

ORACLE E-BUSINESS SUITE ON DEMAND

ORACLE ON DEMAND

PROTECT, EVOLVE AND EXTEND YOUR SOFTWARE INVESTMENT

- High Level of Service to make your organization more productive
- Updates to keep your applications secure and available
- Engineered upgrade process to provide access to latest capabilities
- Position on releases with technology to take advantage of Project Fusion applications

Oracle E-Business Suite On Demand helps customers unlock the value of their software by standardizing and commoditizing their infrastructure, and providing better service through engineered best practices, tooling and automation. With direct access to product development and support experts, problems are resolved proactively and access to the latest product innovations and capabilities is accelerated.

Customers choose the kind of relationship that will leverage Oracle's core competency in developing and managing their Oracle solutions through Oracle On Demand services ranging from high value advise and assist services to help them manage Oracle solutions to core and additional Oracle On Demand Services where Oracle manages their Oracle technology and applications on their behalf.

ITIL Based Oracle On Demand Software Delivery

Oracle E-Business Suite On Demand software delivery achieves operational excellence using standardization and automation as key enablers to improve customers' experience across the entire software ownership lifecycle. Service delivery is accomplished using ITIL based processes, tooling and automation specifically designed for Oracle E-Business Suite. Customers are assured that our software delivery capabilities are comprehensive, measurable and can be easily integrated with their own or partners processes, including the following core service areas:

Infrastructure Management – Providing, managing and maintaining the hardware, network connections and facilities for customers. Our world class, award winning Austin Data Center is a fully redundant, highly secure environment using Oracle GRID technologies and highly reliable Linux platforms.

Service Level Management – Oracle provides a service desk, escalation process and is accountable for meeting service levels, measuring and reporting results directly and through customer portals

Security Management – Managing the physical, logical, and access security tools, processes and precautions to proactively protect privacy and security of customer data and solutions. With SAS 70 Type II certified and audited processes in our Austin Data Center, companies leverage Oracle's compliance measures to support their own compliance needs.

Software Management - Through a closed loop process with Oracle experts, customer problems are solved quickly and root cause analysis is used to avoid problems altogether. To keep enterprise software patched and up to date, we

**BENEFITS FOR ORACLE
E-BUSINESS SUITE ON
DEMAND CUSTOMERS**

CUSTOMERS CAN
LEVERAGE SIX YEARS OF
ORACLE EXPERIENCE
AND EXPERTISE

Better Total Cost of
Ownership

Better Service

Change Management

Security and Compliance

Maximize Value of IT

ORACLE ON DEMAND
SERVICES:

Infrastructure Management

Software Management

Security Management

Service Level Management

IT Governance

Advanced Customer
Services

introduce change on an incremental basis, using assessments, periodic maintenance plans and the power of the Oracle GRID to speed up change without impacting your business.

IT Governance - IT management processes and delivery accountability to the customer, backed by the resources of Oracle. A Service Delivery Manager works closely with customers to resolve problems, plan and execute changes, and on keeping customer IT solutions aligned with their business.

Core Services

The five core ITIL based service areas are managed by Oracle and managing your Oracle E-Business Suite applications is reduced to a predictable, per user, per month fee. Customers have the option to provide the hardware in their own data center or that of a third party, where Oracle manages the enterprise software remotely.

High Value Services

Oracle On Demand services such as a functional help desk, advanced testing services, high availability disaster recovery options, implementation and transformational services are available so you can take further advantage of Oracle expertise and engineered best practices as a complement to Oracle E-Business Suite On Demand core services.

When you prefer to retain some software management tasks but want Oracle to provide expertise and tools to advise and assist you, services can be delivered on a stand-alone basis as well. You can focus and direct Oracle competencies to improve availability, performance, and security, to lower costs and to keep your software up to date. Offerings range from assessments to planning to continuous improvement in any and all of the ITIL process areas.

Flexible Oracle On Demand Relationships

Relationship flexibility means that you can use the Oracle On Demand services you need to get the most out of your Oracle software. Tailoring services and leveraging core competencies is the way to protect your investment in Oracle E-Business Suite software today, to extend your solutions and evolve as you continue to change and improve your business.

Contact your Oracle representative to rapidly determine the benefits that Oracle E-Business Suite On Demand can provide for you and your organization. For additional information, please visit us at oracle.com/ondemand.

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