

DXC Technology Enterprise Applications Management (Oracle)

G-Cloud 15:
Service Definition Document

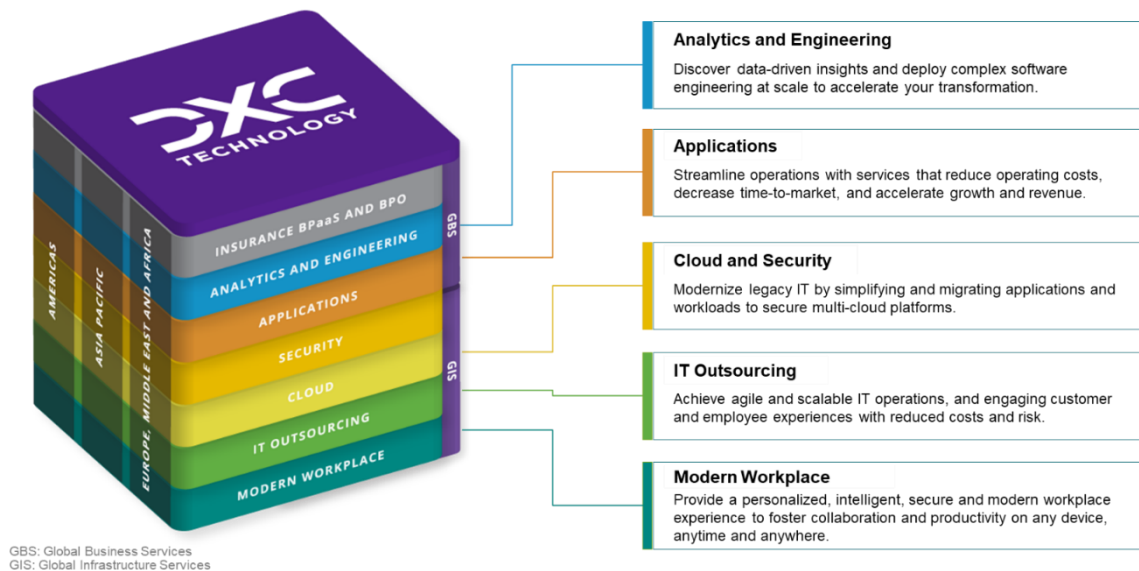
Table of Contents

1 Company Overview	2
2 Service Overview	5
3 Service Definition	6

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-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

DXC TECHNOLOGY

© 2022 DXC Technology Company. All rights reserved.

May 12, 2022 2

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
	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
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	

DXC TECHNOLOGY

© 2022 DXC Technology Company. All rights reserved.

May 12, 2022 4

2 Service Overview

2.1 What the service is

DXC Enterprise Applications Management (Oracle) establishes the foundation of an Oracle run program through DXC Technology standard processes and delivery model based on ITIL and IT4IT.

DXC builds on this foundation to create a truly digital IT operations management (ITOM) platform through predictive and proactive capabilities such as analytics, automation, and artificial intelligence / machine learning (AI/ML) to bring new visibility into Oracle application performance, enable customers to achieve strategic business outcomes, optimize cost and redirect resources from firefighting toward innovation.

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 Management (Oracle) establishes the foundation of an Oracle run program through DXC Technology standard processes and delivery model based on ITIL and IT4IT.

DXC builds on this foundation to create a truly digital IT operations management (ITOM) platform through predictive and proactive capabilities such as analytics, automation, and artificial intelligence / machine learning (AI/ML) to bring new visibility into Oracle application performance, enable customers to achieve strategic business outcomes, optimize cost and redirect resources from firefighting toward innovation. **We deliver:**

Foundation - Applications management and agile best practices based on industry standards to run, operate, maintain, and enhance a Customers Oracle environment.

Service Automation – streamline and optimize the Foundation with deployment-ready assets that leverage the breadth of DXC digital capabilities in automation, analytics, and AI/ML.

Global Delivery – The right Oracle skills when and where they are needed through a network of local, regional, and global delivery centres.

We help customers to:

Achieve better business outcomes – align applications management to business value streams.

Pivot toward innovation – redirect budgets from firefighting to innovation.

Reduce operating cost – stabilize the service and optimize through intelligent automation.

Maximize technology investment – partner with the business and Oracle to take full advantage of Oracle Applications capabilities.

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