



**DXC Technology**  
**DXC Technology**  
**Enterprise Applications**  
**Management (Oracle)**  
G-Cloud 15:  
Service Definition Document

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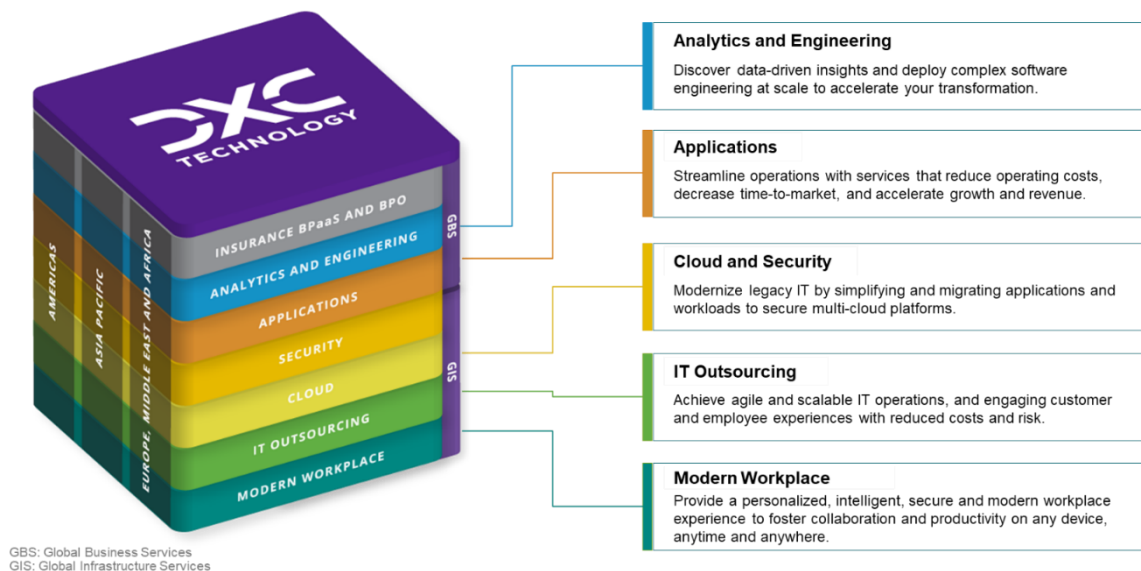
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# 1 Company Overview

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:

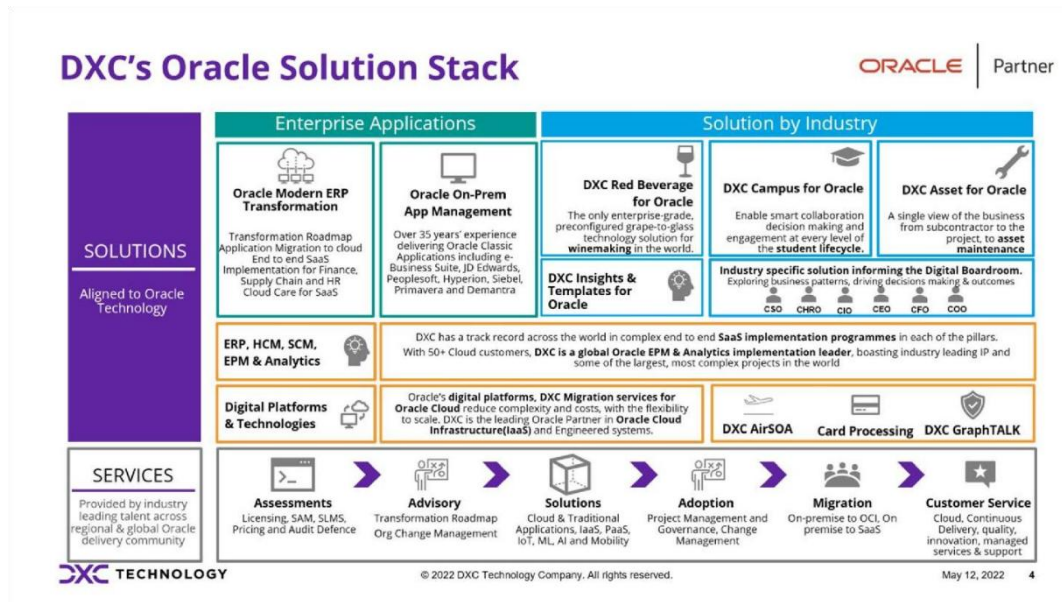


Figure 1 Oracle Solution stack

## DXC's Oracle practice at a glance



Figure 2 Oracle Practice at glance

## 2 Service Overview

### 2.1 What the service is

This service builds on the capabilities of **Modern ERP Oracle Cloud Applications** and enhances them using **Artificial Intelligence (AI)**.

DXC works with customers to understand their requirements and deliver solutions within the Oracle application suite by leveraging Oracle AI capabilities. This includes **designing, building, testing, and running AI solutions**.

### 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 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

Embedding AI and its capabilities is a unique journey for each customer. DXC collaborates with customers to:

- Understand requirements and desired outcomes.
- Map these onto existing processes.
- Assess business impact and align processes with AI capabilities.

DXC ensures success through **incremental, tested, and verified implementations**, with continuous validation to deliver demonstrable value throughout the AI adoption lifecycle.

DXC helps customers:

- Maximise investment in Oracle Cloud Apps.
- Leverage inbuilt functionality introduced during product lifecycle.
- Deliver continuous enhancements while maintaining governance and data protection.

By utilising Oracle's inbuilt AI capabilities and Oracle Cloud Infrastructure, DXC enables:

- Integration of multiple data sources.
- Combination of Oracle Applications data with other business systems.
- Creation of actionable insights and advanced AI capabilities.

DXC brings **real-world experience** in supporting customers through their AI journey.

### 3.1 Service Features and Benefits

The service contains the following Features and Benefits:

#### Service features

- Evaluation of AI maturity for the customer.
- Review and documentation of business processes.
- Assessment of AI feasibility for business processes.
- Design, build, delivery, and ongoing maintenance of AI services.
- Provision of environments and platforms to optimise processes.
- Advisory services for ongoing AI optimisation.

#### Service benefits

- End-to-end service management.
- Proven experience delivering AI within Oracle applications.
- Integration with external data sources.