Capgemini

Application Management (AM) for Oracle in the Cloud
G-Cloud 14

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1   Service Overview

Capgemini's Application Management (AM) for Oracle in the Cloud service provides Application Management of cloud-hosted Oracle applications and Oracle Cloud Services. The service can encompass management of full stacks: virtual guest operating system (e.g. Linux, Windows), Oracle Database, Oracle Middleware, Oracle Application, hosted on either PaaS (Platform-as-a-Service) or IaaS (Infrastructure-as-a Service) cloud platforms. The service also offers application management of Oracle managed PaaS applications and integrations with Oracle Software-as-a-Service (SaaS) along with user managed configurations in SaaS as required.

More and more organisations are migrating to modern versions of Oracle's Software-as-a-Service (SaaS) ERP, SCM, CX and EPM Suite. Some organisations may choose to maintain and retain their existing software investment by transferring legacy applications to cloud hosted Platform-as-a-service (PaaS) or Infrastructure as-a-service (IaaS) environments to maintain control and retain business functionality whilst taking advantage of the reduced infrastructure costs and reduced overheads that cloud hosting can bring.

Capgemini has built a flexible support model that uses its experienced Oracle specialists, partnerships with cloud providers and Oracle to provide a comprehensive Application Management offering to enable Buyers to achieve their business outcomes whatever platform and application landscape their Oracle software investment is hosted upon.

Capgemini's Application Management (AM) for Oracle in the Cloud service offers three Cloud support models – Gold, Silver and Bronze – which act as a wrapper to the Buyer's cloud Oracle applications services to manage the ongoing technical relationship with their cloud provider and/or Oracle to bring about the following benefits:

- A single experienced source for application management requirements
- The expertise to manage business critical services
- The expertise to leverage Oracle investments
- The expertise to manage software and cloud infrastructure
- The ability to extend support to related interfaces and a wider application estate
- Flexible service levels

Capgemini's Gold, Silver and Bronze support options are described below. The Buyer can choose to use any of these models. Alternatively, Capgemini will be happy to work with the Buyer collaboratively to identify and agree exactly the right support model as required which may be a combination of any of the models below. This will involve a period of consultation with the Buyer to draw up a matrix showing clearly where the responsibility and accountability sits for every element of the service.
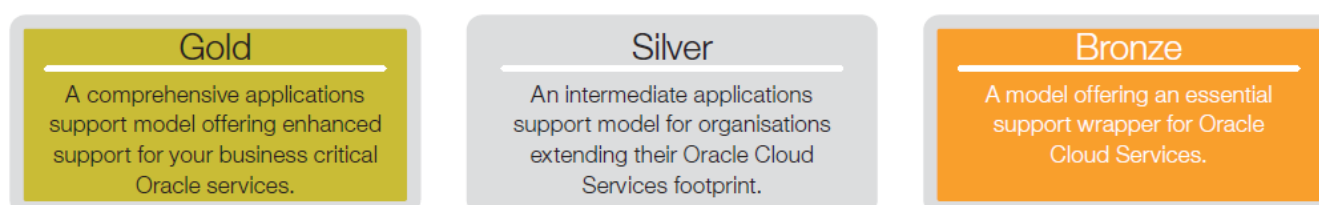
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Capgemini's Application Management for Oracle in the Cloud Service	Service Offering		
	Gold	**Silver**	**Bronze**
Start Up			
Knowledge Transition	✓	✓	✓
RightStart Audit	✓	✓	✓
Support Features			
Service Management and Governance	✓	✓	✓

Capgemini's Application Management for Oracle in the Cloud Service	Service Offering		
	Gold	Silver	Bronze
Incident Management	✓	✓	✓
Release Management	✓	✓	✓
Change Management	✓	✓	✓
Functional Application Support (Oracle e-Business and SaaS modules)	✓	✓	✓
PaaS Technical Support	✓	✓	
IaaS Technical Support – includes Operating System Management	✓	✓	
Database and Middleware Technical Support	✓	✓	
Business Intelligence Support – BICS, OBIA	✓	✓	
Oracle Configuration Enhancements - SaaS, PaaS, e-Business	✓		
Oracle Upgrade Support	✓	✓	
24 x 7 Major Incident Support	✓	✓	
Additional Services	✓		
Ongoing Training – Functional/Technical	✓		
Testing Services – Integration & Regression	✓	✓	
Domain Expertise – HR, Payroll, Finance	✓		
New Service Introduction – applications based on Iaas, SaaS, PaaS	✓		

2   Business Need

Capgemini delivers Application Management services that help the Buyer create more value for their business by improving efficiency of IT systems management and reduction of costs. Capgemini's services are highly industrialised, underpinned by robust SLAs, based on industry-standard proven practices and can be delivered by a cost-effective mix of resources. Capgemini's Application Management services are about more than 'keeping the lights on for less' – they can represent a commitment to continuous improvement and value generation.

3   Our Approach

Capgemini's Application Management capability has been developed through more than 40 years of experience providing quality services to clients around the world and across all business sectors. The service builds on Capgemini's core skills in the management of application landscapes for their clients, based on long term experience in this area. Capgemini currently delivers such services to Central and Local Government departments, Police Constabularies, large retail organisation and global corporations using a highly experienced pool of service delivery specialists and Oracle technical specialists. Capgemini's Oracle technical capability is extensive and covers expertise in specific functional modules e.g. Financials, enhancement and integration, reporting, database, middleware and operating system.

Capgemini is experienced over many years in delivering these services within a "shared service" model involving multiple discrete organisations using the same core software components. Capgemini's various applications management services have been independently recognised by industry analysts such as Forrester and Gartner.

Regardless of whether this is an existing or new solution, Capgemini can work with the Buyer and any other relevant organisations to build a "Service Transition" plan so that the Capgemini teams providing the Application Management service understand every aspect of the business and technical requirements of the solution. This work can enable Capgemini to identify any efficiencies that can be built into the service to provide as streamlined a support service as possible whilst minimising costs.

Once in the "run" phase, Capgemini's Application Management approach is designed to take the full lifecycle view of applications aligned to the business cycle and can help work with their clients to extract maximum business benefit value from their Oracle software investment. In this way, Application Management can support the needs of the business to provide tangible business benefits and value add over the life of the contract

Capgemini has industrialised its service delivery globally to take advantage of low-cost economies to provide clients with a resilient and scalable applications support network that can grow and adapt as client business changes using a distributed delivery methodology known as "Rightshore®". Capgemini can offer an efficient and flexible support model which can cater for the specific requirements of the Buyer. This can take the form of different support models from a dedicated onsite team to a "mutualised" team based in one of Capgemini's delivery centres. Capgemini can work with the Buyer to identify the right model.

The service can offer the following benefits to Buyers:

- **Facilitating Cost Savings:** Capgemini has developed the concept of the IMSC (Industrialised Managed Service Centre) to provide a series of methodologies to help optimise support provision. Capgemini applies the principles and practice of LEAN, Capgemini works to 'Shift Left' all incident resolution and perform Root Cause Analysis to drive out defects.

- **Access** to a global organisation of Oracle experts.

- **Flexibility** in resourcing, from fractional FTEs to quick ramp-up and ramp-down;

- **Continuous Improvement in service quality** through Lean Foundations helps deliver process efficiency and continuous service performance improvements.

- **Assurance** of a pool of UK based Security cleared resources with the broad range of experience required to manage all aspects of Oracle software hosted on cloud solutions.

- **Maximises** the use of proven tool sets and processes, fully aligned to the ITIL framework, to industrialise support and enhancement work – thus ensuring consistent quality and efficiencies.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

This service will be managed by a UK service delivery manager who will be responsible for meeting agreed service performance targets.

6 Protection of Data

This service is based on a security classification of 'Official', however should the Buyer have a requirement for a different security classification, please contact Capgemini to discuss.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards

the Ethisphere® Institute. This is an acknowledgment of Capgemini ethical culture that makes Capgemini an employer of choice and responsible player in the eyes of its clients, shareholders, and the wider community.

Capgemini has strong alliances in place with a network of key application vendors involved in Cloud services. Some of the key partners Capgemini work with as part of our "Cloud Alliance" include Microsoft, Oracle, AWS, Salesforce, SAP, Google (including Kubernetes), VMWare, Virtustream, Boomi and MuleSoft. Capgemini has received many awards and accreditations. Some of these partners and awards are highlighted below.

9.1 Oracle

Oracle discontinued the Partner levels in 2020 to introduce the Modernized OPN. As a key strategic partner globally for Oracle, Capgemini now participate in the Sell, Service & License and Hardware tracks and hold demonstrated expertise across the Oracle SaaS, PaaS, and IaaS portfolio.

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Capgemini's partnership with Oracle began in 1997, and Oracle has been a core partner for the Group since. Capgemini were a Global Platinum level partner – the highest level in the Oracle Partner Network (OPN) specialized program and a Cloud Premier Partner until December 2019.

The power of our collaboration with Oracle has resulted in several industry recognitions, the most recent ones being notably:

- **2023**: Oracle EMEA Partner Awards -"Business Impact Partner of the Year – Europe Middle East and Africa Tech/Cloud", and "Business Impact Partner of the Year – Europe South Tech/Cloud" at the
- **2022 -2023**: Leader Category in Avasant's Oracle Cloud ERP Services
- **2022**: Real IT Award for Outstanding team of the year : ERP Cloud implementation for Heathrow Airports with Oracle

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

Business Continuity requirements and Disaster Recovery management services can be added as options to the service if required. Capgemini would be pleased to discuss the specific requirements for these services in more detail to see how it can accommodate the needs of the Buyer.

12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

Capgemini would be pleased to arrange a call or meeting to discuss the Buyer's requirements of the service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion

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