

DXC Technology - Supply Chain (Oracle)

G-Cloud 15
Service Definition Document

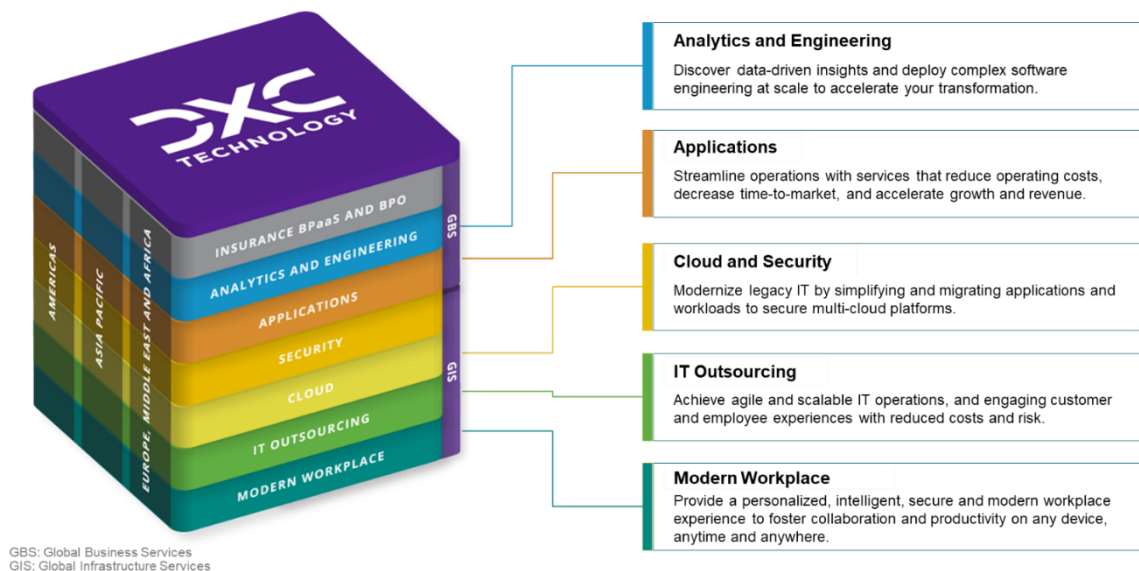
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1 Company Overview

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 center services and management, operating over 320 global data centers 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-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, 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 Supply Chain Management for Oracle Cloud allows clients to transform and transition their businesses into a digital supply chain and to realize innovation with modern, end-to-end supply chain processes, customer, and user experiences.

DXC's offering provides logical pre-packaged solutions, which are easy to adopt and deploy, including supply chain capabilities across order management, supply and demand planning, procurement, and manufacturing execution to meet aggressive needs of time to market.

DXC's solution leverages digital technologies and allows clients to create digital threads, which enable automation and seamless flow of real-time information, from product design to product disposal.

The offering helps the supply chain become more demand-driven, efficient, customercentric, and responsive.

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

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In today's experience-driven economy, the battle of new customer's demands brings supply chain to the epicentre of your business. The traditional supply chain is not modern and flexible; it is siloed with complex integrations, and lacks visibility, responsiveness, and accuracy.

The need for demand-driven supply chains requires capabilities to drive standardization and digitization to respond at rapid pace and deliver a personalized customer experience.

DXC Supply Chain Management (SCM) for Oracle Cloud provides logical pre-packaged solutions to realize both innovation and transformation, which is easy to adopt and deploy, also delivers supply chain capabilities to meet these aggressive needs.

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