



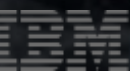
IBM Consulting

G-Cloud 15 IBM - Oracle Applications Upgrade and Migration Services

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler



Service Description

Oracle Applications upgrade delivery service across the full on-premise application portfolio including E-Business (EBS) Finance, Procurement, HCM, Payroll, Supply Chain, BI Analytics, Siebel, PeopleSoft and JD Edwards. Upgrade planning, design, development, support and maintenance services. Assessment of suitability for migration to Oracle Cloud Infrastructure (OCI), migration planning and execution.

Service Overview

Features

- Agree the best upgrade or migration option and develop a robust plan
- Work with your stakeholders to obtain support and gain buy-in
- Design and Delivery of Change, Training, Communication and user adoption
- Assist with development of a compelling business case
- Estimate data cleansing efforts and execution
- Establish and maintain stable technical environments to support the upgrade/migration activities
- Run our tools to analyse the existing application baseline
- Review RICE / CEMLI components that could be retired
- Iteratively perform the upgrade or migration and test the resulting solution
- Deliver Quality Assurance, Implementation Support, Clientside Advisory, Healthchecks, Readiness
- Estimate and address the organisational change impact
- Assessment of suitability for both Cloud and mobile device deployment

Key Differentiators

- AI, robotics and automation built for over 70 IBM Watson use cases in the Oracle Cloud to accelerate ROI
- Centres of Excellence for development of focused Oracle Industry solutions
- We have operational live clients in Oracle Government cloud as well as Commercial Cloud across the whole suite of solutions

Benefits

- Surety of Success: By working with the most experienced Oracle upgrade and migration partner in the market
- Mitigate risk: Reduce risk of losing premium/sustaining support levels
- Meet business expectations for reliability and availability
- Move towards standard functionality by reducing the number of customisations
- Reduce Cost: Avoid maintenance fee uplifts
- Reduce the total cost of IT ownership
- Replace, minimise, and migrate complex customisations
- Add value: Take advantage of new features, functionality and modules
- Re-design or enhance business processes to reduce complexity
- Decommission legacy and non-Oracle related systems and perform instance consolidation
- Move to a proven, scalable architecture
- Lessons learned utilised to drive efficiency and quality in approach

Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

Example Questions asked when considering Oracle Cloud solutions

- What is the business case for moving to Oracle Cloud?
- How much can be saved by moving to the cloud?
- Can Oracle SaaS address my business needs?
- What features in cloud can I exploit? time to market

Example Questions when migrating from On- premise to Cloud

- What is the migration approach to cloud?
- Can I be on cloud and on premise?
- Will I lose functionality ?
- Do I still need my customizations?



Example Business Needs where Cloud ERP and HCM play a key building block

- The need to take-out structural costs for competitiveness and to fund investment in growth
- Winning the war for talent to access intelligence and innovation
- Transform enterprise processes and systems to enable growth and competitiveness

IBM has the experience and skills to deliver Oracle on-premise and in the Cloud

ORACLE

Partner

IBM is one of Oracle's most significant partners, with a 35-year partnership, combining Oracle's technology and application software with IBM's complementary hardware, software, and services solutions.

IBM, a strategic Oracle partner, has more than **10,000** dedicated Oracle consultants who have helped clients successfully complete more than **6,500** Oracle projects across legacy applications, Oracle Cloud Applications, and hybrid cloud solutions. We have **10** global delivery centers, **4,000** Oracle certifications, and have won numerous awards and accolades for Oracle.

IBM offers services to clients at each stage of their Oracle investment, from consulting to implementation to management and emerging technologies like intelligent workflows augmented by RPA, IoT, and blockchain. We have a multi-award-winning team and are ranked Leaders in Oracle Cloud Application Services by third party analyst firms.

400+

Oracle Cloud
Go Lives

70+

OCI Clients

6500+

Oracle
Engagements

Recognized
as a **Leader**
for Oracle
Cloud
Application
Services by
Gartner

35+

year
partnership
with
Oracle

10+ Oracle
Cloud specific
Delivery
Centres

180+ Apps
Migration DBAs
& Architects

10,000+
dedicated Oracle
Consultants

4,000+

Oracle Cloud
Certifications

10K+

Managed
Oracle
CPUs

35+

Awards

20K+

Hybrid
Cloud
consultants

800+

Managed
Applications

750+

OCI
Certifications

Oracle
Cloud
Garage

IBM Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people’s lives.

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world’s leading vendors

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education



Works and Pensions

Delivery Principles

The principles of how we think and act in our delivery to clients include:

- Building long-term client relationships based on innovation, trust and service excellence
- Using Design Thinking and Agile approaches to help frame and execute our client's change programs
- Infusing cognition and emerging technologies into our clients' enterprises and core processes
- Exploiting hybrid multi-cloud-based solutions to underpin evolving client processes
- Developing and deploying world-class talent
- Using consistent, modern methods and tools, constantly reviewing and refining to accelerate the value we deliver
- The ability to thrive and succeed in engagements driven by globally dispersed, multi-disciplined teams using our suite of collaboration tools is at our core
- Maintaining the highest standards of Social Value and delivery ethics



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the **ENET's Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

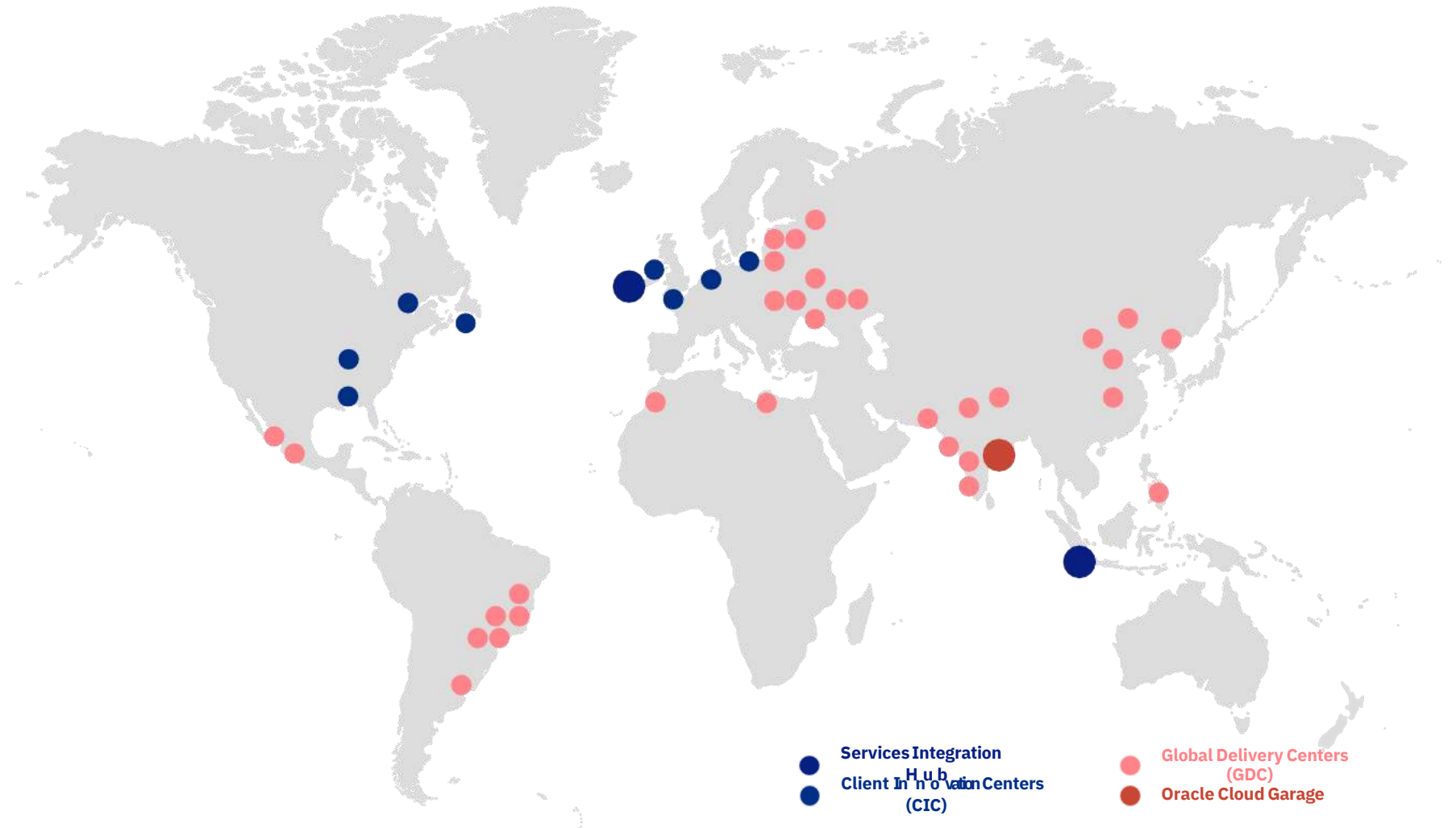
IBM's **focus on sustainability** began in 1971 with our first environmental policy

CICs and innovation centers

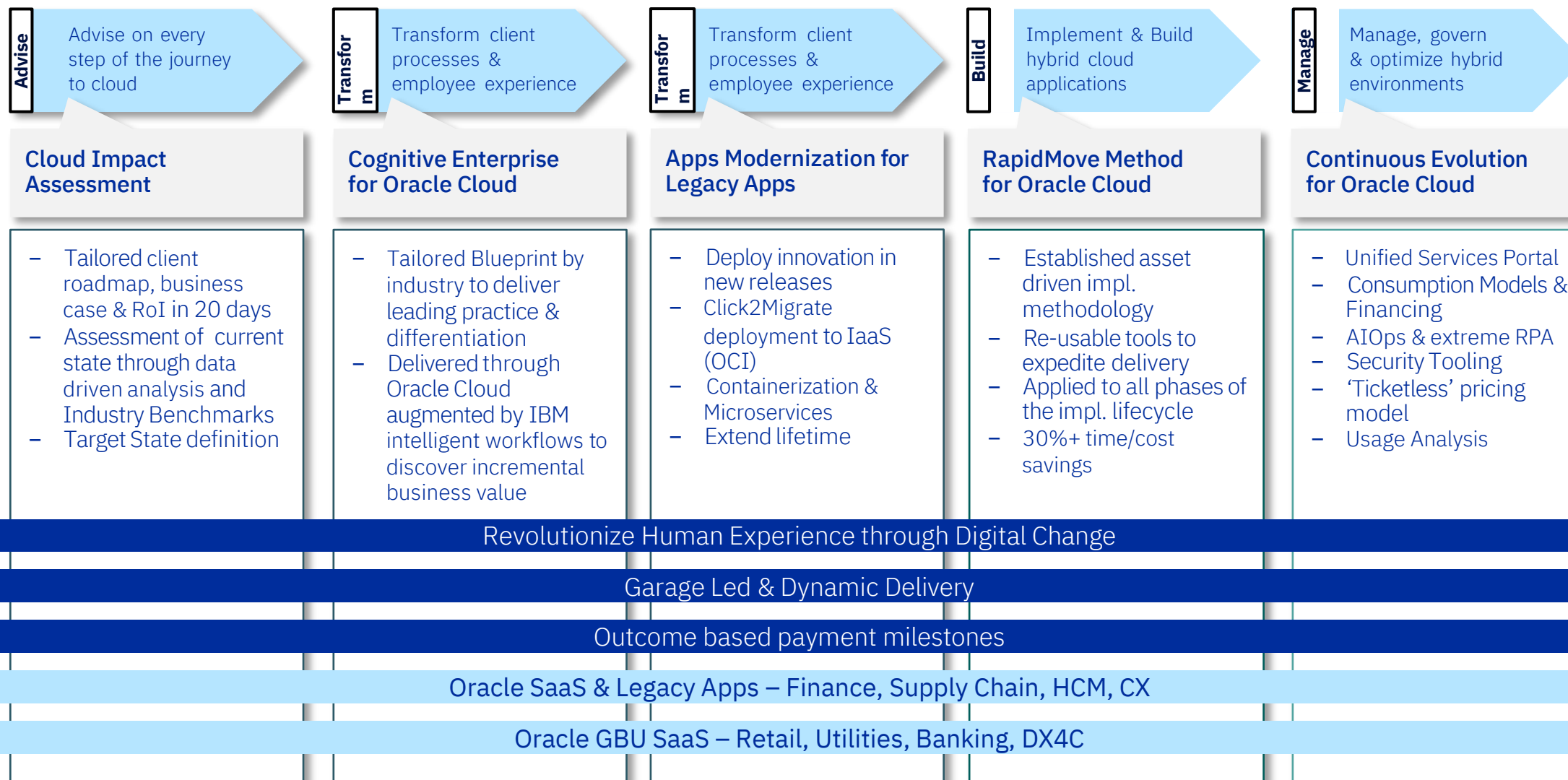
IBM's Globally Integrated Capabilities network delivers deep technical and industry solutions for our clients.

Our **Services Integration Hub (SIH)** ensures solution consistency while our **Global Delivery Centers (GDC)** and **Client Innovation Centers (CIC)** help IBM serve clients in their own time zones.

Our dedicated **Oracle Cloud Garage** in Bangalore develops innovation for services and solutions for Oracle Cloud.



Our Oracle Cloud Services Offering Strategy



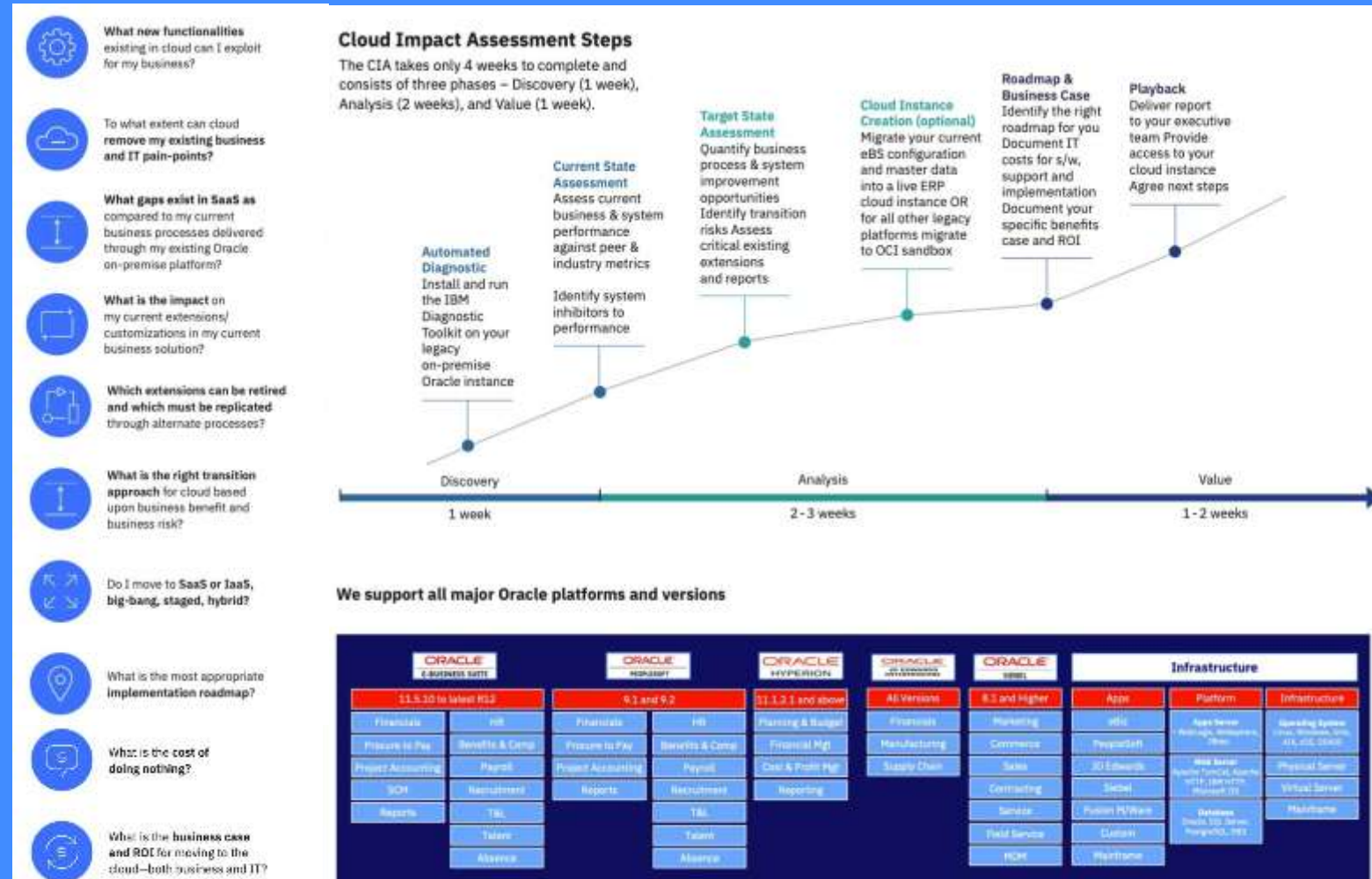
Our Cloud Impact Assessment defines the business case for our buyers

IBM Cloud Impact Assessment

Develop the Business Case for the “Journey to Cloud” in 20 days



The CIA is designed to answer key questions organisations have about moving to Cloud:



Click [here](#) to find out more

Introducing the Cognitive Enterprise for Oracle Cloud

A unique pre-configured solution that is targeted to deliver greater business value

What is it?

IBM's vision for enterprises, enabled through Oracle Cloud technology, orchestrated through IBM's **intelligent workflows**, delivered through the application of **emerging technologies to elevate business performance**

Why is it Different?

A suite of offerings from business case definition to value realisation, capturing the generational shift in business architectures, **transforming the way that enterprises generate business value and sustain differentiation**

How do we Deliver?

Through **RapidMove**, an IBM methodology to assetize all stages of implementation in order to deliver a robust, accelerated, and quality solution

What are the Benefits?

Industry
Differentiation

Leading Practice
Attainment

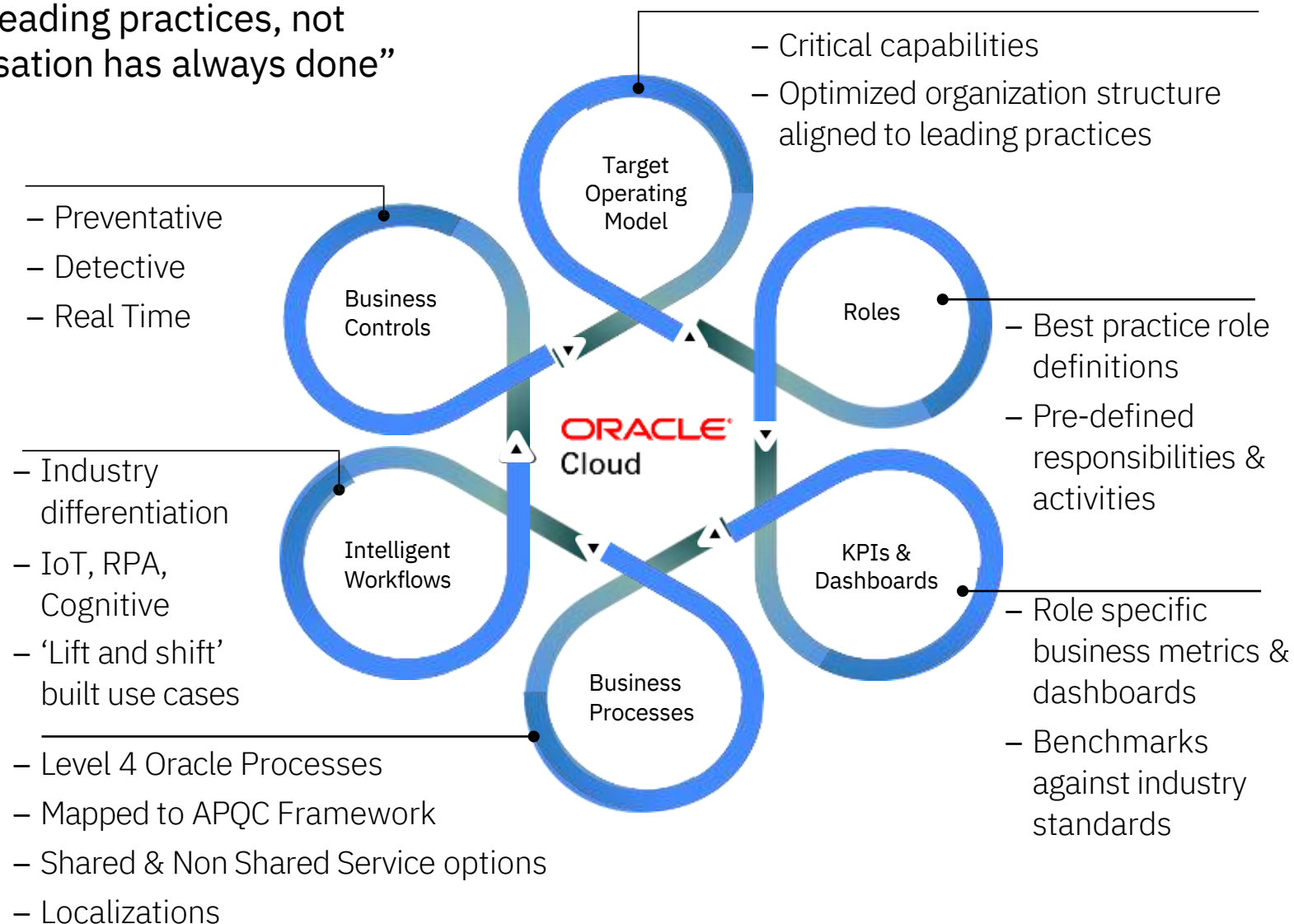
Business Outcome
Led Processes

Faster Delivery &
Lower Risk

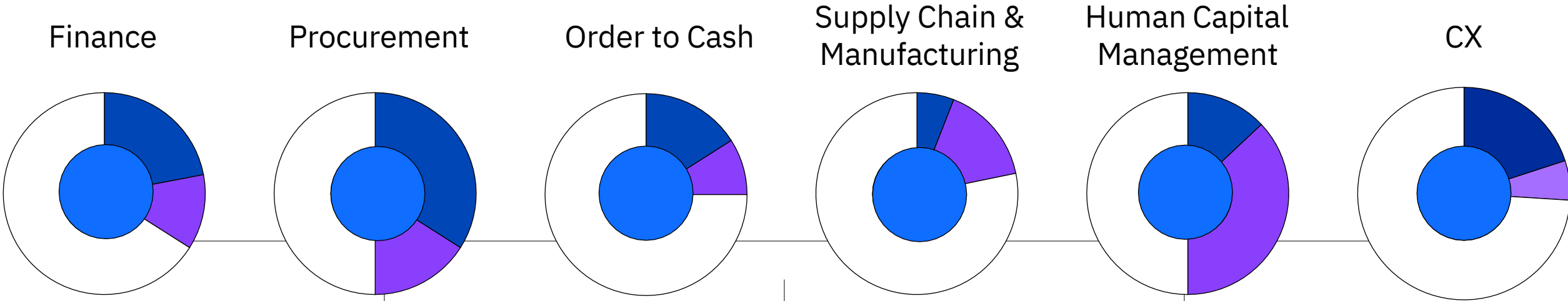
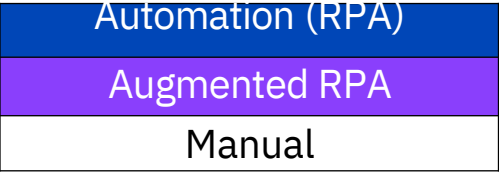
Incremental & Accelerated Business Value

Amplifying the delivery of Oracle Cloud SaaS

Delivering a pre-defined, **industry** specific design, based on leading practices, not “what your organisation has always done”



Automating Processes and Enabling Best Practice through a pre-configured solution



Operational
KPIs

105

Level 4
Processes

369

Localizations

529

Business
Controls

148

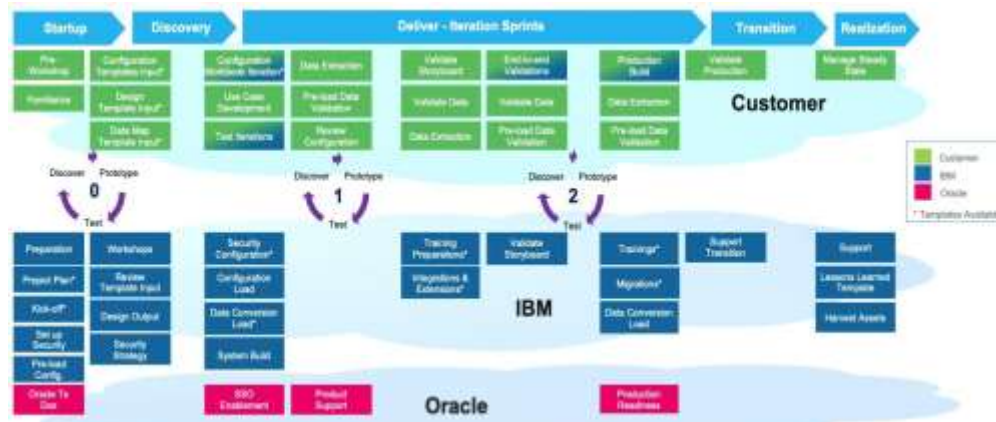
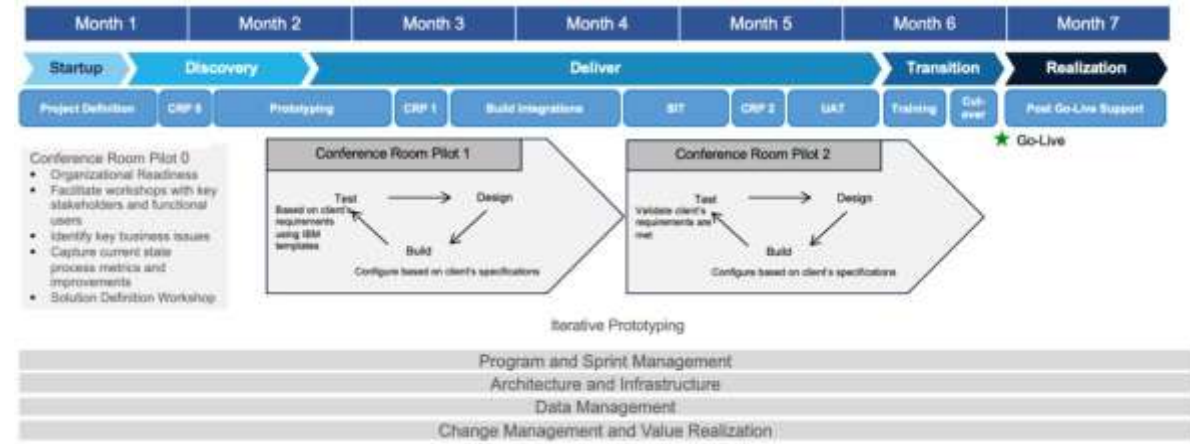
Approach and Assets

We provide full end to end implementation services for Oracle Applications using proven IBM Methodology.

Our end to end implementation methodology is covered under five key phases:

- Startup
- Discovery
- Deliver
- Transition
- Realisation of Benefits

Each stage of the IBM methodology is supported by an extensive set of assets and use cases to help accelerate the approach and build understanding and knowledge for our clients.



An example is shown here with a RACI matrix. We would use this to clarify the approach to collaborative working between the client, IBM and Oracle.

Approach and Assets cont'

IBM has made a series of investments to build assets and tools to support each stage of an Oracle delivery programme.

This innovation extends across the Oracle portfolio for On-Premise, SaaS , PaaS and IaaS and are geared towards:

- Promoting a more Agile delivery approach
- Ensuring we can accelerate every part of the delivery method
- Provide Efficiency and Consistency in approach and drive quality
- Ensure we can provide Industry specific extensions

WHY IBM FOR ORACLE CLOUD?



CLOUD IMPACT ASSESSMENT
accelerates journey to cloud with roadmap, business case
[ibm.biz/CIAebook](#)



ORACLE CLOUD GARAGE
performance-driven workshop for innovative Oracle Cloud solutions & delivery



RAPID IMPLEMENTATION TOOLKIT
500+ best-practice, pre-assembled delivery assets



GLOBAL ROLL-OUT & SUPPORT
for successful delivery and ongoing performance



COGNITIVE, ROBOTICS & AUTOMATION
70+ IBM Watson uses cases for Oracle Cloud



INTEGRATION CAPABILITIES FOR IAAS, PAAS
preconfigured interfaces and options

IBM Rapid Move Building Blocks			
Domain	Component		Implementation Time Saving
Process	Oracle Cloud Blueprint		30%
Configuration	Configuration Copy, Transform & Inject		80%
Integration	Pre-Built Adaptors	Error Handling Framework Utility Integrator	30%
Data	Data Migration Toolkit		40%
Reporting	Pre-Built Reporting Pack		30%
Test	Test Script Automation Script Library		40%
People	Digital Change	Pre-Built Learning modules	40%
Rollout	Big Bang	Phased	30-40%

The aggregation of these assets on a delivery programme we promote in the market as ‘RapidMove for Oracle Cloud’.

The use of these tools outshines traditional implementation options by accelerating delivery by 30%+ while focusing on business transformation, good practice and client value.

Our RapidMove Methodology

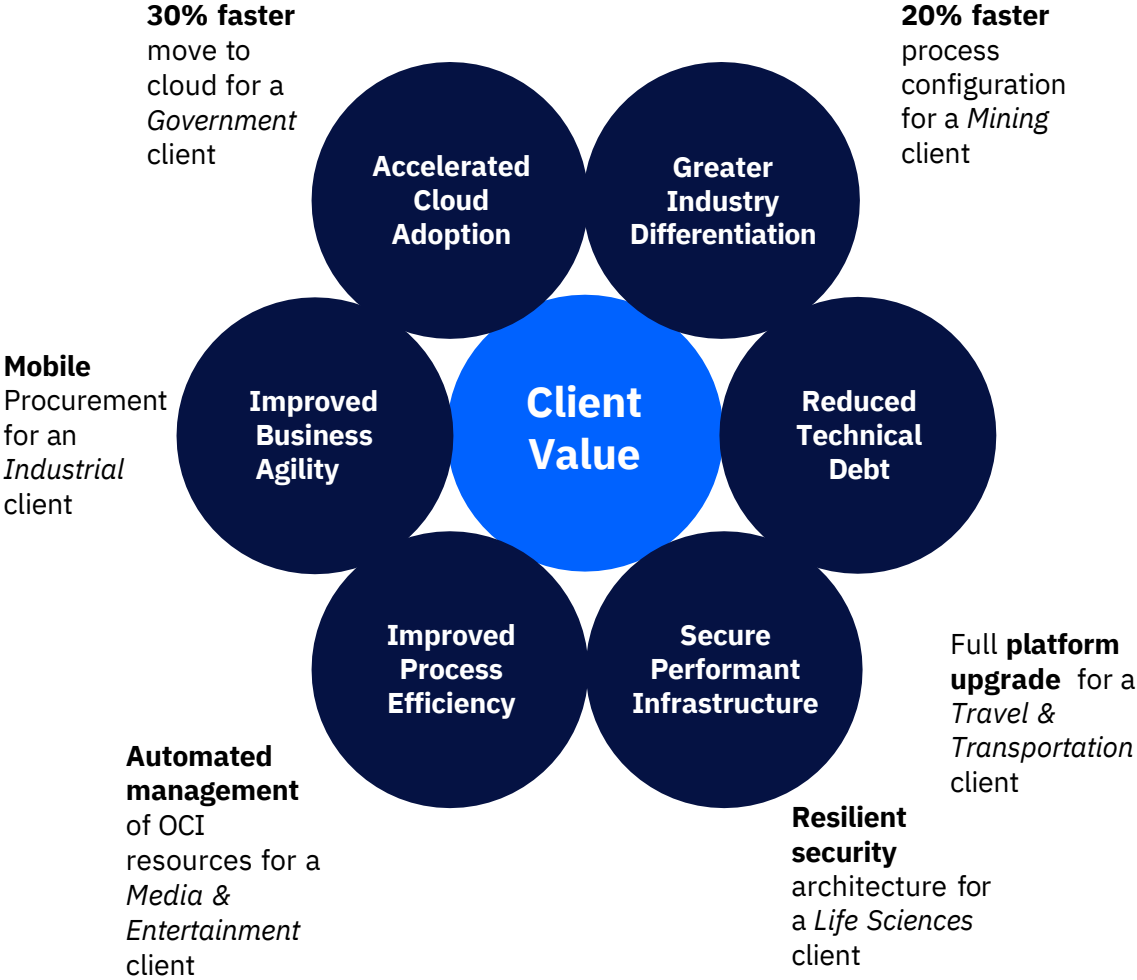
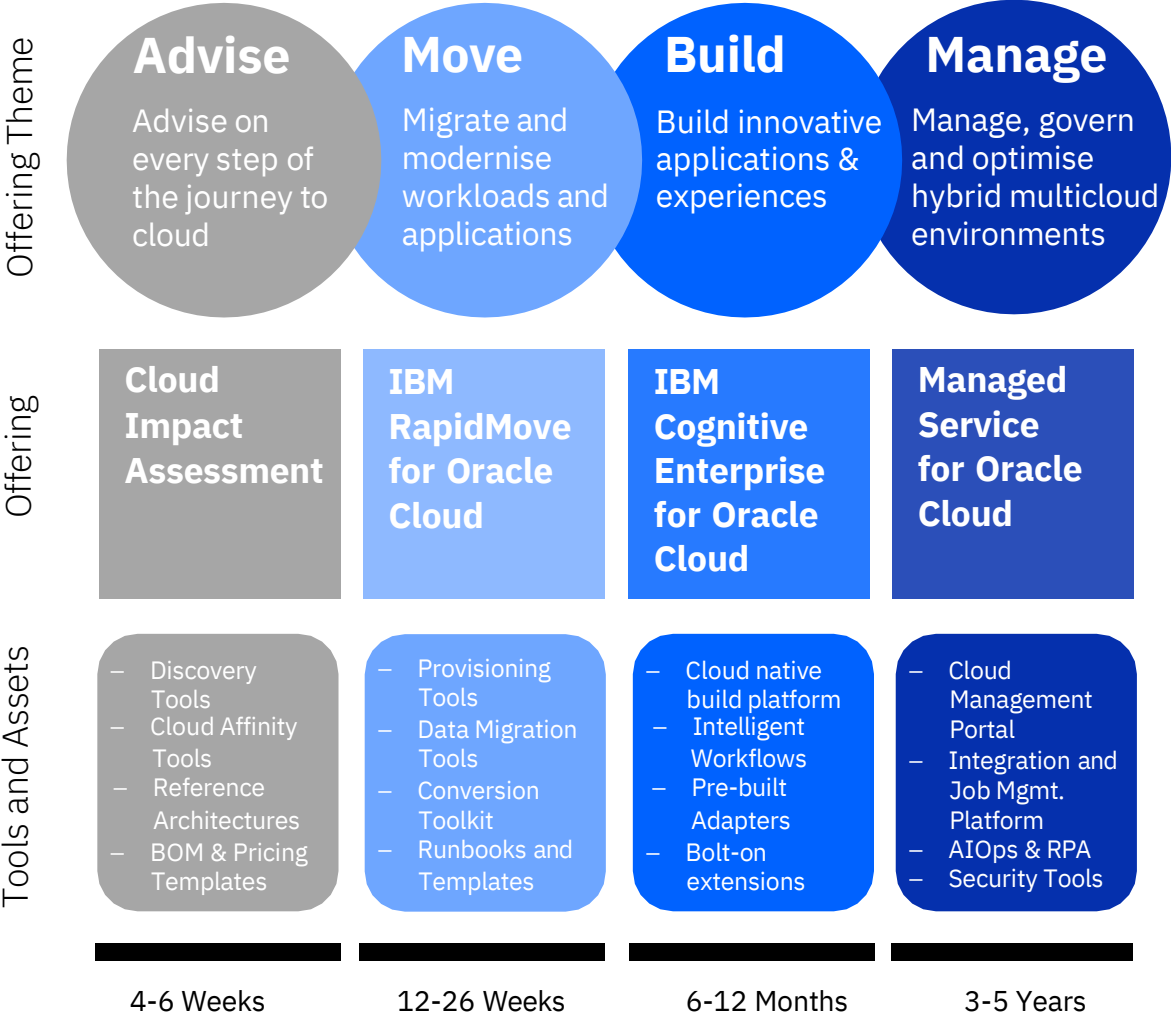
- 20% + Saving
- 40% + Saving
- 60% + Saving
- Business Process

Business Process	40% + Saving	Start-up	Validation	Delivery	Transition	Realization
	60% + Saving		IBM Public Sector (Shared Services Platform)			
			Key Performance Indicators		Level 4 Business Process	Business Controls
			Shared Service Business Roles		Process Automation	
System Configuration		Localisation and Language Enablement Assessor	Rapid Configuration Manager Automated Configuration Documenter			
Infrastructure		Containerization Strategy Oracle Security Strategy	Cloud Instance Strategy PaaS/OCI Sizing Tool	IP Address Whitelisting SSO Enablement		
Management Information		Oracle Cloud Reporting Strategy	KPI Reporting Dashboards Operational Dashboards			
Data Migration		Data Conversion Strategy Data Reconciliation Strategy	Data Cleansing Strategy	Data Migration Toolkit Compliant)	Data Masking Tool (GDPR Pre-Built Data Reconciliation Reports	
System Integration		Oracle Cloud Integration Strategy	Pre-Built Adaptors Transformation Engine		Code Analyzer Error Handling Framework	
Extensions		Oracle Cloud Extension Strategy	PaaS Extensions DevOps & Micro Services Platform			
Test		Oracle Cloud Testing Strategy			Test Automation Script Library	
Change Management		Envision Studio	Co-Creation Studio	Change Insights Dashboard		
Training		Oracle Cloud Training Strategy		Pre-Built Learning Paths		

Deployment

We offer a comprehensive range of services for OCI

Bringing continuous innovation throughout the journey to cloud



Underpinned by IBM Garage, Accelerated through Dynamic Delivery

Realised through a holistic integrated framework

Built on a solid foundation of assets and tools

