

DXC Technology Enterprise Applications Technology (Oracle)

G-Cloud 15:
Service Definition Document

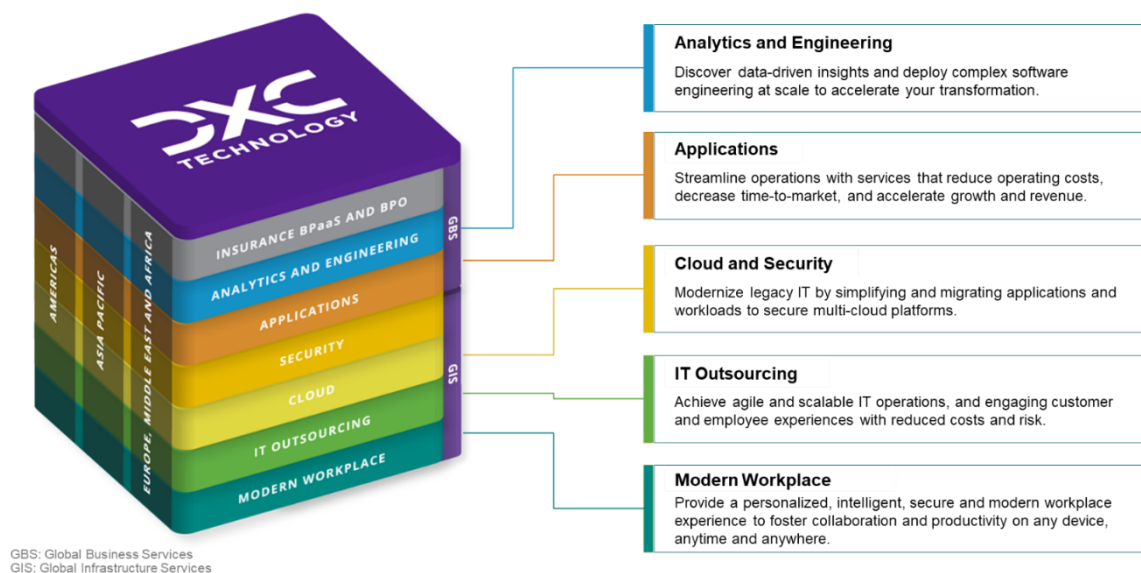
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1 Company Overview

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-premises applications and technology portfolio
- Demonstrated **track record** of **successful** Oracle on-premises 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 	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 Enterprise Applications Technology manages Migration Services for Oracle Cloud and offers a standard, repeatable methodology to migrate and transform a client's enterprise Oracle and non-Oracle workloads to Oracle's Cloud.

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

DXC Enterprise Applications Technology manages Migration Services for Oracle Cloud and offers a standard, repeatable methodology to migrate and transform a client's enterprise Oracle and non-Oracle workloads to Oracle's Cloud.

It covers the following elements in your migration to Oracle Cloud.

- Archiving, backup, and disaster recovery
- Compute and application hosting
- Database consolidation and migration services
- Other database services
- Infrastructure and platform security
- Intrusion detection
- Load balancing
- Networking (including network as a service)
- Platform as a service (PaaS)
- Protective monitoring
- Other storage services

3.1 Service Features and Benefits

The service contains the following Features and Benefits:

Service features

- Provides full stack of managed cloud services for Oracle applications
- Scale up/scale down and provisioning of Oracle resources
- "Always on" capability that meets critical Oracle business application requirements
- Enterprise-class support included as standard at all service level agreements
- Built upon industry standards (IT4IT, ITIL3)
- A consumption-based managed cloud service
- Dedicated and shared instances in the UK and the EU □ Resilience options available

Service benefits

- Lower total cost of ownership
- Highly secure, enterprise-class managed PaaS
- Minimises capital outlays, increases efficiency and productivity
- Flexible, consumption-based cloud model; lower infrastructure support costs
- Scales up/down to meet your demand in a cost-effective manner
- Reduce time to perform common Oracle application operational processes

Providing on-demand high availability service with superior operational security