

DXC Technology Human Experience Management (Oracle)

G-Cloud 15:
Service Definition Document

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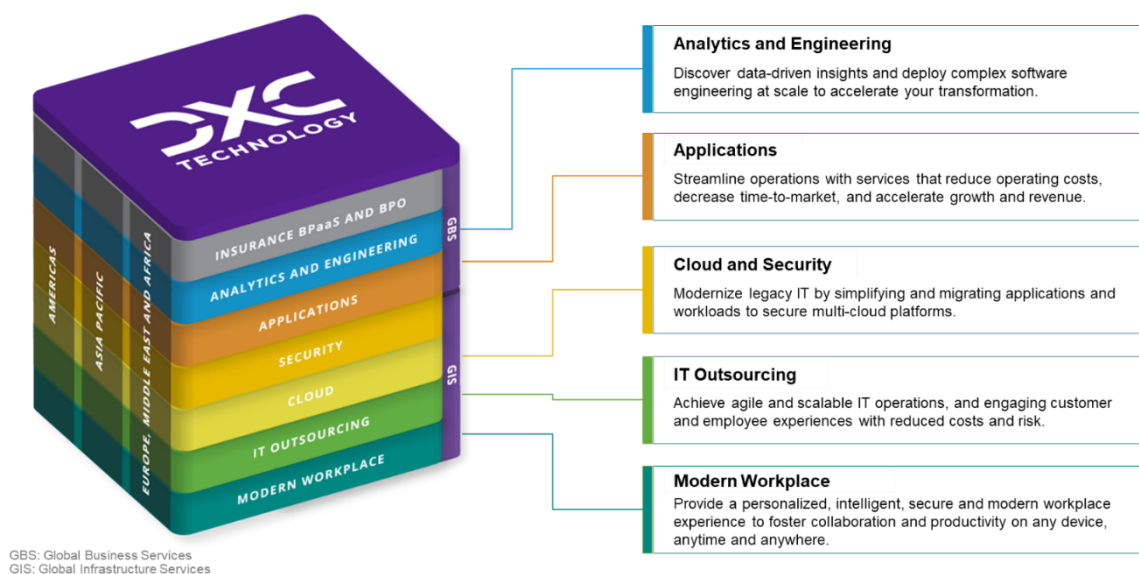
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1 Company Overview

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.

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 

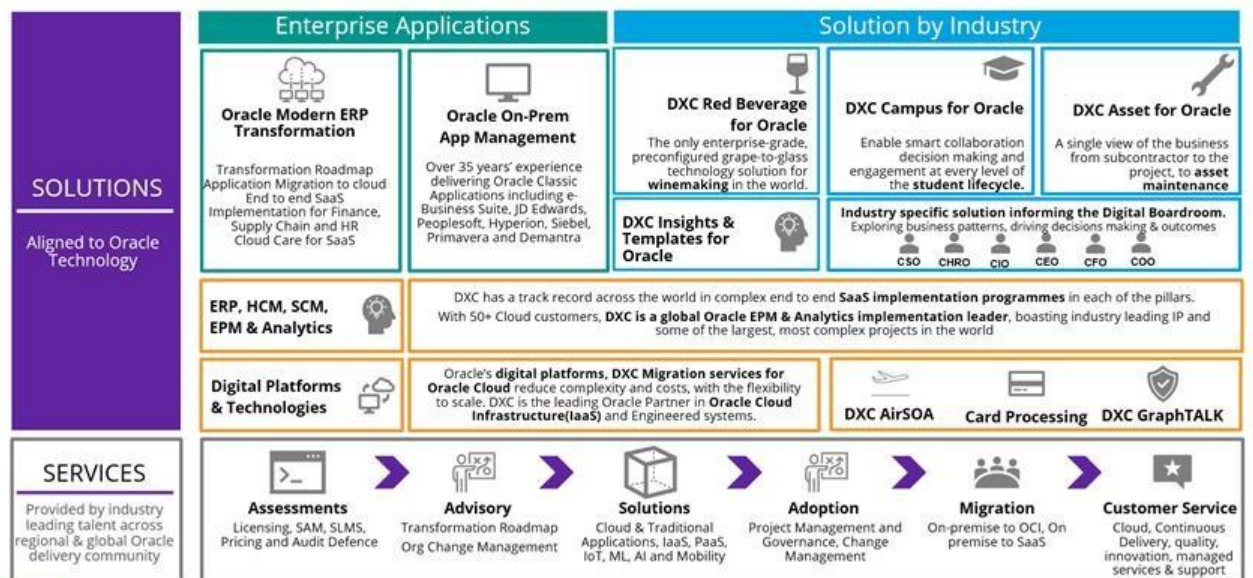
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DXC's Oracle Solution Stack

ORACLE | Partner



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2 Service Overview

2.1 What the service is

The DXC Digital Workforce for Oracle Cloud offering—known as Oracle HCM Cloud for Human Capital Management (HCM), or Cloud HCM—is built from the ground up to assist clients in doing things their way with built-in, fully integrated, industry best practice HCM processes and workflows.

Cloud HCM, available in flexible service configurations, allows clients to know their employees better and enable teamwork from this state-of-the-art software as a service (SaaS) solution. Clients can redefine their human resources (HR) business and provide value to every part of the organization.

Cloud HCM brings powerful embedded intelligence, social networking tools, and mobile accessibility, allowing workers to perform their jobs easier and faster. Oracle has invested billions of dollars developing an enterprise cloud that represents the first true next generation cloud. When clients invest in Oracle Cloud they get a unified environment providing flexible cloud infrastructure a powerful standards-based platform, and a comprehensive portfolio of business applications.

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

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accessibility, allowing workers to perform their jobs easier and faster.

Oracle has invested billions of dollars developing an enterprise cloud that represents the first

true next generation cloud. When clients invest in Oracle Cloud, they get a unified

environment providing flexible cloud infrastructure, a powerful standards-based platform, and

a comprehensive portfolio of business applications—all on a subscription basis.

DXC assists clients in leveraging the HCM Cloud applications suite to empower their workforce and exploit new digital trends—like mobility, social media, and big data—and to improve top-line growth with new employment models and strategies.

DXC has the right methodology, tools, and skilled resources to plan and execute the client's digital transformation journey. We've honed our own internal operations and client ecosystems worldwide.

DXC's leading Oracle services and capabilities help enterprises modernize and digitize their HCM operations, improving customer experience, agility, and time to market while reducing costs.

This solution offers flexible configurations to meet client requirements.

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
- 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

- 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