



RPC Support

Service Definitions and Pricing

Complete Oracle Primavera Application Support, Training, Consultancy and Subject Matter Expertise

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ABOUT RPC

RPC UK Ltd is a leading and long-standing Oracle partner. Since 1992 we have specialised in the Primavera suite of software products and tool sets. Our role is to not only supply the licences, but to also assist organisations with their setup and configuration, initial and ongoing training and support needs. We are dedicated to ensuring that you get the best outcomes from your investment which is why we have an enviable and long-standing partnership with Oracle to this day. RPC is proud to be a 100% employee-owned business.

As Oracle Partners, we are accredited for several OPN Tracks, based upon offering products across the whole Primavera range, including Unifier, P6, Oracle Primavera Cloud Service and Risk Analysis. We are accredited to the Oracle Cloud Sell and Oracle License and Hardware Partner Tracks.

Oracle Corporation is a leading global provider of optimised and fully integrated business hardware and software systems, including the Oracle Primavera software product suite.

We also hold the following industry accreditations:

- Cyber Essentials Plus
- Association for Project Management (APM) Corporate Partner
- HM Government G-Cloud Supplier
- Armed Forces Covenant
- Prompt Payment Code

RPC helps organisations to create a holistic environment in which programmes and projects are routinely delivered successfully – on time and within budget – and expected returns on investment are fully realised.

- World-leading Oracle Primavera EPPM software products
- Oracle Specialized Primavera product implementation, integration, and reporting consultancy expertise
- Oracle Primavera application support
- Oracle Primavera product education and training
- Oracle SaaS and cloud hosting

RPC SUPPORT OVERVIEW

RPC Support is a ticket based subscription service that enables RPC to offer the following services for one simple price.

RPC offers support, training and consulting services to help manage all Oracle Primavera Cloud Applications such as P6 EPPM, Aconex, Oracle Primavera Cloud (OPC) and Unifier. This includes accompanying products, such as Analytics.

We provide Strategic Consulting, Implementation, Configuration, Training, Administration, Data Management, Migration, Application Support and Integration services.

- Oracle Specialized Primavera product implementation, integration and reporting consultancy expertise
- Oracle Primavera application support
- Oracle Primavera product education and training

Designated project team members can submit Support requests to our service desk via phone or email.

With **RPC Support** our Oracle Primavera product certified specialists are available to assist you with any of the Oracle Primavera Products

The Service can be purchased separately or can be added to complement RPC's other G Cloud Offerings such as Oracle Licences for

- Oracle Aconex
- Oracle Primavera P6 EPPM
- Oracle Primavera Unifier
- Oracle Primavera Cloud (OPC)
- Oracle Primavera Risk Analysis (PRA)
- Hosting

RPC SUPPORT BENEFITS

RPC UK Limited provides support for solution resolution, configuration, technical activities, design activities and assurance, training and knowledge transfer, integration design assurance and Oracle Primavera advice and guidance on any end-user queries.

All our support service staff are subject matter experts, specialising in the Oracle Primavera software and solutions to ensure the highest standard of support, services, knowledge transfer and training is provided to our customers.

The **RPC Support** service offers flexible Oracle Primavera support – experienced and qualified functional and technical experts at your disposal via, phone, email and conference call anytime during working hours over a 12-month access term from the date of purchase.

- Access to our Oracle Primavera Specialized product experts, acknowledged by Oracle for their Oracle Primavera expertise
- Tap into the experiences acquired by our certified specialists during many years of deploying Oracle Primavera solutions in a variety of industries
- Functionality queries
- Configuration and customisation questions
- System configuration design and assurance
- Integration design assurance
- Designated Primavera administration activities
- Assistance with custom performance reporting
- Getting the most from your version of any Oracle Primavera product
- Upgrade advice
- Individual and company specific online training sessions
- Data migrations and integration advice and guidance
- Augments – but does not replace – the Oracle Primavera helpdesk

CONSULTANCY

No two projects or customer requirements are ever the same. At RPC we sell the solutions to your challenges, whether it is a simple software implementation, perhaps accompanied by some training, hosting or ongoing technical support, or a multi-faceted solution including bespoke software configuration and integration. Not all Oracle Primavera tools are 'plug and play' products and successful deployments require the deep product knowledge and competence that are the foundation of our technical consulting team.

IMPLEMENTATION & CONFIGURATION

RPC can offer help to install and configure your solution so that you can maximise the benefits for your business. This could include helping to configure Oracle Primavera Unifier to one of our award-winning solution sets for Earned Value Management; Strategic Risk Management; Project Controls; Cost Management; Asset Care and NEC4. But there are no limits to the types of processes that can be pulled into Unifier, including Management – BIM; Testing & Inspections; Health & Safety; Quality Management and Supplier Management.

TRAINING

At RPC, all our trainers are experienced in delivering training in a wide range of locations and situations, as required. We offer classroom training at our base in Leeds and a range of public or closed sessions, depending on the number of delegates you wish to book for. We also offer online public or closed training courses, following the same curriculum, but delivered over Microsoft Teams. Or our trainers can come to your own offices – and even tailor courses to your own specific industry or requirements.

APPLICATION SUPPORT

Our application support service can work in a number of ways. We offer Oracle Primavera application support for users, not techies, but we can also provide a support service to help you to manage and administer your Oracle Primavera SaaS product.

As an Oracle Primavera application user, you sometimes need more in-depth support than is offered by the usual providers or in forums.

That's why we've designed **RPCSupport**. When you need help to get the most out of your Oracle Primavera solution and Oracle's technical support cannot give you what you need, you can trust **RPCSupport** to give you the answers to questions about how to get your Oracle Primavera product to perform as required and how to manage your Oracle SaaS Cloud for Primavera.

INTEGRATION

Whatever you build can be connected to other Solutions. Whether its connecting Unifier to P6 through the Primavera Gateway – or connecting any of the Oracle Primavera products to other third-party applications, via APIs, for a fully integrated solution, RPC can help.

PRICING

RPC Support is a rolling optional service; comprising of 8 hours of support that can be called upon at any time over a 12-month period

Once fully utilised, clients simply re-purchase for a further 8 hours/12-month period.

Clients can purchase any number of multiple lots of **RPC Support** to avoid future price increases.

For clients wishing to combine any onsite training or consultancy along with this service then discounts maybe available upon request.

<i>Service Package</i>	<i>12-Month Term Cost</i>	<i>Included Support</i>	<i>Response Time</i>
Premium	£1,500.00	8 Hours	4 working hours

(Note... all values exclude VAT charged at the prevailing UK standard rate)

SERVICES PROVIDED (IN SCOPE)

DIAGNOSIS

To the extent possible, RPC support staff will work in partnership with client personnel to diagnose the root cause of a reported Oracle Primavera application functionality support request.

REMEDIAL ACTION

RPC support staff will recommend appropriate remedial actions to client personnel to resolve a reported Oracle Primavera application functionality support request or mitigate its impact.

ADVICE AND GUIDANCE

RPC support staff will provide advice and guidance in respect of:

- Oracle Primavera configuration questions
- Oracle Primavera customisation questions
- Oracle Primavera product benefits realisation
- Oracle Primavera upgrade advice
- Reporting using Oracle Primavera data

ADMINISTRATOR TASKS

Subject to agreement, RPC support staff may undertake designated Oracle Primavera administrator activities.

SERVICE DESK ACCESS

Designated client personnel can contact the RPC Service Desk to submit or progress Support Requests via phone (01943 222001) or email (support@rpc.uk.com) during normal business hours (Monday-Friday, 09:00-17:00, excepting public holidays).

TICKET STATUS AND AGREEMENT UPDATES

RPC will provide regular updates to client personnel regarding the status and progress of each Support Request plus a regular summary of Support Requests submitted within the current **RPC Support** agreement and remaining unconsumed included Support Requests.

SERVICES NOT PROVIDED (OUT OF SCOPE)

RPC Support does not cover the activities listed below:

INFRASTRUCTURE SUPPORT

Clients who purchase maintenance with their Oracle Primavera product licences are entitled to access the Oracle Primavera Helpdesk for technical support.

RPC Support addresses Oracle Primavera P6 application use only and, unless originally supplied by RPCuk and agreed with RPCuk, does not cover the infrastructure or environment used to support the Oracle Primavera applications.

APPLICATION MONITORING

RPC Support does not include periodic monitoring of production applications to assess application availability.

ENHANCEMENTS TO PRODUCTION APPLICATION SOFTWARE

RPC Support does not cover enhancements or upgrades to any third-party solutions used by the client.

PREVENTATIVE MAINTENANCE

RPC Support does not cover preventative software maintenance.

CHANGE MANAGEMENT

RPC cannot accept responsibility for new or changed processes, practices or policies introduced by a client that may adversely impact upon the reliability or performance of the Oracle Primavera applications.

SYSTEM MANAGEMENT

RPC cannot accept responsibility for the operation or suitability of the Oracle Primavera solution implemented by the client.

RPC is unable to provide the RPC Support service to customers who utilise either a non-RPC Hosted or Oracle SaaS cloud solution.

FREQUENTLY ASKED QUESTIONS

SUPPORT REQUESTS

For the purposes of the **RPC Support** service, a Support Request is generally defined as a request for assistance, usually in the form of advice and guidance, with the use of Oracle Primavera software.

Each package option offers a number of included Support Requests or days of support and specifies the maximum response time within which a member of the RPC support team will respond to a Support Request and begin offering assistance.

Designated client personnel can contact the RPC Service Desk to submit or progress Support Requests via phone (01943 222001) or email (support@rpc.uk.com) during normal business hours (Monday-Friday, 09:00-17:00, excepting public holidays).

RPC Support addresses Oracle Primavera application use only and, unless originally supplied by RPCuk and agreed with RPCuk, does not cover the infrastructure or environment used to support the Oracle Primavera P6 application. All such technical queries should be addressed to the Oracle Primavera Helpdesk.

RPC Support is, primarily, an advisory service and, whilst RPC will endeavour to fully resolve each Support Request, cannot guarantee to do so.

CHARGES

RPC Support is a subscription based service and full payment for the service is required at the commencement of the agreement.

Once the number of included Support Days/Hours has been consumed the client can purchase a new **RPC Support** package option in order to, essentially, refresh the number of included Support days available

TERMINATION

In the event that the client wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by the client to RPC.

Please note that RPCuk will not refund **RPC Support** subscription fees, either in whole or in part, under any circumstances.