

DXC Technology Finance (Oracle)

G-Cloud 15
Service Definition Document

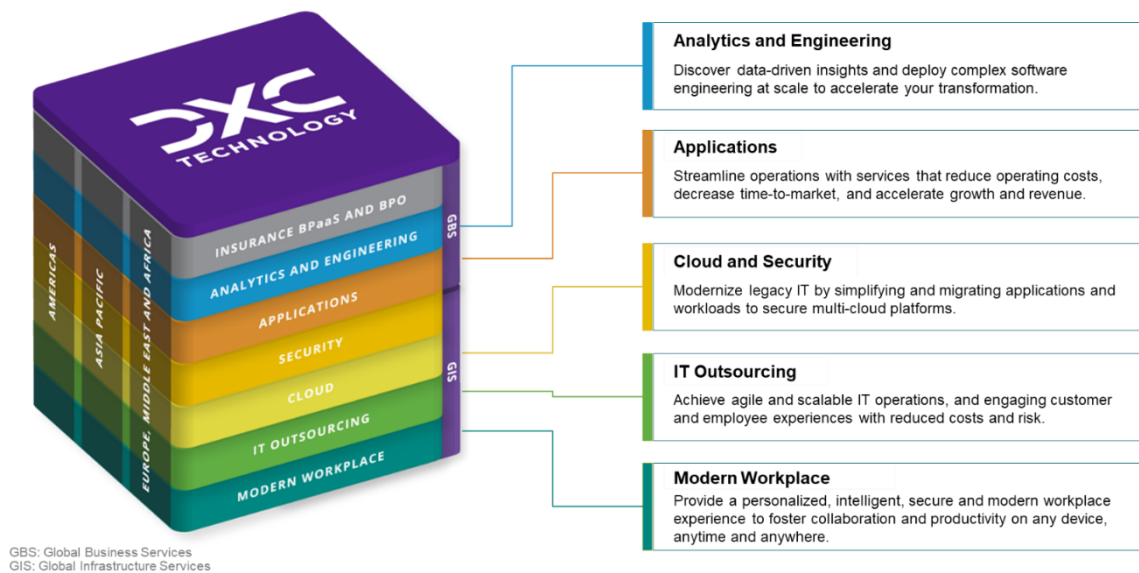
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1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data centre services and management, operating over 320 global data centres and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.



DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices, and capabilities to build and optimize cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement

1.1 Why DXC?

The DXC Oracle Practice is the industry's safest pair of hands to deliver business outcomes by enabling digital transformations while simultaneously modernizing your remaining legacy.

DXC Technology has an extensive global Oracle practice and includes: Oracle modernization experts around the globe

- **Dedicated** Oracle practice comprising **1,200+ full-time** employees who are experienced **Oracle-certified** sales, pre-sales, and implementation specialists across the Oracle SaaS, PaaS, and IaaS portfolio in addition to Oracles on-premise applications and technology portfolio
- Demonstrated **track record** of **successful** Oracle on-premise and Cloud Applications implementations including, Finance Cloud, EPM Cloud, SCM Cloud, HCM Cloud, CX Cloud, eBusiness Suite, Peoplesoft, JD Edwards, Siebel,

and Hyperion across multiple geographic locations **Digital transformation services**

- **Transform and implement services using our unique assets and accelerators** and migration tools and services for Oracle and custom applications
- Digital-generation delivery platform modernizes delivery to assure **high-quality, repeatable** services that **drive operational savings** while increasing funds to enable digital innovation

Comprehensive hybrid cloud services

- Cloud service provider (CSP) for **every aspect** of your cloud journey: advisory, transformation, implementation, and management services
- **Single point of accountability** and point of escalation with one contract, covering infrastructure, applications, and operations
- DXC's tools, processes and services for **risk mitigation, security, and compliance**

35+ year Oracle partnership

- DXC's **strong alignment with Oracle's** top tier partner programs (OPN, MSP, CEI) allows DXC to offer flexible, cost-effective terms
- DXC is **one of Oracle's few audit-certified Cloud CSP partners** and has won numerous 'Specialized Partner of the Year' awards

DXC's Oracle practice at a glance

ORACLE | Partner

35+ Year Modern OPN Partner	Awards Global Oracle recognition for IaaS, PaaS and SaaS and supporting technologies	550+ DXC managed service clients
55+ OPN Associates covering all four-accreditation track (Sales, Service, Build, Hardware and Licensing)	Oracle CSP Certified, Oracle audited for 4th consecutive year	1200+ Oracle Application & Technology specialists across the globe
850+ Certifications	\$1.3B Influencer of Oracle revenue annually	4,000+ Oracle customers

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DXC's Oracle Solution Stack

ORACLE | Partner

SOLUTIONS Aligned to Oracle Technology	Enterprise Applications		Solution by Industry									
	 Oracle Modern ERP Transformation Transformation Roadmap Application Migration to cloud End to end SaaS Implementation for Finance, Supply Chain and HR Cloud Care for SaaS	 Oracle On-Prem App Management Over 35 years' experience delivering Oracle Classic Applications including e- Business Suite, JD Edwards, Peoplesoft, Hyperion, Siebel, Primavera and Demantra	 DXC Red Beverage for Oracle The only enterprise-grade, preconfigured grape-to-glass technology solution for winemaking in the world.	 DXC Campus for Oracle Enable smart collaboration decision making and engagement at every level of the student lifecycle .	 DXC Asset for Oracle A single view of the business from subcontractor to the project, to asset maintenance							
			 DXC Insights & Templates for Oracle	 CSO  CHRO  CIO  CEO  CFO  COO Industry specific solution informing the Digital Boardroom. Exploring business patterns, driving decisions making & outcomes								
	 ERP, HCM, SCM, EPM & Analytics		DXC has a track record across the world in complex end to end SaaS implementation programmes in each of the pillars. With 50+ Cloud customers, DXC is a global Oracle EPM & Analytics implementation leader , boasting industry leading IP and some of the largest, most complex projects in the world									
 Digital Platforms & Technologies		 Oracle's digital platforms, DXC Migration services for Oracle Cloud reduce complexity and costs, with the flexibility to scale. DXC is the leading Oracle Partner in Oracle Cloud Infrastructure(IaaS) and Engineered systems.		 DXC AirSOA  Card Processing  DXC GraphTALK								
SERVICES Provided by industry leading talent across regional & global Oracle delivery community	 		 		 		 		 			
	Assessments Licensing, SAM, SLMS, Pricing and Audit Defence		Advisory Transformation Roadmap Org Change Management		Solutions Cloud & Traditional Applications, IaaS, PaaS, IoT, ML, AI and Mobility		Adoption Project Management and Governance, Change Management		Migration On-premise to OCI, On premise to SaaS		Customer Service Cloud, Continuous Delivery, quality, innovation, managed services & support	

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2 Service Overview

2.1 What the service is

DXC Digital Finance and Procurement for Oracle Cloud implementation services gives your organisation cutting-edge functionality and reports to allow you to efficiently and effectively manage your finance and procurements services.

This results in more accurate financial reporting, better ability to identify savings and efficiencies, and better use of employee time amongst other benefits.

The implementation process utilizes toolkits to aid in automation, social collaboration, and real-time access to information for high performing enterprises looking to modernize finance operations and streamline source-to-settle processes.

Better analysis and insight into close cycles lead to collaborative decision making with reduced cost and risk.

DXC has proven expertise in full life cycle services and support for Oracle Cloud Applications, while offering best-in-class cloud solutions and flexible engagements from multiple centers of excellence around the globe.

The solution is available in flexible configurations to meet client requirements.

2.2 Business Continuity and Disaster Recovery

Business Continuity and Disaster Recovery will be governed by the Oracle Agreement.

2.3 Onboarding and Offboarding Support

At the commencement of the contract DXC will provide a comprehensive package of technology and account support to help new customers onboard to the service.

At the end of the contract DXC provide notice of impending end of contract period. User can then recover data by a variety of means. DXC close services at end of contract, data is retained post contract until user confirms data has been recovered, all storage is then wiped using Military Standard processes. Users can recover their data via the WAN or by export to removable hard drive.

2.4 Service constraints

Service constraints are governed by the Oracle agreement.

2.5 Service Levels - Performance, Availability and Support Hours

Service, Performance, and Availability is governed by the Oracle agreement. Support hours can be agreed in the Service Level Agreement.

2.6 After Sales Support

DXC can provide an after-sales package depending on your requirements and what is agreed in the Service Level Agreement.

2.7 Technical Requirements

The technical requirements are kept to a minimum but require the use of a browser. The supported browsers are:

- Microsoft Edge
- Firefox
- Chrome
- Safari

Internet Explorer is no longer supported.

2.8 Outage and Maintenance Management

Outage and maintenance management is governed by the Oracle license agreement.

3 Service Definition

DXC Digital Finance and Procurement for Oracle Cloud implementation services utilize toolkits to aid in automation, social collaboration, and real-time access to information for high performing enterprises looking to modernize finance operations and streamline source-to-settle processes.

Better analysis and insight into close cycles lead to collaborative decision making with reduced cost and risk. DXC has proven expertise in full life cycle services and support for Oracle Cloud Applications, while offering best-in-class cloud solutions and flexible engagements from multiple centers of excellence around the globe.

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For large enterprise clients who are dissatisfied with the inability to gain insightful analysis of data for solving business problems, DXC Digital Finance and Procurement for Oracle Cloud is both transformative and productive, providing in-depth analysis of data based on a single source of truth and enabling clients to achieve outstanding results.

Unlike traditional on-premises enterprise software solutions, our service offers real-time, embedded intelligence, social collaboration, mobile capabilities, comprehensive analytics, and automation tools to drive clients' desired financial results, available in flexible service configurations.

3.1 Service Features and Benefits

The service contains the following Features and Benefits:

Service features

- Management of ERP solutions throughout their lifecycle
- Design to build and delivery and ongoing maintenance and support
- Provision of the environment and platforms to optimise business processes
- Delivered via cloud or hosted in DXC UK-based data centre
- Migration and implementation of Oracle Financials
- Advisory services on upgrades and implementations to replace legacy applications
- Migration and implementation of Oracle Supply Chain
- Mobility services to provide mobile access to critical business processes □ Migration and implementation of Oracle Procurement Cloud

Service benefits

- End-to-end estate management
- Experience to customise applications where required
- Rapid data migration in a move to the cloud
- Integrates with third party applications
- Replace legacy applications if non-Oracle applications can optimise your processes
- Delivery of service is aligned to the ITIL framework
- Accommodates all data classified at OFFICIAL, and OFFICIAL-SENSITIVE