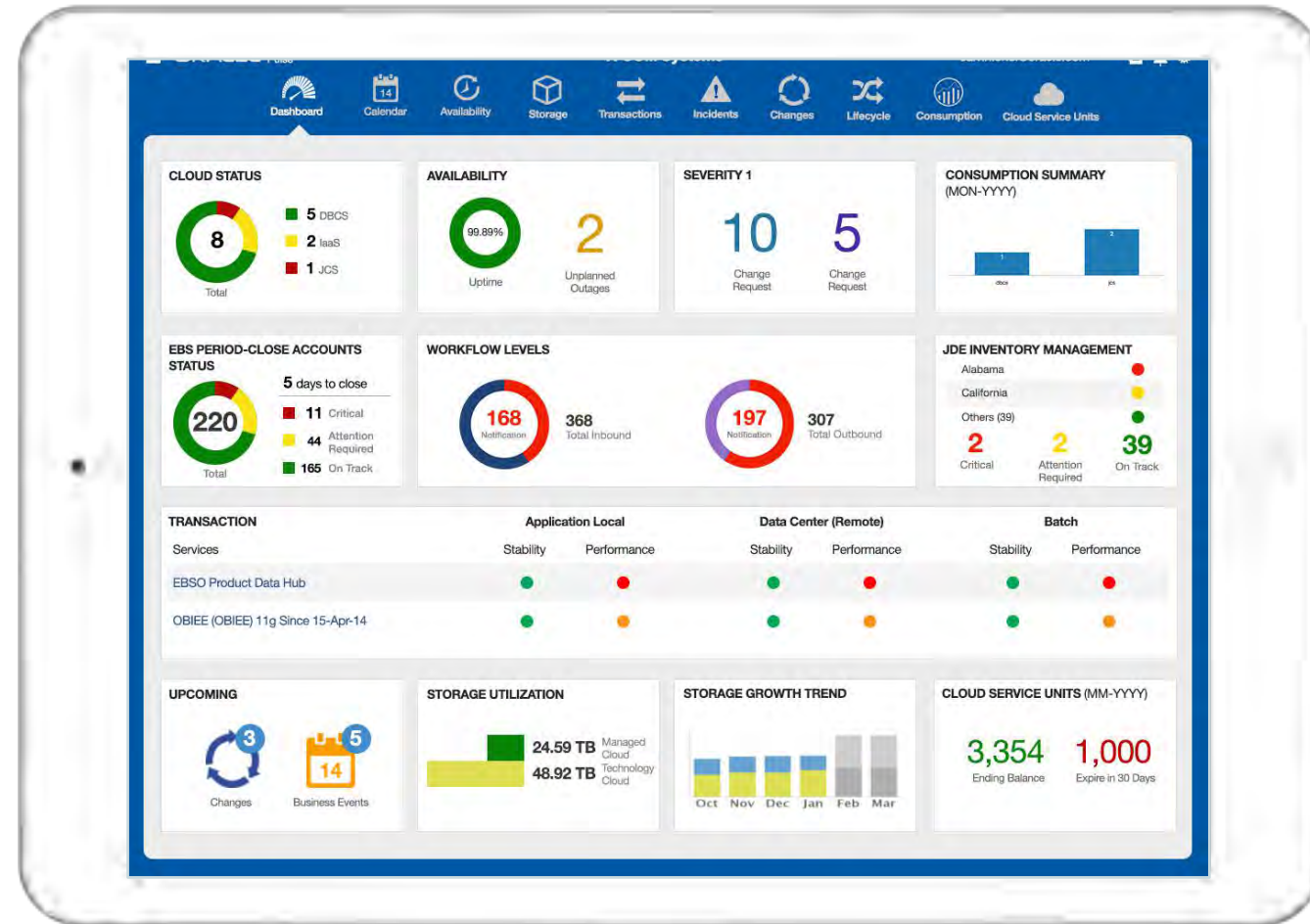
Managed Applications Unlimited Helpdesk: Modern, Chat-Based

Improved End User Support Experience

- Address end user issues rapidly and effectively

- Help triaged by agents trained in Your business processes

- Transactions logged and tracked through to Oracle Pulse for historic analysis

Oracle Managing Oracle Apps on Oracle PaaS and IaaS

It just makes sense

100s

Better availability and performance: enabled by over fifteen years of expertise and IP from managing hundreds of Oracle Application customers

Lower cost and lower risk: reduce TCO while lowering risk by leveraging Oracle's experience managing cloud for mission-critical, enterprise applications
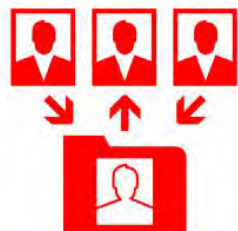
Single point of contact for greater accountability

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Lifecycle Services For All Deployment Models
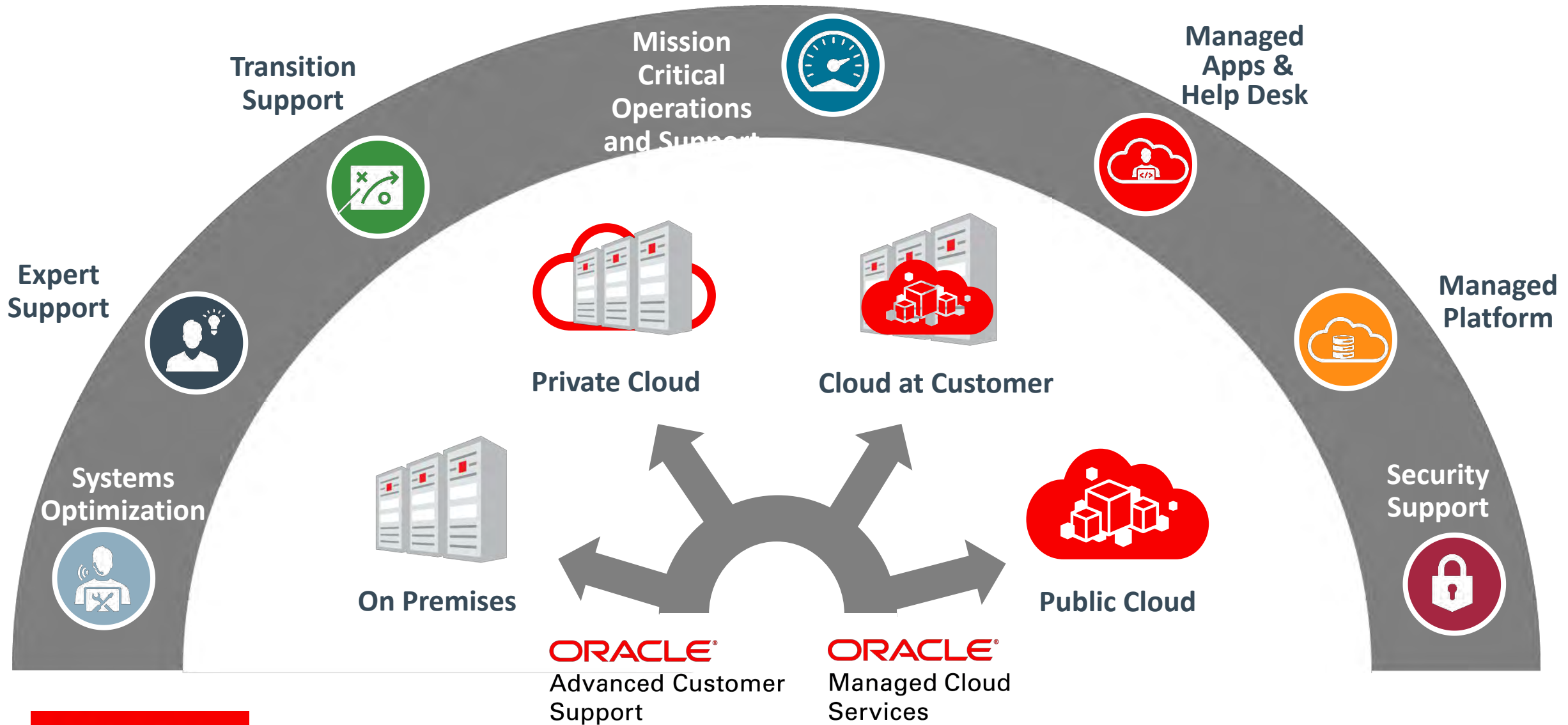
Join us on Wednesday:

ORACLE® Advanced Customer Support

ORACLE® Managed Cloud Services

What	When	Where
Enhancing Your Oracle Footprint in the Cloud – CON7923	01:00 pm – 01:45 pm	Moscone West 3022
Journey to Oracle Cloud in Media/Telecom (Customer Panel) – CON7919	02:00 pm – 02:45 pm	Moscone South 153
OPN Central: Enabling the Journey to Cloud – THT7857	03:00 pm – 03:25 pm	Marriott Marquis (Second Level) – Foothill D
Journey to Oracle Cloud in Financial Services (Customer Panel) – CON7918	03:30 pm – 04:15 pm	Moscone South Room 153
Upgrade Fearlessly to Oracle Database 12c – CON7926	04:30 pm – 05:15 pm	Moscone West Room 3016

Customer Welcome Center

We invite you to stop in to visit our experts and experience our services demos.

Location: Thirsty Bear Brewing Company, 661 Howard Street

Mon 8:00 am – 4:00 pm
Tues 8:00 am – 4:00 pm
Wed 8:00 pm – 4:00 pm

Oracle Support Stars Bar

Please join us and connect with our Support experts to explore the possibilities of accelerating your business into the future!

Location: Moscone West Exhibition Hall, Booth 5153

Mon 10:15 am – 6:00 pm
Tues 11:00 am – 5:45 pm
Wed 10:15 am – 4:30 pm

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Questions and Answers

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Advanced Customer Support

ORACLE®
Managed Cloud Services

oracle.com/acs
oracle.com/mcs