

ORACLE CONSULTING SERVICES – GLOBAL SOLUTIONS DELIVERY

FEATURES

GLOBAL SOLUTIONS DELIVERY

- High quality solutions delivered at the right pace with reduced risk that optimize your ROI
- Delivery channels blended to meet each customer's unique needs
- Unique processes designed for services delivery on all size engagements
- Sound infrastructure to support coordinated delivery
- Tools, processes and prescribed delivery methodologies to enable efficient delivery

Oracle Consulting's global solutions delivery approach helps you to implement, maintain, and improve your applications and technology environments while reducing your overall total cost of ownership. With our flexible and innovative approach, we assemble the optimal team for your organization by blending resources from both on-site and remote delivery channels to match the right expertise, to the right solution, for the right cost--in every phase of your project.

Oracle Consulting's Global Solutions Delivery (GSD) Approach

Global solutions delivery is Oracle's approach for delivering consulting services that brings to market unrivalled speed and cost efficiencies for oracle technology and application solutions. Utilizing this approach, Oracle delivers services from five unique delivery channels, providing benefits that outweigh an all on-site delivery model. The GSD model blends resources from these distinct channels to perform tasks where they make the most sense, using as a base, Oracle's full breadth of proven capabilities, infrastructure and processes. This global delivery approach can be tailored to meet unique customer and project requirements and can be used for the delivery of all services across the solution lifecycle; from design and development, to implementation and maintenance, to improvement and upgrade.

Utilizing a secure network across high-speed lines, our project teams seamlessly collaborate with each other as well as with colleagues in Oracle Support, Development, Education and Outsourcing to ensure that the full span of Oracle/PeopleSoft/JD Edwards expertise and experience is focused on your project. Each channel delivers using Oracle's proven methodologies and prescribed process, ensuring consistent execution. Formal certifications including PMP, SEI-CMM, Six Sigma and ISO-9001 ensure that projects are delivered with the highest quality while reducing project risk.

Oracle Consulting's Global Solutions Delivery Channels

Oracle Consulting's Global Solution Delivery approach provides resources and services from one or more of its delivery channels to provide high value, low-risk, competitively priced solutions. In addition to our on-site consultants, Oracle Consulting has four remote delivery channels, each contributing their own expertise, service portfolios and advantages. Blending resources from one or more of these channels allows Oracle to provide services for today's most complex technology challenges while maximizing your financial return on your Oracle investment.

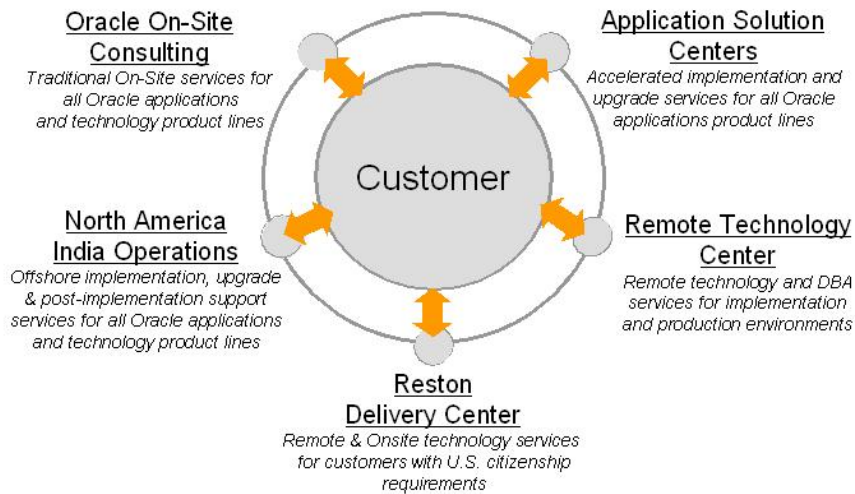


FIGURE 1: GLOBAL SOLUTIONS DELIVERY @ ORACLE

Application Solution Centers (ASC)

The Application Solution Centers offer a fixed price and fixed scope service that provides an efficient, low risk approach to accelerate the implementation or upgrade of Oracle, PeopleSoft, or JD Edwards applications. Using the ASC for these services can drastically reduce the time to go-live, the cost and overall effort. Using our proven Accelerated Implementation templates and tools, the ASC can deliver a full implementation in as few as 12 weeks and an upgrade in as few as 4 weeks. Your project is hosted in an Oracle lab using our infrastructure allowing for a faster project startup and more efficient service delivery.

ASC Services for Oracle Applications:

The ASC provides rapid implementation and upgrade services in a lab environment for Oracle's E-Business Suite, Enterprise and EnterpriseOne product lines.

Remote Technology Center (RTC)

The Remote Technology Center delivers unique, cost-effective remote technical services to help customers of all sizes rapidly realize the return of their Oracle investment, despite their lack of internal infrastructure and/or skills. Using Oracle's Virtual Private Network (VPN) to connect to your environment, or vice versa, the RTC can provide the resources and infrastructure you need to achieve your project goals with the same level of quality and security that you've come to expect from an all on-site engagement.

RTC Services for Oracle, PeopleSoft and other Technology:

Packaged and custom consulting services from the RTC include: implementation Hosting and DBA, part-time and staff augmentation DBA, post-implementation supplemental DBA, database upgrades to 9i or 10g, conversion to RAC, and Disaster Recovery installations, as well as Accelerated Collaboration Suite Implementations.

Reston Delivery Center (RDC)

The Reston Delivery Center provides low cost services to U.S. federal, state and local, and commercial customers who have U.S. citizen requirements. Leveraging the same delivery approach as the other remote channels, the Oracle Reston Delivery Center employs U.S. citizens, some of who have clearances, working remotely and/or onsite within the United States.

RDC Services for Oracle Applications and Technology:

RDC solutions are a hybrid of packaged and custom consulting services. These services include; custom development, Java, XML, ADF, PL/SQL; Portal, Integration; Business Intelligence, Data Warehousing; Migrations of Forms, Database, and Middle-Tier; development and post-implementation support for Oracle Applications; 10g Database and 10g Application Server.

The North America India Operations center (NAIO)

Oracle established delivery capabilities from India in 1994. Today, the NAIO has become a focal point for service delivery, housing the largest delivery channel for GSD. NAIO provides offshore implementation, upgrade and post-implementation support for all of Oracle's application and technology product lines.

NAIO Services for all Oracle Applications product lines:

Product expertise across the entire E-Business Suite, Enterprise and Enterprise One footprints to design and develop customizations, conversions, extensions and integrations.

NAIO Services for Oracle Technology:

Packaged and custom consulting services for your technology needs including custom development using J2EE, web services and integration, enterprise portals, data warehousing and business intelligence, identity management, collaboration, as well as database and application migrations.

Oracle Consulting's Extended Services for Oracle Applications and Technology:

Delivered primarily from the NAIO, this portfolio of services covers many essential post-implementation functions and is suited for those who cannot move to a fully outsourced solution. The portfolio of services includes: Supplemental DBA services, Supplemental Maintenance services, Supplemental Help Desk services, Extension Support and Administration services as well as Test Center Services.

Benefits of Global Solutions Delivery

Although cost savings is a significant benefit of the global solutions delivery approach, there are many reasons to consider an organization that utilizes this method. With a GSD solution you also benefit from:

- **Experienced, Skilled Resources** - that leverage Oracle's full breadth of proven capabilities, infrastructure, and processes to construct the best solution that balances cost, capability and response time.
- **Faster Time to Market** - with Oracle's follow the sun delivery model and our ability to leverage relationships across business units allowing us to execute technology solutions faster than other Oracle implementers
- **Reduced Project Risk** – with established tools and processes that facilitate a global delivery model and a single point of accountability for the entire project. This removes the risk associated with trying to manage the complexities of a global delivery engagement on your own.

And with the GSD approach, Oracle is able to provide you with services that span the entire solution lifecycle. Including services that help you maintain and optimize your environments.

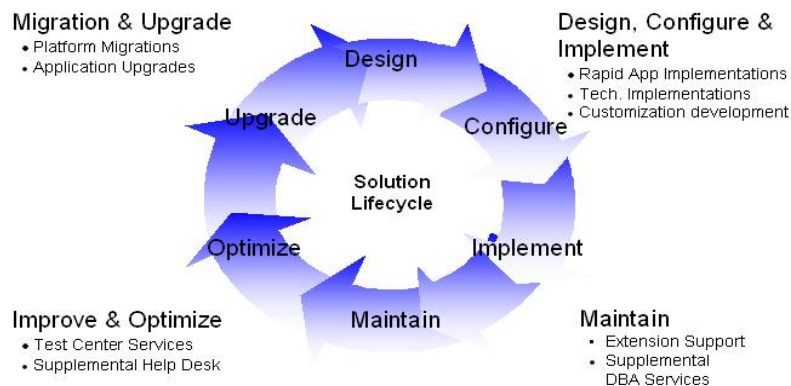


Figure 2: GSD Services that Span the Solution Lifecycle

When you let Oracle implement and manage your production systems, you leverage the knowledge and experience of a company that manages and supports the software it develops. We provide services that span the entire solution lifecycle, allowing you to get more value from your IT investment – a unique differentiator over traditional outsourcers and systems integrators.

Getting Started

For more information on how Oracle delivers services and the global solutions delivery approach contact us at: E-Consulting_ww@oracle.com.