Oracle Cloud - Application Managed Services (AMS)

April 2024

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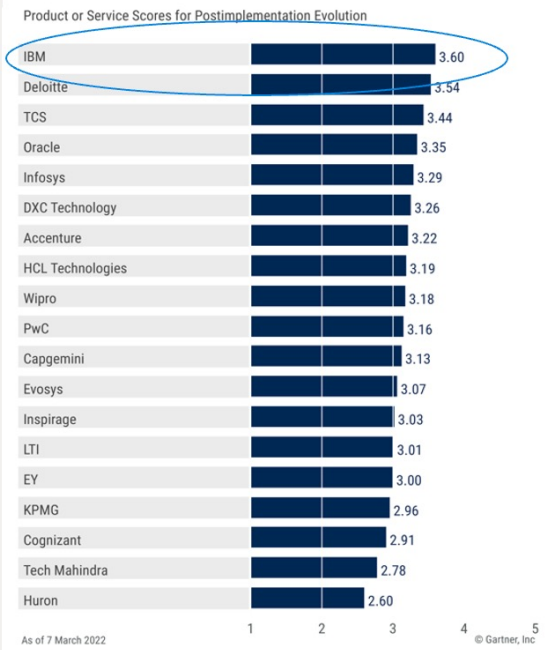
Industry Accolades

Gartner Assessment - 2022

An Independent Analyst View-IBM Oracle Cloud SaaS Managed Application Services – **Achieved the Highest Postimplementation Gartner ® Score**



Source: Gartner (April 2022)

IBM achieved the ***Highest Postimplementation Evolution Use Case Score*** in *Gartner's® Critical Capabilities for Oracle Cloud Application Services, Worldwide*. In Addition, this was the 3rd year in a row that IBM has been to be recognized as a *leader in the Magic Quadrant for Oracle Cloud Application Services, Worldwide*.

(Gartner Magic Quadrant and Critical Capabilities for Oracle Cloud Application Services, 2022).

Postimplementation Evolution: IBM had combined it proven ability with operational excellence and BizDevOps for this use case. Offering a consumption-based model, it has demonstrated an operate-on-demand approach for postimplementation evolution. IBM has the flexibility to customize, and recustomize its model, each quarter, by allowing a selection of automated, plug-n-play, scale up/down, or turn on/off elements"

Oracle Awards

- ***2022 Top leader for Oracle Cloud SaaS AMS Services***
- *2021 Leader for Oracle Cloud SaaS AMS Services*
- *2020 NA Oracle HCM Cloud Partner of the Year; 2019 HCM Cloud Partner of the Year*
- *36+ Global Oracle Awards*

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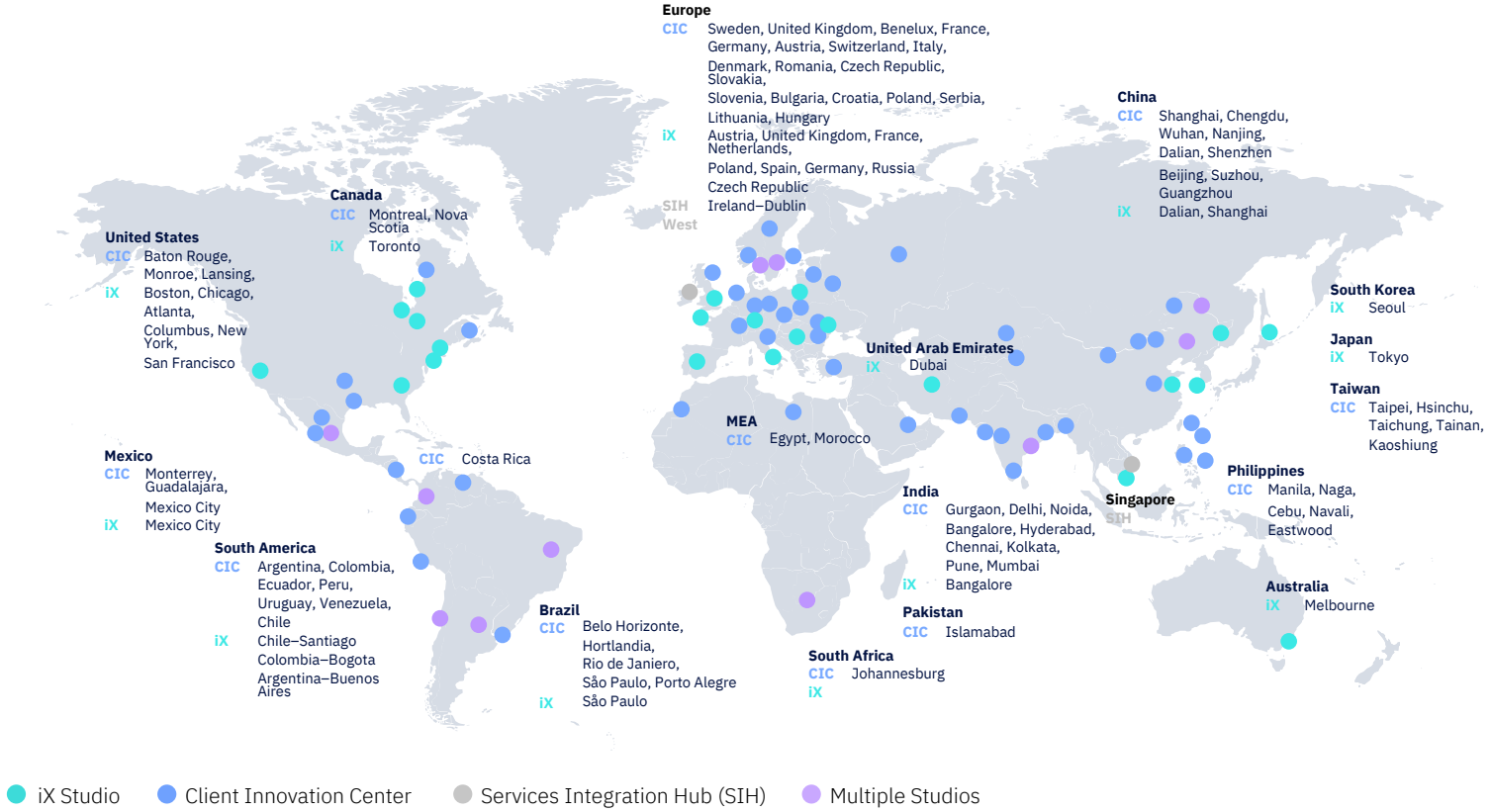
Global Breadth & Depth

- CPG & Retail
- Government
- Chemicals & Petroleum
- High Tech / Electronics
- Aerospace & Defense
- Automotive
- Energy & Utilities
- Telecom & Media
- Professional Services
- Travel & Transportation
- Banking & Financial Markets
- Industrial Products



10k	1	36	3.5k	6500+
Dedicated Oracle Consultants	Of only 9 Elite Oracle Global System Integrators (GSI)	Years strategic partnership with Oracle	Oracle Certifications	Oracle Engagements

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Why IBM

GenAI led elevated managed services: End to end service management with infused Gen AI, Digital Operations (DO) Oracle application modernisation

Focus on outcomes: Unlock your investment in technology. IBM will establish a framework which will enable you to adopt the latest innovation from Oracle releases

Flexibility: Our flexible Oracle AMS is shaped around your requirements, with the ability for you to switch on/off, scale up/down the services that you need when you need them

Sustainable and continuous innovation: Business KPI centric improvement and digital transformation led automation by reducing operational cost, thus lowering the TCO.

Over 3 decades of strategic partnership with Oracle, featuring alliances across various areas, including EBS, Fusion and OCI, collaborated offerings and industry solutions, IBM watsonx etc.

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IBM Oracle AMS – 3 distinct options

Approach 1

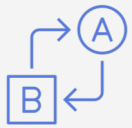
Resource Augmentation

Oracle AMS resource augmentation. Rapid engagement of specialist, security cleared AMS resources under a fixed capacity commitment model

Approach 2

Flexible Oracle AMS

Enjoy the benefits of a formalized Oracle AMS offer which can be tailors to client requirements with scale up/down of services



Approach 3

Next Gen Oracle AMS

Next GEN AMS which focusses on delivering business outcomes and value including a framework for new features and enhancements

Service transition / take-on and knowledge transfer

Underpinned with Gen AI-infused Observation, Orchestration and Automation Solutions

Benefits

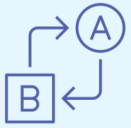
- Rapid, flexible and scalable service provision
- Increased control with the ability to scale up/down services as required
- Operational effectiveness through leveraging GenAI ITOps
- Focus on outcomes and business benefits

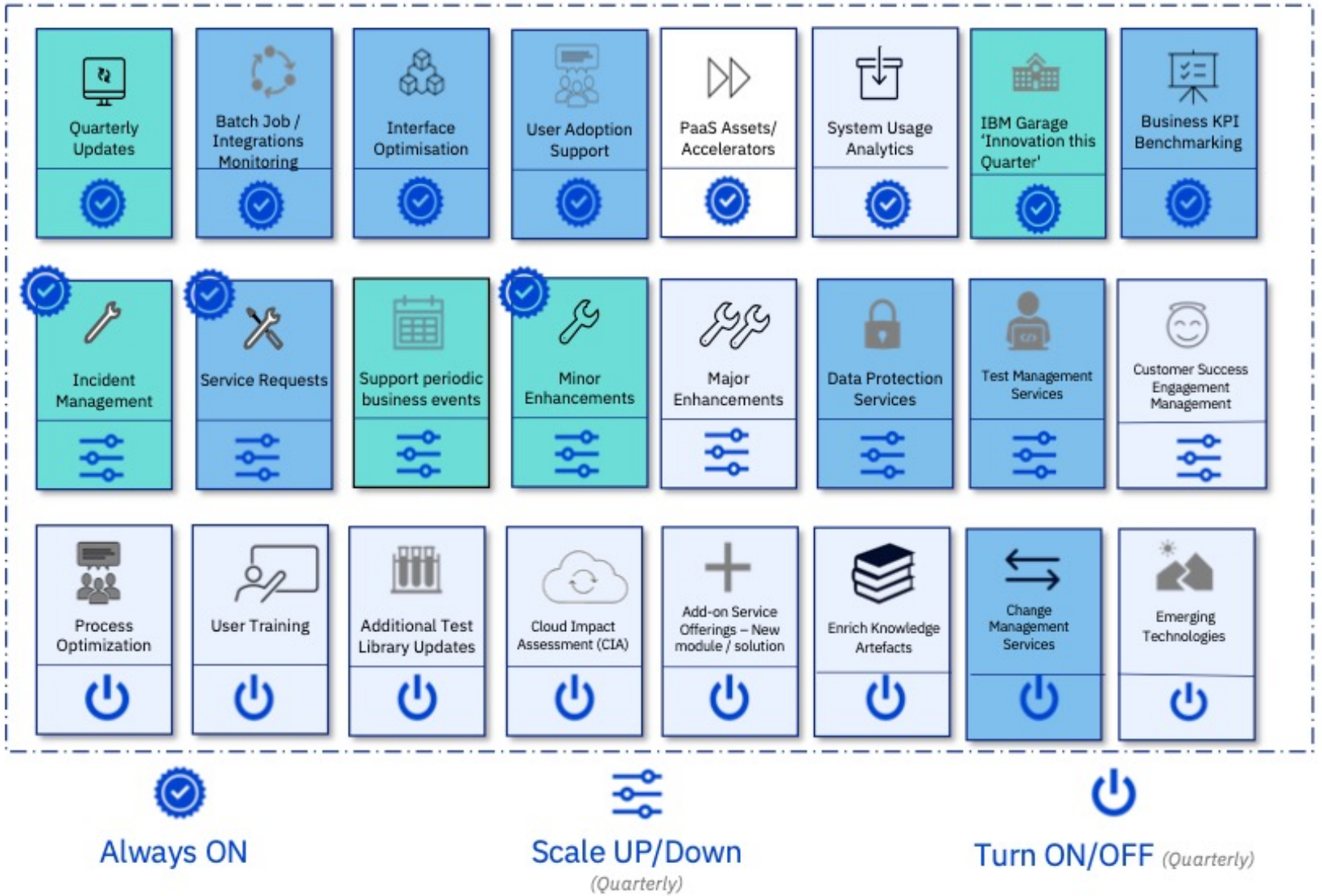
IBM Flexible Oracle AMS – Commercial flexibility based on your needs

Key Features:

- All inclusive services - lights on operational service
- Flexibility – scale up/down services to meet demand
- Continuous value – turn on/off services quarterly based up requirements
- Underpinned with GenAI ITOps innovation
- Typically formalised service scope with provision of SLAs

Flexible Oracle AMS





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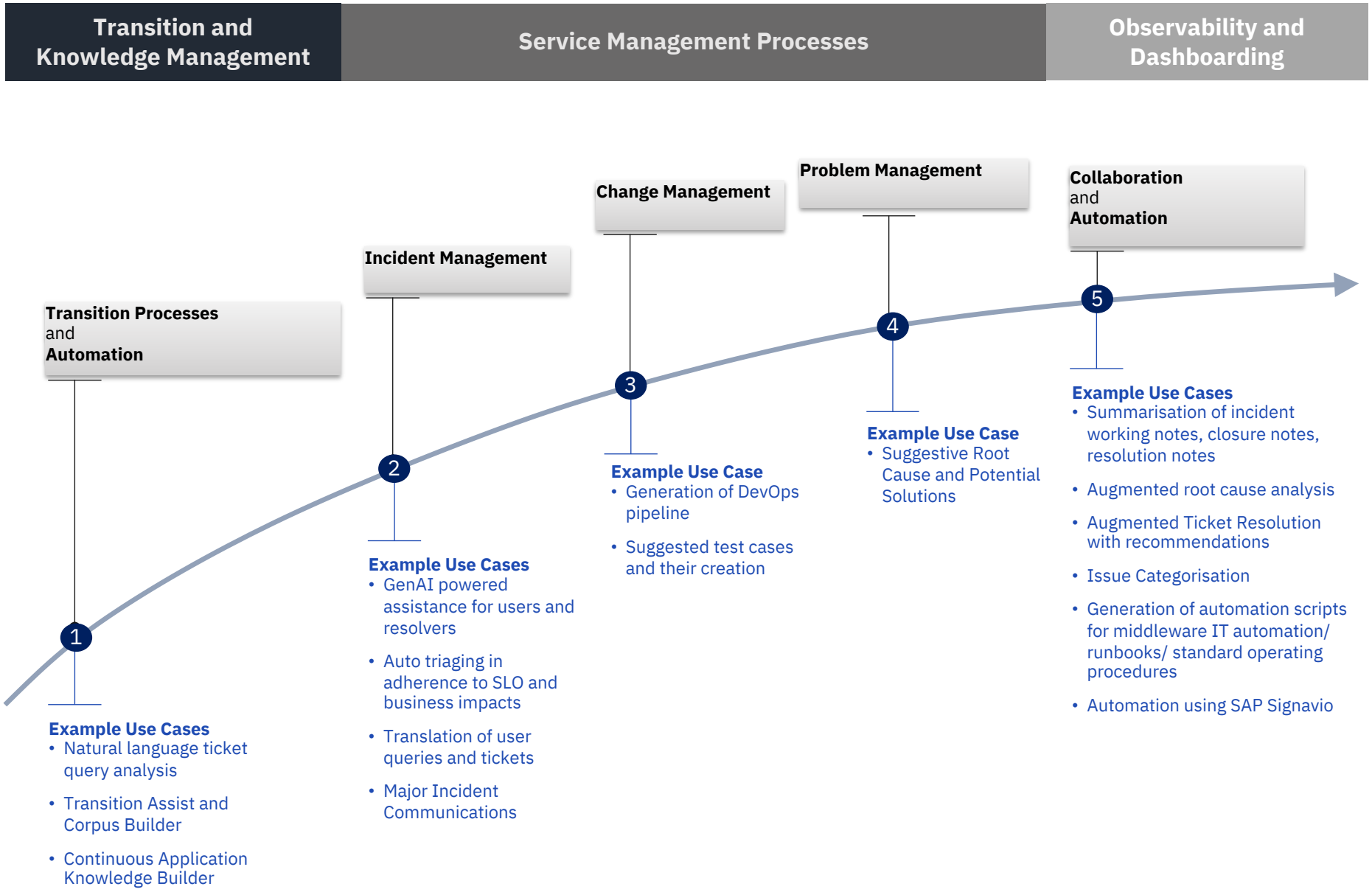
GenAI in AMS

Solutions developed for Oracle Application Managed Services streamline the Integrated Service Management journey in the most common AMS Tasks

Typical efficiency gain information can be provided following discussion on requirements.



Why IBM?

Open	IBM’s AI is based on the best open technologies available
Trusted	IBM’s AI is transparent, responsible, and governed
Targeted	IBM’s AI is designed for enterprise and targeted at business domains
Empowering	IBM’s AI is for value creators, not just users

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Key Contacts

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