

DXC Technology

ERP (Oracle)

G-Cloud 15:
Service Definition Document

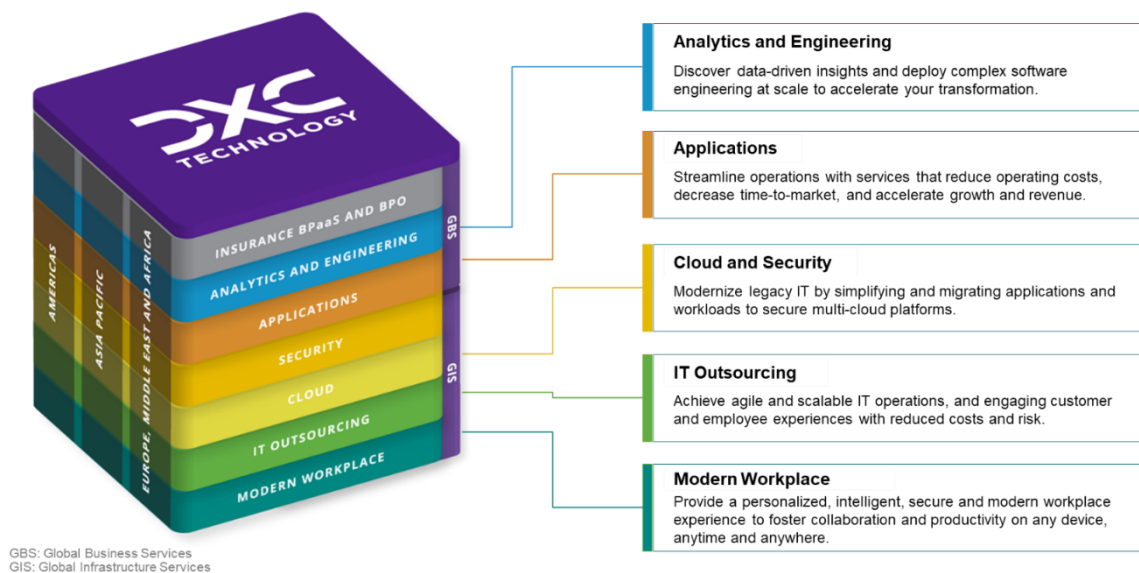
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1 Company Overview

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.

Modern ERP for Oracle applications is DXC's best-in-class implementation, deployment, and support service for market leading Oracle on premise and cloud applications i.e., ERP cloud service, EPM cloud service, SCM cloud service and HCM cloud service. Our Public Sector focussed industries are Central and Local Government, Defence and HealthCare for ERP & SCM. For Financials Cloud (part of ERP), HCM and EPM.

DXC helps its customers to thrive with Oracle cloud apps by transforming from legacy ERP into the modern SaaS solution of Oracle. We enable 2 different types of transformation journeys for our customers:

1. Simplify by migrating directly from legacy into SaaS and/or
2. Reimagine by while keeping all customizations and migrate gradually from legacy over Oracle IaaS and PaaS into coexistence with SaaS.

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, eBusiness Suite, Peoplesoft, JD Edwards 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		
	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

We enable our customers to:

Standardize and simplify their ERP business processes by adoption the of Oracle cloud suite in a consistent way across the whole customer organization in addition to managing the legacy portfolio

Deliver sustainable business outcomes for Finance, Supply Chain and HR. Examples business outcomes achieved include closing the books in less than 3 weeks, improving inventory accuracy to 95% and improving employee engagement with 60%

Reduce TCO by 30% to 50% compared to traditional legacy on prem ERP, while benefiting from the innovation of quarterly delivery of new SaaS features. Through our Modern ERP Transformation for Oracle cloud featuring:

Oracle transformation roadmap advisory. The DXC Oracle team produces a comprehensive review of customer's Oracle landscape, including applications, middleware, database infrastructure, environments, license, and security position. Each review results in detailed findings and business outcome-based recommendations with a multi-year roadmap.

Legacy Oracle application migration to Oracle cloud for those customers that want to first lift and optimize their current customized on-premise solution in coexistence with some Oracle modules.

End-to-end green- and brownfield implementation, migration, rollout for Oracle's market leading ERP, EPM, SCM and HCM SaaS suites. After go live our Cloud Care help customers to thrive in Oracle Cloud and cope with mandatory quarterly upgrades

Customers that partner with DXC benefit from our leading global expertise of our certified Oracle cloud professionals and DXC's 35+ year experience as a leading global Oracle Partner, an OPN member in good standing that each quarter delivers on average 15+ successful Oracle cloud go lives across the world.

By combining industry, process and ITSM best practices with automation, analytics, and AI/ML, DXC's Enterprise Application Management delivery capability under the Oracle Enterprise Applications and SaaS offering can help you measure what matters most, with business-aligned SLAs and key performance indicators (KPIs).

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 agreement.

3 Service Definition

Through our Modern ERP Transformation for Oracle cloud featuring:

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3.1 Service Features and Benefits

The service contains the following Features and Benefits:

Service features

- Oracle transformation roadmap advisory. The DXC Oracle team produces a comprehensive review of customer's Oracle landscape, including applications, middleware, database infrastructure, environments, license, and security position. Each review results in detailed findings and business outcome-based recommendations with a multi-year roadmap.
- Legacy Oracle application migration to Oracle cloud for those customers that want to first lift and optimize their current customized on-premise solution in coexistence with some Oracle modules.
- End-to-end green- and brownfield implementation, migration, rollout for Oracle's market leading ERP, EPM, SCM and HCM SaaS suites. After go live our Cloud Care help customers to thrive in Oracle Cloud and cope with mandatory quarterly upgrades
- 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
- Visibility and predictability to lower total cost of ownership
- Advisory services on upgrades and implementations to replace legacy applications
- Full life-cycle services for Oracle and CRM applications
- Mobility services to provide mobile access to critical business processes

Service benefits

- Deliver sustainable business outcomes for Finance, Supply Chain and HR. Examples business outcomes achieved include closing the books in less

than 3 weeks, improving inventory accuracy to 95% and improving employee engagement with 60%

- Reduce TCO by 30% to 50% compared to traditional legacy on prem ERP, while benefiting from the innovation of quarterly delivery of new SaaS features.
- 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