



IBM Consulting

G-Cloud 15 IBM - Oracle Cloud Application Management Support Service Definition Document

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Why IBM?

- **Unrivalled Expertise:** IBM has a deep experience in designing Oracle cloud operating models and managing complex Oracle ERP Cloud applications, with over 150 clients benefiting from their services.
- **Proven Credentials of Projects to Support transition:** IBM has a strong track record of effectively transitioning Oracle services from transformation phase to steady state
- **Next Gen Oracle Cloud Operating Model:** IBM will actively partner with Police Scotland to leverage next-generation managed service capabilities, including AI-based assets, automations and accelerators, underpinned by Continuous Improvement Framework
- **Best-in-Class Oracle Talent:** IBM will deploy top-tier Oracle Cloud support talent combined with a deep understanding of Police Scotland's business, ensuring that the service provided is in alignment with to Police Scotland requirements and expectations.

IBM is a Leader in Oracle Powered Transformations

IBM offers comprehensive , end-to-end portfolio of Oracle services including consulting, implementation, application managed services, business process outsourcing, cloud technical managed services and IBM Technology solutions across the entire Oracle product suite, and across industries globally.

40+ Years of Partnership with Oracle

1,700+ Oracle Cloud go-lives

17 Global end-to-end delivery execution platform

Industry Capability

Public: K12, State, Federal, Healthcare, Life Sciences
FSS : Banking, Insurance, Financial Services
Industrial: Industrial Products, Auto, Electronics, Aerospace, Defense, C&P
Communication: Energy & Utilities, Media & Entertainment, Telco
Distribution: Retail, CPG, T&T

Level 4 enhanced OPN Partner

70+

Oracle Intelligent Workflows

Oracle Awards (last 2 years)

- 2025: Service Provider of the Year at the SSON Impact Awards in advancing shared services and outsourcing excellence
- 2024 Japan wins Oracle Partner Award for Customer Success at Automotive company
- 2018-2024 Japan Oracle Cloud Applications Partner of the Year (7 consecutive years)
- UKOUG 2024 Industry Partner of the Year Award: SILVER: Accelalpha (IBM)
- UKOUG 2024 - UKOUG ERP Fusion Cloud Partner of the Year Award: SILVER: IBM
- UKOUG 2024 Managed Services (Applications+Technology) Partner of the Year Award :SILVER:Accelalpha (IBM)
- UKOUG 2024 International Partner of the Year Award : SILVER:Accelalpha (IBM)
- 2023: Oracle EMEA Partner of the Year for Innovation for Europe South

20

Years of Research by IBM Institute of Business Value – Proprietary Research platform

500+

Agentic AI Certified Consultants

Intelligent Delivery Suite for Oracle on IBM Consulting Advantage (ICA)

600+ Active Oracle Cloud Customers

1300+

On-going Oracle Cloud Applications services engagements

40K

Hybrid Cloud Consultants

15,000+

Oracle Certifications

15+

Oracle Cloud Garage Delivery Centers

800+

Managed Applications

References

Deep Industry Experience
Relevant Experience

Business Maturity Index

Accelerated Business Case Roadmap to Oracle Cloud Creates Momentum

IBM Cloud Augmented Resilient Enterprise

Re-define global design with an industry leading business platform

IBM RapidMove for Oracle Cloud

20-30% time and cost savings

IBM Oracle Cloud GenAI Solutions

Sustainable Sourcing | 5 Way Voucher Match
AskHR | Ask Finance

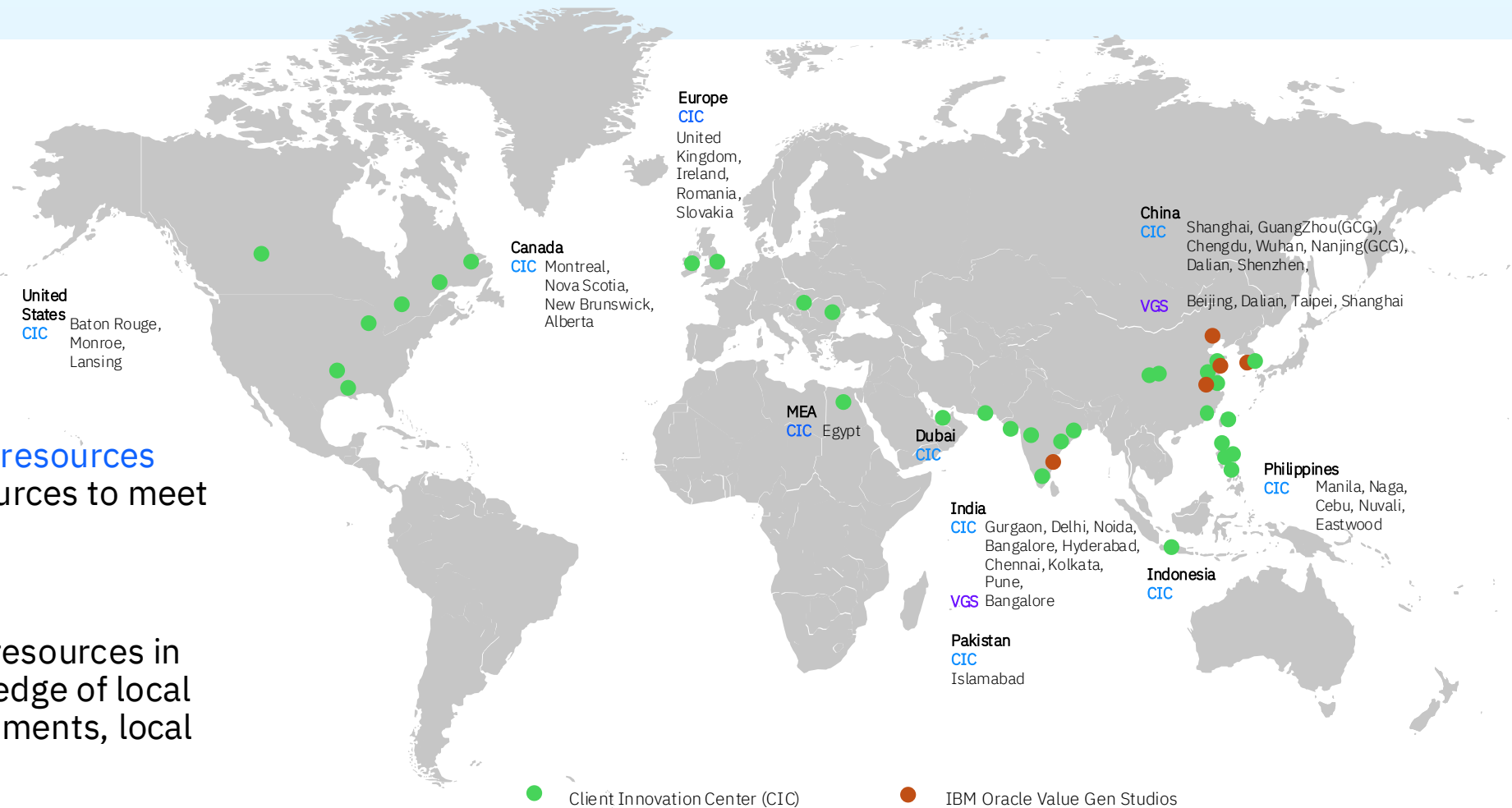
Integrated, global delivery capability

Local, near shore and off-shore resources

Enables the best skilled resources to meet your needs, where you are.

World-wide presence includes resources in several countries with knowledge of local regulations, statutory requirements, local language and proximity.

Global delivery resources have deep industry, process, technology, project management and training experts.



24/7

Support & right shore staffing with local, near shore, and offshore resources

1

Consistent Delivery Method and Tool Set Globally

30%/70%

On average, approximately 30% of our work is delivered on site, with 70% done off-site.

Living in the cloud – the client challenges we look to address

Service Stability

How can we shape the service delivery model for Oracle Cloud Support to reflect continuous development and innovation?



Skills & Capacity

How can we attract/retain Oracle Fusion expertise and support our applications while continuing deploy?



Operational Integrity

How do we proactively address priority issues?



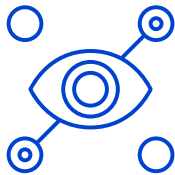
Innovation

How do we keep up with the pace of change and adopt new technology and features such as Agentic?



Benefit Realisation

How do we understand and measure the benefits of the technology we are adopting?



Optimisation

How can we leverage automation and agentic capabilities to help improve operational processes such as quarterly releases?



IBMs Oracle Cloud Managed Services - The Client Journey



Our all encompassing 3-step journey is designed to achieve service stabilisation swiftly, encourage user adoption and satisfaction. Throughout each step, we will work with you collaboratively to unlock your investment in technology through measurably improved business outcomes



Stabilisation



Focus on the stabilisation of your Oracle solution and alignment with wider enterprise transformation initiatives. We will help you adapt and normalise to living in the cloud, including the cadence of quarterly releases, maintaining solution integrity and enhancing service management processes to meet the needs of the business

Optimisation



We will collaboratively identify opportunities for the adoption of Agentic AI capabilities, both within AIOps and the Oracle Fusion modules. Together, we will champion Continuous Improvement through our Centre of Excellence, providing advisory/assessment of new features and functionality to help you realise the value of these innovations at a pace that works for you.

Value Realisation



As you continue to adopt new innovations, we will help you bridge the gap in understanding between technology and its impact on business processes. Through the introduction of our Business Maturity Index (BMI) as part of our Next Generation Oracle Cloud Managed Service, we will measure key business outcomes and benchmark performance against industry standards, using data from IBM Institute of Business Value (IBV). **IBM**

IBM Oracle AMS (Operate)

Flexibility based on your needs

All-inclusive toolkit

Consumption-driven model - delivers everything from tickets to AI

Flexible to each client's need

Turn ON/ OFF, Scale UP/DOWN

Continuous value

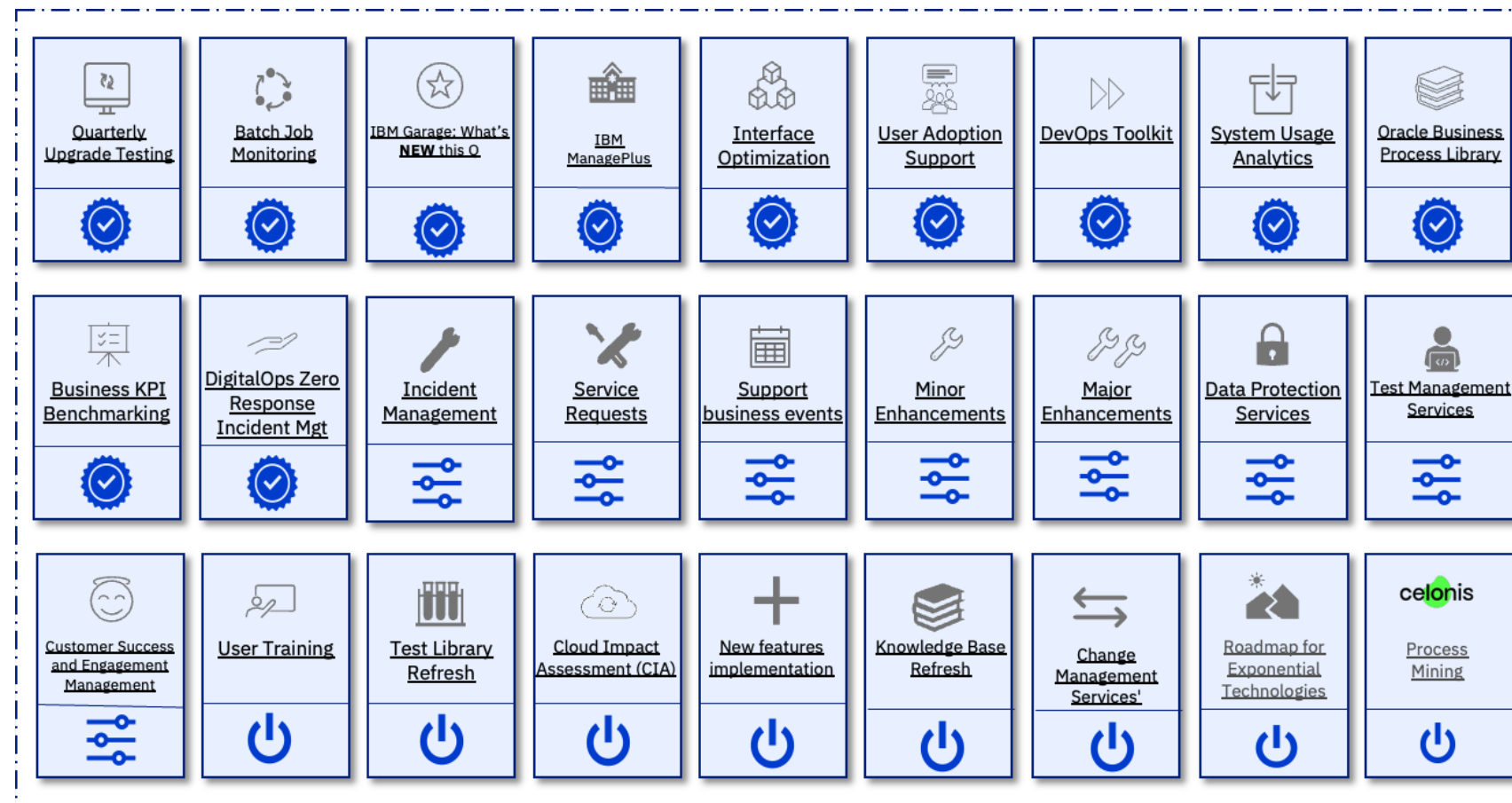
Quarter-to-quarter delivery plan

Automation embedded

Only do things that machines can't

Reduce technical debt

Continuously eliminate code



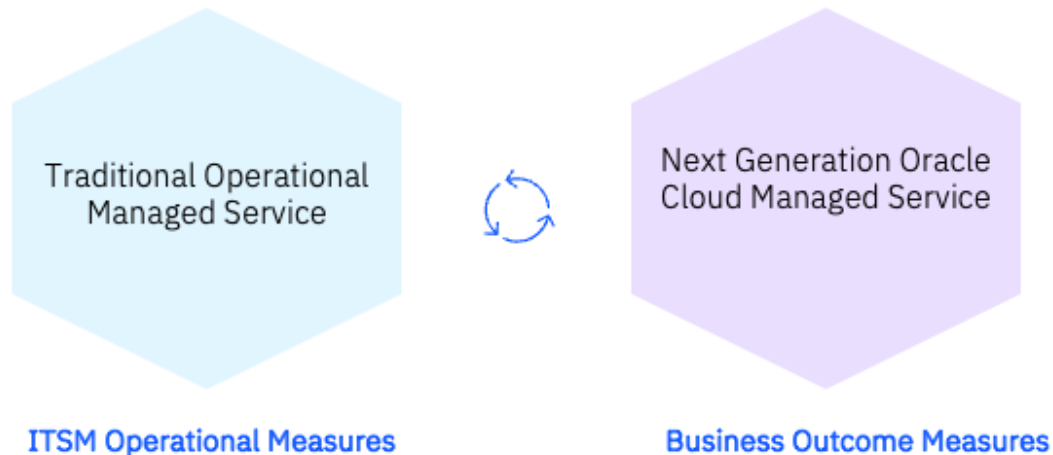
Always ON

Scale UP/Down
(Quarterly)

Turn ON/OFF
(Quarterly)

What is IBM Next Generation Oracle Cloud AMS?

As part of the Value Realisation phase, IBM's Next Generation Oracle Cloud AMS builds on traditional support by showing the real business impact of adopting new technologies, transforming AMS into a strategic driver of Continuous Improvement and measurable business outcomes.



Transforms AMS

From operational support into a strategic engine for continuous innovation

Provides
measurable
business impact

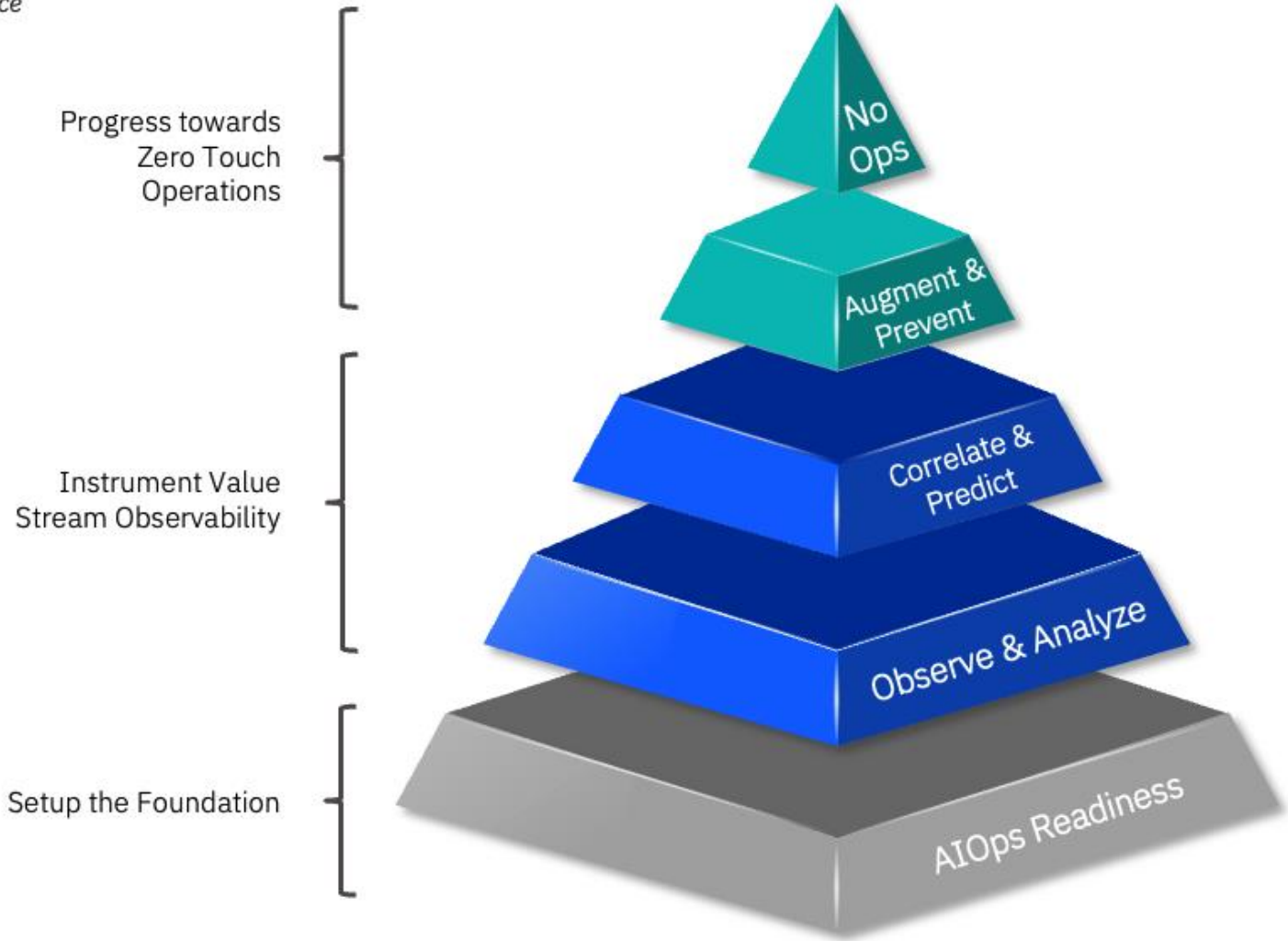
Through measuring key business processes, benchmarked against industry using IBM Business Maturity Index (BMI)

Accelerates
Adoption

By enabling clients to understand the true impact of technology adoption

Managed Services using AIOps

Potential to achieve Zero touch operations, increased speed, greater quality and compliance of service



Typical Solutions

Autonomous Hybrid Cloud Ops, Augmented IT Operations

Augmented DevOps & Platform Engineering, Augmented SRE, Gen AI for FinOps & SusOps, Gen AI led Security & Compliance Ops

Predictive Operations, IT & Business Value Stream Observability, Intelligent ALM, ARM, IT Cost & Efficiency Mgmt.,

Observability, Anomaly Detection, Self Heal, Single Pane Visibility with advanced analytics & inferences

Discovery, Maturity Assessments, Tool Integrations, CI /CD, DataOps, IT Automation, ITSM, Monitoring & Command Center Ops

Typical Benefits



Up to 50%

- Reduced cost of Operations
- Increased RoI in 5 years



Up to 80%

- Increased Reliability and reduced outages
- Reduction in MTBF & MTTK



Up to 60%

- Reduction in MTBD & MTTR
- Improved Productivity and Time to Market

