



Rittman
Mead

Cloud Platform Services

Providing technical expertise, commitment and wisdom during each step of your organisation's **digital transformation.**



ORACLE

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Cloud Adoption & Migration Service

From Anywhere to Cloud

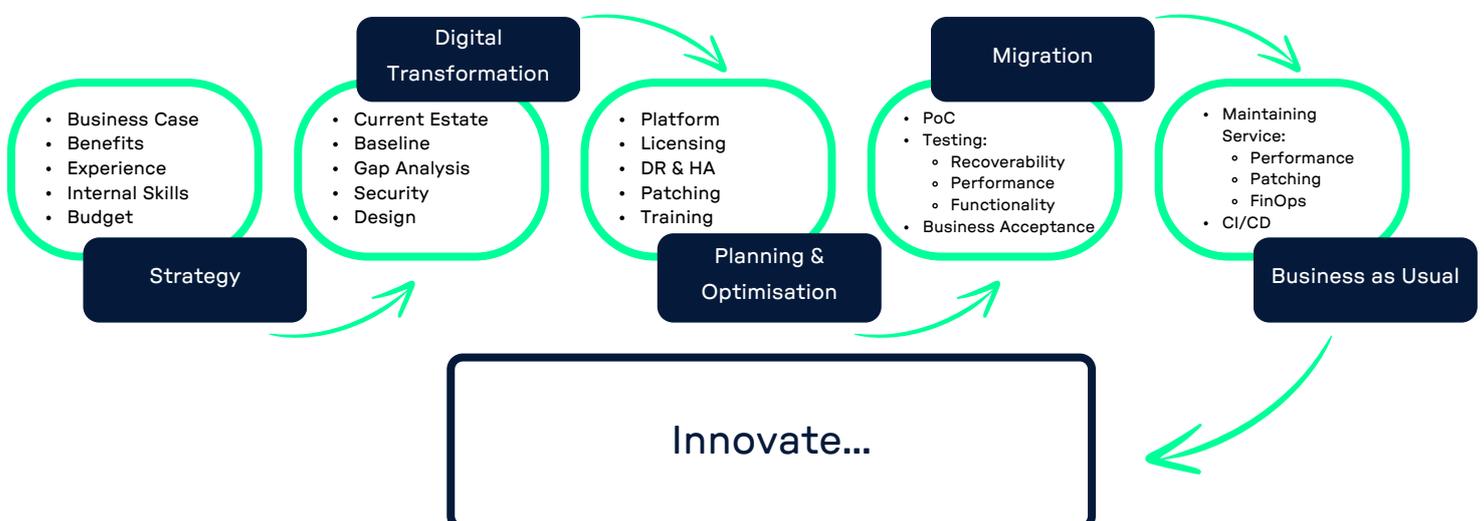
The Rittman Mead Cloud Adoption Service is designed to assist customers through each step of their digital transformation.

Adhering to Cloud Adoption Framework principles of GCP, Microsoft Azure, AWS, SAP and Oracle, Rittman Mead provides guidance and technical expertise to ensure customer cloud migrations do not fail due to the common mistakes such as:

- ❑ **No Urgency** - The business has not prioritised the adoption, and no plan or goals have been defined.
- ❑ **No Executive Sponsorship** - No senior buy in or leadership, leading to no investment or resource allocation.
- ❑ **No Alignment to Strategic Goals** - Need to ensure there is value in cloud adoption, and that goals align with business strategy.
- ❑ **Struggle to pinpoint the value of cloud adoption** - Must make the business understand the benefits, reporting these back to the business.

Cloud Adoption Journey

Using a tried and tested cloud adoption strategy, Rittman Mead looks to provide experience and guidance ensuring the journey into the cloud meets the current and on-going needs of the business.



Every Step Of The Way

Below we explain our recommended steps for a successful migration process to cloud adoption. We like to make it clear that we can join you at whatever step you need our expertise. Whether that is an assessment for business acceptance or the entire technical services through to Live Migration.

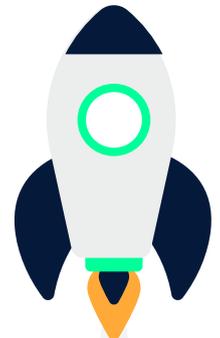
Stage	Description
Proposal	This stage includes an initial gathering of information to give an indicative idea of the resources, timescales and commercial element.
Discovery & Assessment	To obtain an accurate understanding of the requirement, and to ensure the project approach and deliverables met the business goals. Our discovery and assessment phase assists the business in defining their goals and objectives, which are then documented in the Cloud Adoption Strategy document for business acceptance and sign off.
High/Low Level Design	Once the discovery phase has been completed, Rittman Mead will create a high/low level design based on the needs of the business, which includes a Technical Topology Overview, Cloud or hardware configuration diagram, Resource requirements, Licensing requirements and Patching Strategy (if required).
Proof of Concept (PoC)	The agreed PoC objectives will be defined during the assessment phase, and using the Project Strategy and Low-Level Design documents to create the environments, ensuring all elements of the design have been considered and are fit for purpose. This will provide business stakeholders with confidence and highlight any additional requirements early in the migration process.
Build & Configuration	Rittman Mead will work with technical teams and any third party suppliers to implement the approved technical design.
Performance Analysis	During the transition to either new hardware or to the Cloud we advise to baseline the current environment performance. Once this is obtained it can be used to benchmark performance throughout the migration process.
Test Migration	The most critical part of the migration process, by utilising the purposed configuration and realistic data, it provides clarification of the migration process, application functionality and load testing, highlighting any issues to be remediated.

Stage	Description
Backup & Disaster Recovery (DR) Testing	Working with the business to ensure resilience and recoverability meet the defined RPO/RTO's, Rittman Mead will implement and test the Disaster Recovery and Backup strategies.
Non-Production Environments	Subject to the business requirements, additional non-production environments can be configured.
Live Migration	Having learnt lessons and made improvements throughout the migration process, we perform the Go-Live migration with full transparency on the activities, timescales and downtime. Ensuring there is a rollback plan to mitigate any business impact in the event of any unforeseen circumstances.
Transition to Business as Usual (BAU) Support	Rittman Mead will provide dedicated support during the first day(s) following the migration, or hyper-care if the environments are included in our Managed Service. Our team of experts will be on hand to investigate and resolve any performance or functional issues identified, or in the unlikely requirement of a rollback.

Boost your cloud

Rittman Mead is proud to be a Oracle Service Partner and recommended for Cloud Migration services as part of Oracle Boost Your Cloud Partner Program. We are a GCP Premium Partner with multiple specialisations such as Cloud Migration, Infrastructure, Data Management, Analytics, Machine Learning, Managed Service as well as GCP Database Partner of the Year. We partner with and offer services for a variety of other cloud platforms, including Microsoft Azure, AWS, and SAP, assisting customers with their cloud needs across these environments.

We are experts at helping people get the most out of their investment in data, analytics and AI across varied cloud service providers as listed above.



"Rittman Mead's migration approach ensured there was **zero disruption**. Users were able to **continue their work** throughout the migration."

The University of Massachusetts





Cloud Platform Managed Service

The right amount of support...

Cloud providers like Oracle, GCP, Azure, AWS, SAP use a shared responsibility model as the foundation for their cloud infrastructure. Many customers are unaware of the accountability and obligations required to support their data platform in the cloud.

OCI/CGP/AWS/Azure/SAP

Cloud Provider Managed

- Virtualisation
- Physical Hosts
- Physical Network
- Physical Data Centre

Cloud Provider Managed

- Data
- Devices
- Account & Identity
- Applications
- Network Controls
- Operating Systems

We work in collaboration with your existing teams to help support and manage the responsibilities that come with the cloud.. Rittman Mead provides proactive support for your data platform by categorising these into three defined support pillars, you can choose which pillar(s) and service level best suits the needs of your business:

1. Infrastructure

Rittman Mead will take responsibility of the day-to-day operations and availability of Networking, Security (Identity & Access Management) and the compute layer (Image or Operating System) including the Storage layer.

2. Database

Rittman Mead can provide Database Administration services for:

Infrastructure as a Service (IaaS)

Running as virtual machines (similar to your On-Premises database estate) and requiring constant monitoring to ensure availability and optimal performance, including recoverability in the event of unforeseen failures.

Platform as a Service (PaaS)

- Base Database (previously Database as a Service)
- Autonomous Database and Autonomous Data Warehouse
- Exadata Cloud Services (Dedicated) Oracle@Google
- Rittman Mead delivers 24/7 database managed services, monitoring and support, 365 days a year. We are a proactive partner, continuously optimizing the performance of your database and strengthening security. Our teams specialize in over 45 database, cloud, and data warehouse technologies.

3. Application

Rittman Mead can provide proactive checks & monitoring that will ensure that you are alerted promptly if there are any service issues with applications deployed on the platform.

Data Integration Platforms like

- ODI
- Azure Data Factory
- Cloud Data Fusion
- AWS Data Pipeline
- Dataflow

Low code application development platform like

- AWS Amplify
- APEX
- Power platform
- AppSheet

Business Intelligence platforms like

- OAC
- Tableau
- Power BI
- QuickSight
- Looker
- BigQuery ML

Machine Learning platforms like

- Oracle ML
- SageMaker
- Vertex AI
- AI Foundry

We keep it clear and simple.

Choosing the right support levels will ensure your critical systems are maintained with the highest level of support. We offer different levels of service which means you will also reduce the cost associated with non-production or development environments.

Here are our Support Level and Service Level Agreement definitions:

Support Level	Description	Support Pillar
24x7x365	Proactive support level designed for around the clock alerting, supporting your mission critical systems.	Infrastructure Database Application
9-5	Proactive support level aimed at providing alerting during standard working hours	Infrastructure Database Application
Reactive	Reactive in standard working hours support level for non-critical systems that do not require proactive monitoring. NOTE: All support requests are instigated by the customer	Database Application

The above support levels are associated with our Service Level Agreement (SLA), which defines the level of criticality for each notification and subsequent alert received by Rittman Mead.

Priority	Description	Response Time
P1	Total loss (or potential loss) of service with the business unable to function, damage to reputation and commercial impact	30 Mins
P2	Loss of independent service(s), major business impact affecting productivity	2 Hours
P3	Request for assistance or minor impact to business	4 Hours
P4	Question or consultancy request with no commercial impact	8 Hours

Service Desk

We provide a mature helpdesk which utilises Jira Service Management to record and process all customer support incidents, questions or consultancy requests. Our team of consultants quickly triage requests and direct them to the appropriate team for investigation, collaboration (if required) and resolution.

You have full visibility of the status of the request via the Rittman Mead Service Desk portal.

Communication

The most important part of any Managed Service offering is to ensure that there are clear lines of communication in the event of any critical support incidents.

We provide a Platform Service Schedule that details the communication strategy for all Helpdesk tickets, escalations and contact details for in and out of hours.

It also includes the full service level details for agreed supported systems, along with change control, acceptance criteria and security policies the customer requires Rittman Mead to adhere to.



Reporting

One of the ways in which we demonstrate a quality service is through transparent communication with our customers. We provide the latest information on the ever-changing technical landscape and share our expertise through recommendations and best practices.

On Boarding Report

As part of our on boarding process, Rittman Mead consultants perform a thorough review of the environments and infrastructure. This is to ensure they are “fit for purpose” as defined by the customer needs. We highlight any areas of improvement such as cost saving (FinOps) and security best practices. We then work with our customers technical and business teams to review these recommendations and then help implement subject to their business acceptance.

Health Checks

As a continuation of the On Boarding report, we provide a ‘point in time’ overview of the general health of the systems and infrastructure. We understand that our customer environments will evolve and change so these reports assist in future planning and consider system trends and the business roadmap.

KPI

Rittman Mead can provide various key metrics on the performance of the Managed Service, such as number of tickets, SLA compliance, and cost analysis.



Monitoring

Building on the existing Application layer monitoring functionality, Rittman Mead is embracing a fully integrated monitoring solution to leverage the cloud's built-in features of Observability and Management platform. We can also create Monitoring, alerting and incidence resolution services built on any other tech stack. This provides custom metrics that Rittman Mead use to monitor the health and performance of the supported estate:

	Event Services		Operations Insights
	Logging		Monitoring
	Application Performance		Database Management
	Logging Analytics		Network Performance

Security & Access

Rittman Mead works with our customers' technical and security teams from the start of the engagement to ensure all security policies and regulations are met and your data estate is secure. This will also confirm the agreed connection method to be used by Rittman Mead consultants when investigating or resolving issues raised.

These methods can include:

- Dial up VPN – Utilising any customer approved clients (*preferred*)
- Site-to-Site VPN
- Dedicated or Time Limited Bastion Service
- Chaperoned Access (requires monitor if 24x7)



On-Demand Application Support

On-Demand Application Support

Too many systems fail due to ineffective support, which is why Rittman Mead is here to help. By choosing us, you are choosing the most capable hands in the industry to manage your data analytics platform.

When we think about data and analytics systems, the cost and effort required to build the system is the dominating factor. Whilst we agree that a successful build is critical, the rest of the life of the system is where the value is realised. Rittman Mead's Expert Service Desk is designed to maximise the value of a system once it has been built, because development is just the beginning

Our Expert Service Desk blends:

- Application support, system monitoring and fault fixing
- Team augmentation; we can provide holiday cover and an extra pair of hands, to help you meet a deadline and answer any difficult questions you may have
- Upgrades, installs and patching will maintain the smooth running of your system, while access to Rittman Mead IP and accelerators reduces software installation time
- Training and knowledge transfer; we don't believe in gatekeeping expertise, so our focus is placed on sharing our knowledge with our clients
- Performance monitoring and improvement
- Architecture review and license optimisation
- Health checks, strategic advisory, roadmap and planning

Our team is fully accountable and personable. We give you a level of trust and familiarity that you would find within your own team. You can rest assured that we are doing exactly what needs to be done, as efficiently as possible.

We will give you full transparency with tickets through a dedicated JIRA Service Desk, providing you with a clear audit trail as well as monthly status reporting.



Application Training

Application Training

For over 15 years Rittman Mead's expert consultants have delivered quality training courses to help organisations get the best value from their investment in data and analytics technology.

We are a leading independent Oracle training provider for Oracle Analytics Cloud (OAC), Oracle Analytics Server (OAS), Oracle Business Intelligence Enterprise Edition (OBIEE) and Oracle Data Integrator (ODI).

Oracle Analytics Bootcamp



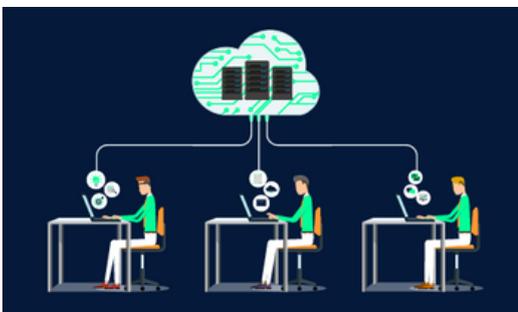
A four-day comprehensive training course designed to offer a complete overview of the Oracle Analytics platform. The course is suitable for newcomers to Oracle Analytics and those wanting to understand its full capabilities. It includes topics such as architecture, security, data modelling, building reports and dashboards, data discovery, and basic machine learning.

Oracle Analytics Repository (RPD) Modelling



The Metadata Repository (RPD) course provides insightful and practical data modelling training and equips learners with techniques and best practices to connect to source data and create a semantic model for use with Oracle Analytics. The course goes on to discuss the various options for deploying the RPD and how to manage the RPD in a multi-user environment.

ODI Bootcamp



From setting up the topology through to creating mapping, packages and load plans, this course features modules and labs covering many aspects of ODI 12c functionality.

For our latest public training information please visit:

<https://rittmanmead.com/training-schedule/>





Application Migration & Upgrades

Application Migration & Upgrades

Technology changes are fast and frequent. New features become available, new operating systems are released, and the market shifts. The older a product gets, the fewer support features are available to it.

Which route to take?

Existing OBIEE customers are automatically licensed for OAS, meaning organisations can immediately take advantage of the new data exploration, visualisation and machine learning features. If you want to move to Oracle's cloud and run OAC; you can either license OAC directly or use Oracle's Bring Your Own Licensing (BYOL) model to take advantage of the investment you have already made in OBIEE.

We think there are several reasons why you may need to consider a move:

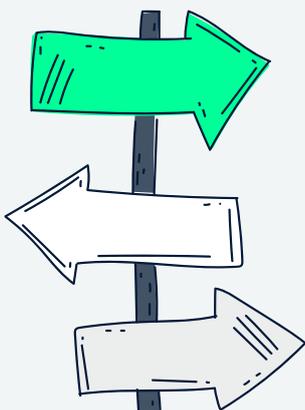
- ❑ Lack of bug fixes
- ❑ No certification against newer operating systems and databases (RCU and source)
- ❑ Opportunity to use Oracle's Data Visualisation tool (DV) for no additional license fee
- ❑ Other new features including machine learning integration, augmented analytics and a modernised user interface

Fixed Price Upgrade

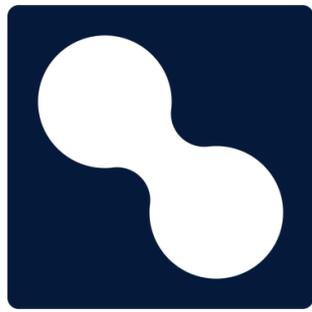
Rittman Mead's fixed-price upgrade service gives organisations a risk-free and cost-effective way of moving from OBIEE with a focus on implementation excellence.

Over the past ten years, we have migrated over 30 clients from OBIEE. We can work with you and your team to accomplish this.

Free Assessment



Rittman Mead offers a free assessment to help you establish a business case, set the scope, determine the acceptance criteria and produce a plan.



Application Development

Application Development

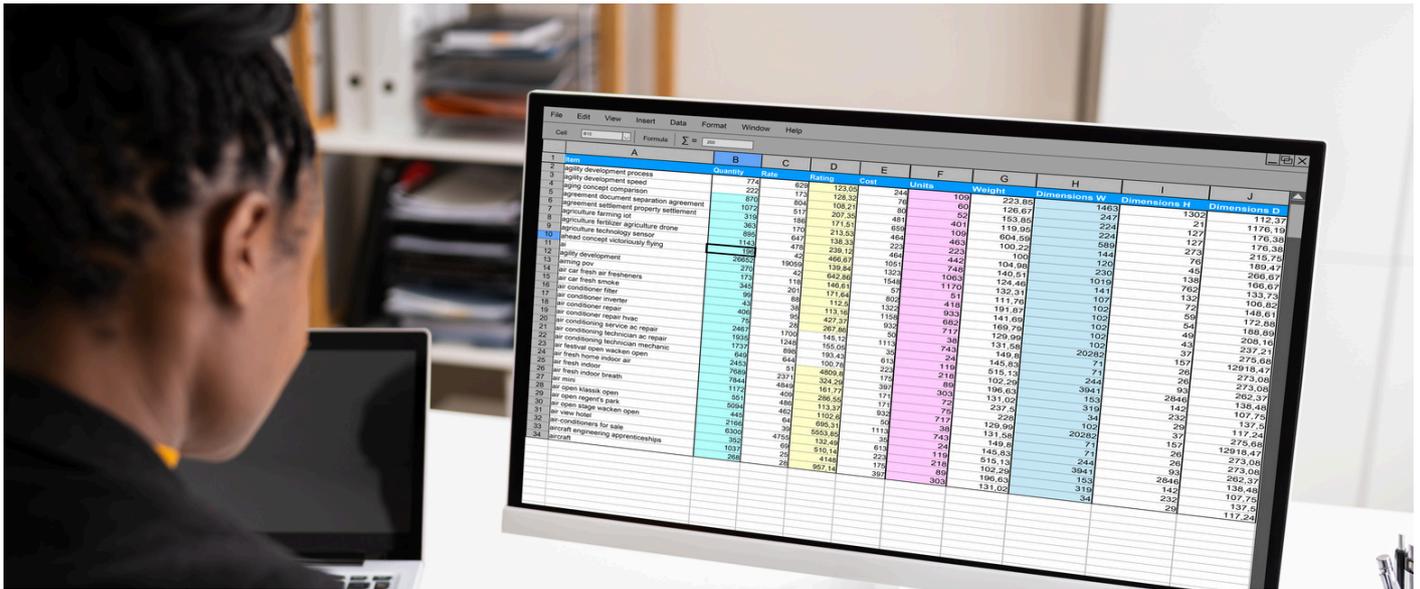
Our Rapid Application Development (RAD) service uses the power of Oracle APEX; a low-code platform that minimises the need for extensive coding and programming to deliver high-quality applications, fast. This also extends to Microsoft Power Platform and GCP AppSheets.

Our collaborative approach ensures we gather your exact application requirements. Combine this with development standards, automated testing and release.

Do you have spreadsheets or outdated legacy systems performing critical business functions?

These systems are a massive risk for organisations. They can be inefficient, error-prone and a single point of failure.

The low code application development platforms provide a secure and scalable replacement, with data stored in a database and a browser-based application that multiple people can use, resulting in increased productivity and streamlined business processes.



Do you have spreadsheets or outdated legacy systems performing critical business functions?

Does your organisation need to extend their core systems to incorporate unique business processes?

If your organisation has specific data capture and reporting requirements for environment, sustainability and governance (ESG) metrics. APEX can extend the core system's data model and provide additional data entry and reporting functionality.

Why Rittman Mead?

Through a dedicated partnership, you'll benefit from our consultants' skills, experience, and knowledge, with thought leadership, hard work, and honesty at the heart of everything we do. Our team will be there at every step to help you implement cutting edge cloud based technologies, offer you ongoing support, and teach your teams how to connect your data to your company's objectives.

Working with us is an experience in itself.

- You'll have access to our full team of consultants, many of whom have 20+ years of industry experience.
- Have confidence in a responsive team who know how to apply their experience to produce the best results for your company.
- You'll develop a great partnership to help you understand how the cloud can work for your company, and the wisdom that goes with it.

Services & Expertise:

- Cloud Migration
- Cloud Platform Managed Services
- Analytics Modernisation Service
- Expert Service Desk
- Machine Learning & AI
- Low Code Application Development
- Training

ORACLE | Service Partner
Expertise in
Oracle Cloud Platform
Business Analytics
in EMEA–Western Europe

**Oracle Global Leaders
Award Winner EMEA
Implementation Partner
2023**

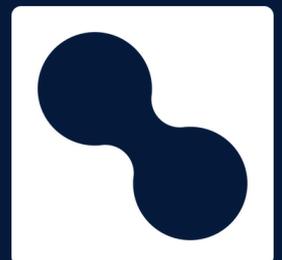
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Expertise in
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Are you ready to take the next step?

Contact our team on **01273 053956**
Or, email us at **info@rittmanmead.com**

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