



DXC Technology Modern ERP (Oracle)

G-Cloud 15
Service Definition Document

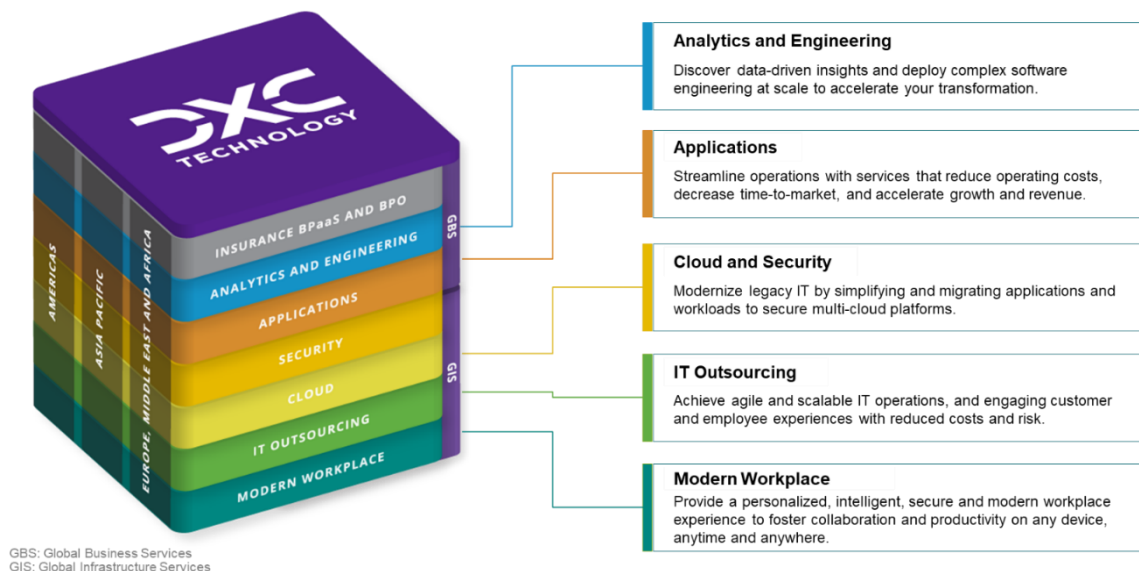
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1 Company Overview

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.

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	

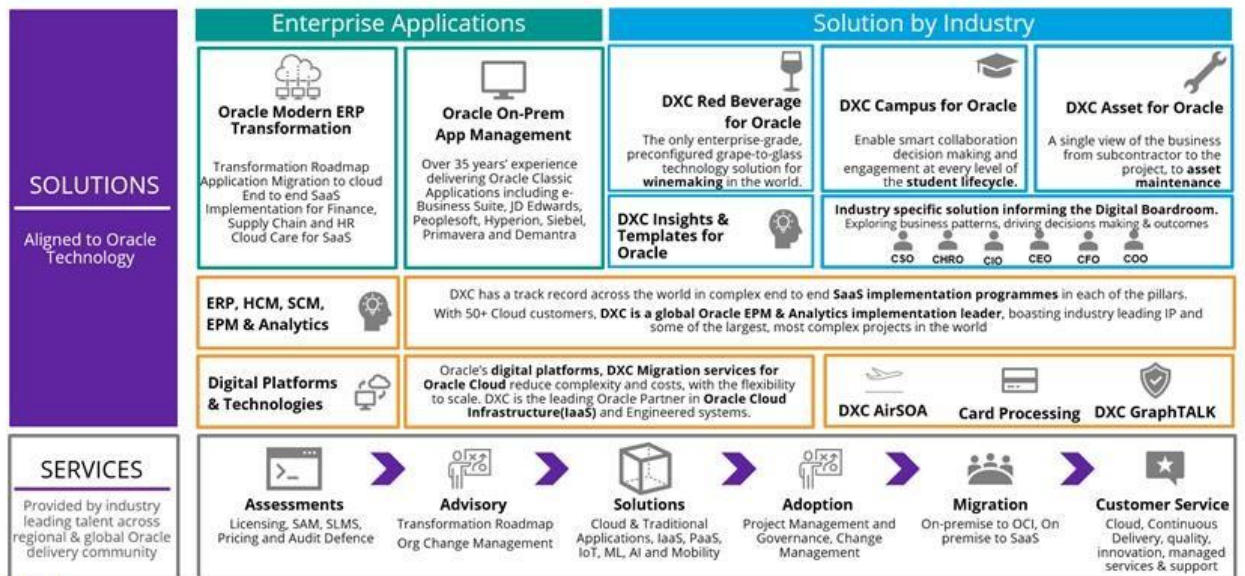
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DXC's Oracle Solution Stack

ORACLE | Partner



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2 Service Overview

2.1 What the service is

Modern ERP for Oracle cloud applications is DXC's best-in-class roadmap, applications migration, implementation, deployment, and support service for market leading Oracle cloud applications i.e., ERP cloud service, EPM cloud service, SCM cloud service and HCM cloud service.

Focus is on customers with existing Oracle EBS, JDE, Hyperion and Peoplesoft estate. Our focus industries are Government & Defense and HealthCare for ERP & SCM. For Financials Cloud (part of ERP), HCM and EPM, our offering is cross industry.

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 Mil Std 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

Modern ERP for Oracle cloud applications is DXC's best-in-class implementation, deployment, and support service for market leading Oracle cloud applications i.e., ERP cloud service, EPM cloud service, SCM cloud service and HCM cloud service.

Our focus industries are Government & Defence and HealthCare for ERP & SCM. For Financials Cloud (part of ERP), HCM and EPM, our offering is cross industry.

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. Reimaging by while keeping all customizations and migrate gradually from legacy over Oracle IaaS and PaaS into coexistence with SaaS

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