



IBM Consulting

G-Cloud 15

IBM - Application Management for Oracle eBusiness Suite (EBS), PeopleSoft, JD Edwards

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

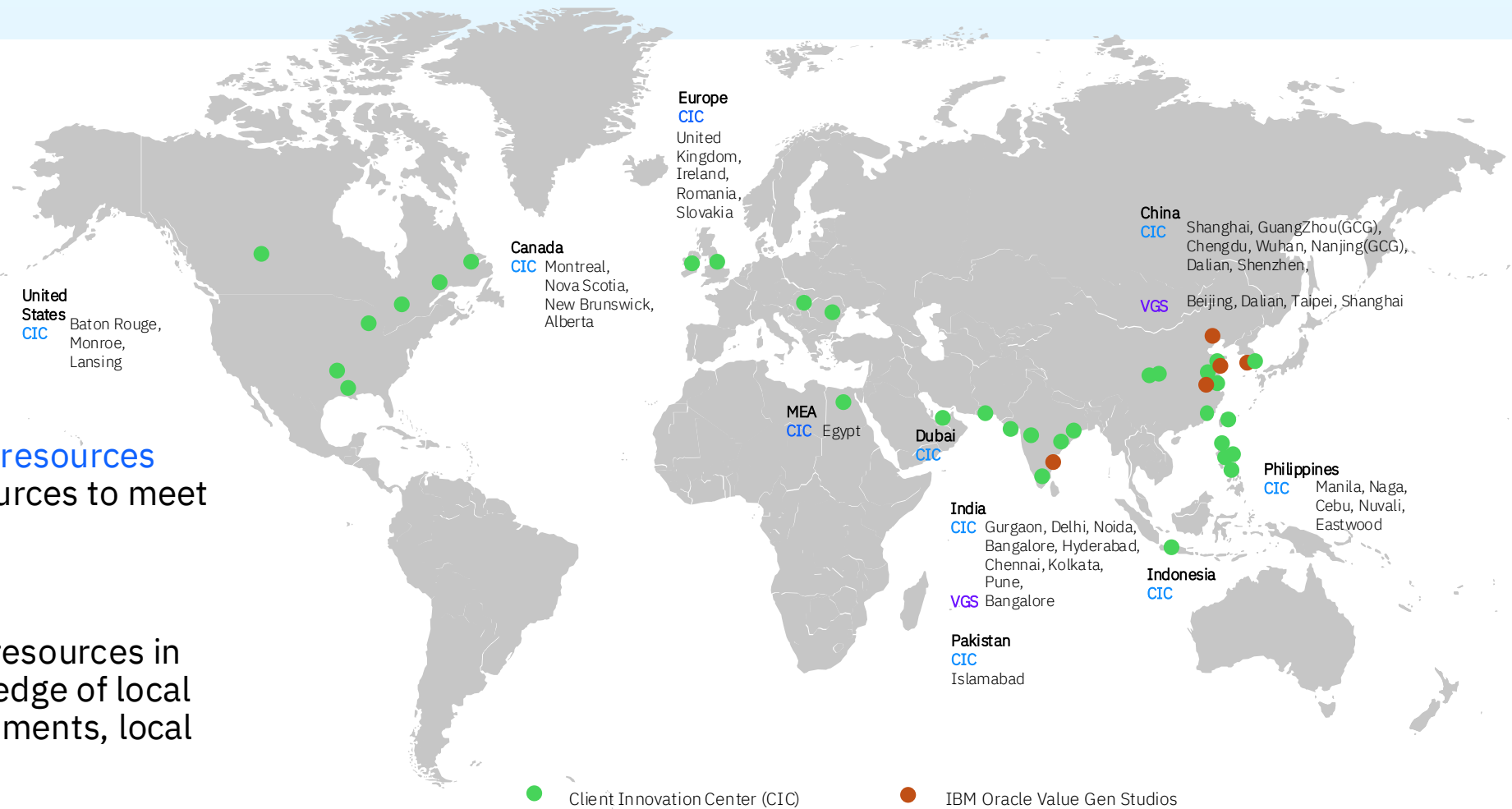
Sustainable Sourcing | 5 Way Voucher Match
AskHR | Ask Finance

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.

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

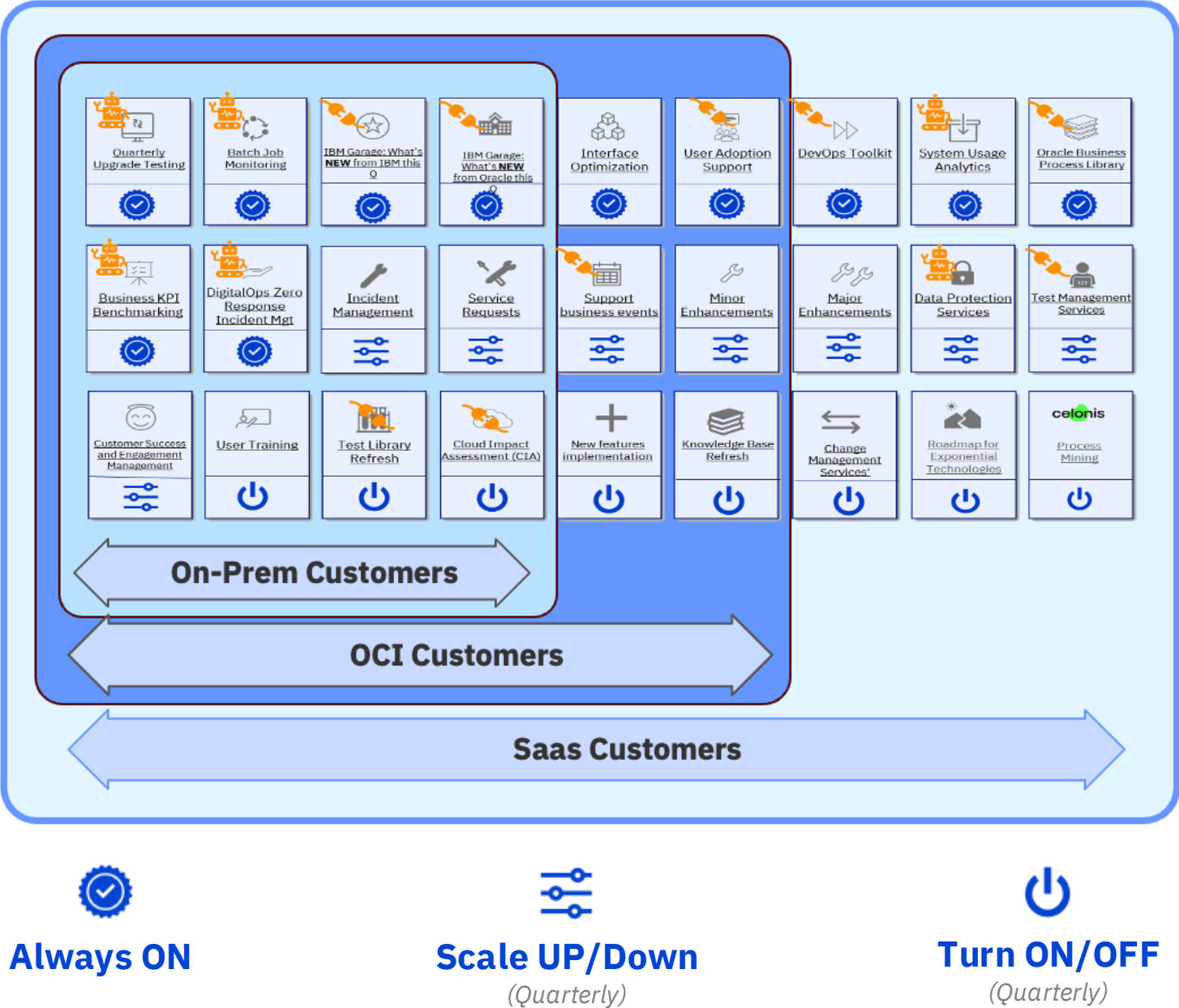
Quarter-to-quarter delivery plan

Automation embedded

Only do things that machines
can't

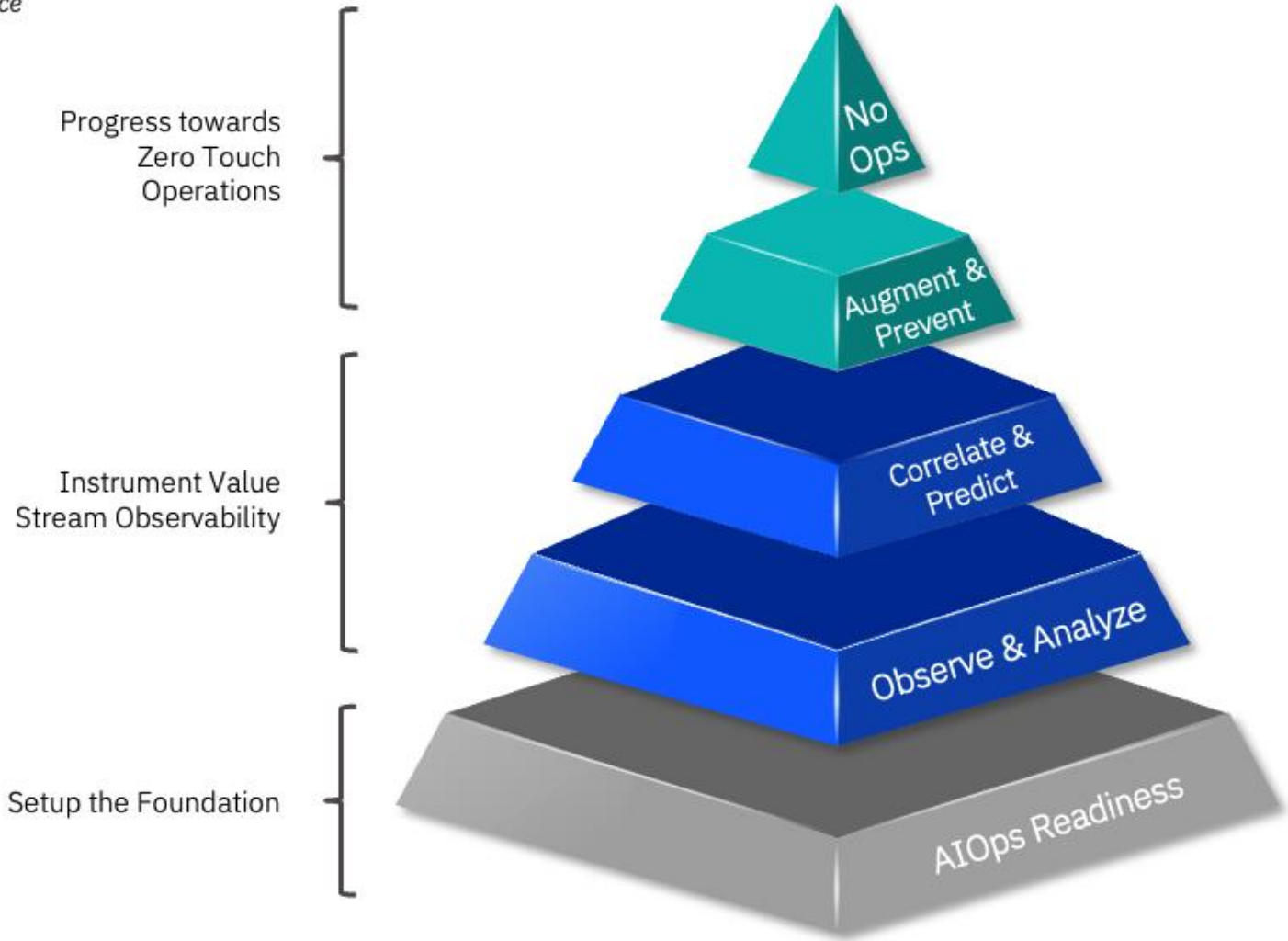
Reduce technical debt

Continuously eliminate
code



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 MTTD & MTTR
- Improved Productivity and Time to Market

