

ORACLE ON DEMAND EXTENDED SERVICES

ON DEMAND BENEFITS

ACCELERATE BUSINESS RESULTS, LOWER COSTS, REDUCE RISKS

- Predictable costs and lower TCO
- Faster time to value with increased ROI
- Seamless access to product, support, and application management expertise
- Industry-leading reliability and security
- Robust IT governance to ensure alignment of business and technology

EXTENDED SERVICES INCLUDE

DR SERVICES

- Maximum Availability Service
- 1-day Enhanced Recovery Service
- 5-day Enhanced Recovery Service

TRANSITION SERVICES

- Migration Service
- CEMLI Migration Service
- Upgrade Service
- Transition Advisory Service

FUNCTIONAL SERVICES

- Functional Service Desk
- CEMLI Management Service

TESTING SERVICES

- Load Testing Service

SECURITY SERVICES

- Payment Card Industry Compliance Service

OTHER EXTENDED SERVICES

- Pre-Production Environment Service
- Enhanced Refresh

Oracle On Demand's extended services ensure a successful migration to the On Demand software deployment model, provide ongoing value added services, and—ultimately—maximize the value of your investment in information technology over the entire software ownership lifecycle. Oracle On Demand's extended services include services to help migrate, implement, manage, and upgrade not only Oracle software, but a customer's Configurations, Modifications, Extensions, Localizations, and Integrations (CEMLIs) as well. Extended services are delivered by Oracle experts using engineered processes that extend and enhance Oracle On Demand core services. Extended services accelerate time to value, drive down cost, and reduce risk by leveraging Oracle's methodologies, tools, and extensive experience hosting and managing the entire technology stack.

DISASTER RECOVERY (DR) SERVICES

Maximum Availability Service

Maximum Availability service is based upon the technical architecture and best practices documented in Oracle's Maximum Availability Architecture for delivering robust and redundant solutions that prevent, detect and recover from unplanned outages within a small mean time to recovery. The service uses state-of-the-art Oracle High Availability Technology in conjunction with proven best practices delivered and managed by Oracle On Demand.

Oracle will recover and activate production data & applications on the secondary site within 4 hours after a disaster is declared. Oracle will also provide operational readiness assurance by managing both primary and secondary sites, associated network infrastructure and conduct semiannual disaster rehearsal testing.

1-day and 5-day Enhanced Recovery Service

Oracle creates a full copy of the production environment at Oracle's Austin Data Center (ADC) and to a Remote Datacenter Site (RDS) using the Disaster Recovery () Electronic Vaulting (eV) mechanism. Oracle also maintains infrastructure, such as servers and storage, in a state of stand-by (cold start), or in a state of readiness (hot start) at the Remote Datacenter

- Service
DBA Support Service

Site (RDS).

In the event a disaster is declared at the ADC, the vaulted data at Remote Datacenter Site (RDS) is used to bring up the customer's business service and make it accessible at a given capacity level. Customers can choose the RPO, RTO and level of capacity needed for their specific business and regulatory requirements.

TRANSITION SERVICES

Migration Service

Migration service migrates a customer's Oracle environment to a standardized deployment on a proven reference configuration. Oracle works seamlessly with your organization to provide the technical migration, while your team provides the functional migration.

Migration service ensures a rapid and cost effective migration by leveraging Oracle's experience migrating hundreds of customers to On Demand. This service is delivered using Oracle's tools, methodologies, and best practices, and includes

- Assessment to assess the level of compliance with Oracle On Demand standards
- Technical migration from an off-line Oracle environment to an environment where Oracle hosts and manages our software
- Test migrations and a final migration to Production
- Platform migration
- Production Readiness Assessment
- Post Go-Live support

CEMLI Migration Service

CEMLI Migration service migrates a customer's CEMLI from an off-line Oracle environment to a standardized deployment on a proven reference configuration. Oracle works seamlessly with your organization to provide the technical CEMLI migration while your team provides the functional testing for CEMLI.

CEMLI Migration service ensures a rapid and cost effective migration by leveraging a repeatable, lower cost delivery methodology. This Service is delivered using Oracle's tools, methodologies, and best practices, and includes

- CEMLI Assessment to assess the level of compliance with On Demand CEMLI standards
- CEMLI Modification to modify CEMLI to bring them in compliance

with On Demand CEMLI standards

- Migrate CEMLI to Production Support and Production environments

Upgrade Service

Upgrade service transforms an On Demand customer's Oracle E-Business Suite R 11i.5.x environment to Oracle E-Business Suite Release 12. Oracle On Demand's streamlined upgrade service is designed and built to provide for ongoing operability and with software management efficiencies in mind. We accelerate time-to-value for new Oracle E-Business Suite R12 capabilities. This service is delivered using Oracle tools, methodologies, and best practices, and includes

- Technical Upgrade, including upgrade of the platform, Oracle Application Server, Oracle Database, Oracle Forms and Reports, and Oracle Applications.
- CEMLI upgrade including determining technical impact of Oracle E-Business Suite Release 12 on CEMLI, upgrading CEMLI to the new technology stack, retrofit of CEMLI for compatibility and usability on Oracle E-Business Suite Release 12, and assistance in resolution of issues with CEMLI execution.
- Functional upgrade including determining the impact of Oracle E-Business Suite Release 12 on current business flows, determining set-ups to accomplish customer's business processes, and assistance in resolution of functional issues.
- Functional testing, including updating customer's existing E-Business Suite test scripts to reflect valid navigation paths for Oracle E-Business Suite Release 12, developing new Oracle E-Business Suite Release 12 test scripts, performing regression testing to test Oracle E-Business Suite Release 12 upgrades applications.
- Production readiness and Post Go-Live Support including confirming Production Readiness and providing 30 days post Go-Live support to ensure proper functioning of upgraded environment.

Transition Advisory Service

Transition Advisory service supports customers and their implementers executing a migration to Oracle On Demand or a significant change or expansion of their current On Demand footprint.

Transition Advisory service helps ensure successful implementations that align with Oracle On Demand architecture and operational standards. This Service is delivered using Oracle's tools, methodologies, and best practices,

and includes

- Managing On Demand technical tasks
- Providing guidance for On Demand standards, procedures, environments, and tool sets
- Provide technical guidance regarding compliance requirements
- Post Go-Live support

FUNCTIONAL SERVICES

Functional Service Desk

Functional Service Desk provides functional and administrative support for Customers' hosted Oracle Programs. The types of support provided are:

Functional Support

- Applications Usage Help – general “how-to” questions.
- Customer Business Flow Assistance – assisting with issues that arise across/within a business flow
- Applications Data Services – assisting with issues associated with data consistency within the Oracle On Demand applications
- Impact assessment of new Oracle Applications functionality due to a software patch update or minor upgrade

Administrative Support

- Oracle Applications End-User Administration – assisting with setting up and managing application end-user privileges
- Oracle Applications Functional Administration – defining and managing custom responsibilities and menus for applications, assisting with definition and modification of printers
- Oracle Applications Job Management – advising customers on best practices to schedule and review concurrent programs & associated log files

CEMLI Management Service

CEMLI Management service provides maintenance of an On Demand customer's CEMLI within the Production environment. Oracle works seamlessly with your organization to provide CEMLI maintenance, while your team provides the functional testing for CEMLI.

CEMLI Management service helps protect the functionality of a customer's CEMLI from the impact of configuration changes, patches, and minor point releases. This service is delivered using Oracle's tools, methodologies, and best practices, and includes

- CEMLI Maintenance, including break-fix services for CEMLI issues caused by application of minor upgrades, maintenance code releases and configuration changes

- Proactive CEMLI Support including identifying the impact of Oracle maintenance code releases and minor releases on CEMLI, retrofit of affected CEMLI, technical validation of CEMLI post application of new releases, and performance tuning of CEMLI
- CEMLI development, including developing new CEMLI or modifying existing CEMLI based on enhancement requests from customer

TESTING SERVICES

Load Testing Service

Load Testing service analyzes the behavior of your system under a profile of loads chosen from a pre-determined set of business transactions to approximate your expected system load. This testing service helps you determine if the system and infrastructure have adequate capacity to accommodate anticipated peak workload and the available headroom (excess capacity) to accommodate any increase to anticipated peak workload before a load induced failure occurs.

Each load test consists of four phases:

- **Assessment Phase**
Customer objectives are identified during this task, so the test closely matches the customer's workload and objectives.
- **Automation Phase**
Automated test scripts that simulate the customer's workload, and can be run repetitively are created.
- **Execution Phase**
Multiple cycles of the test scripts are executed with performance monitoring tools in place, to determine the capacity of the system, and any available headroom.
- **Analysis and Reporting Phase**
Performance data gathered from the performance tools is analyzed. Customer is provided with a Report that contains key performance metrics.

SECURITY SERVICES

Payment Card Industry Compliance Service

Safeguarding credit card information and maintaining compliance with the Payment Card Industry (PCI) Data Security Standards(DSS) is a requirement for enterprises and government agencies that accept, process or/and store credit card information. The time and cost of implementing all of the required controls can be staggering. Companies realize that PCI

compliance is an ongoing process that requires continual investment in people and infrastructure. In addition, companies that do not protect credit card information are subject to fines and lawsuits, and could be prohibited from accepting credit cards altogether.

Oracle On Demand is a Level 1 PCI Compliant Service Provider recognized by Visa and Master Card since 2006. Oracle can reduce the time and cost associated with achieving and maintaining PCI compliance. Customers can gain access to a complete solution using Oracle PCI Partners' cost effective solutions including audit, consulting, and complementary security software products.

ADDITIONAL EXTENDED SERVICES

Pre-Production Environment Service

Pre-Production Environment service provides customers a rapidly provisioned, minimum configuration, virtual environment to support testing or training on Oracle applications as well as early implementation phases. The rapid deployment model allows customers to get a jump-start on their implementation. The service provides managed services specifically catered to implementation, such as expedited refresh and DBA support to manage these environments.

Enhanced Refresh Service

Enhanced Refresh service provides expedited refreshes during implementation and on-going projects. Customers can avail of refreshes with minimal scheduling and very rapid turn-around to aid in reducing implementation cycles. The service is flexible allowing it to meet varying customer needs.

DBA Support Service

DBA Support service provides installation and configuration support of the Oracle technology stack, CEMLI, and third-party software.

DBA Support service provides experienced, technical resources to support customers through their implementation, helping them implement Oracle solutions rapidly. This service is delivered using Oracle's tools, methodologies, and best practices, and includes

- Base Services - provide database and applications patching and administration, database space management, installation of CEMLI, and Go-Live stabilization assistance

- Advanced Services - assist with planning configuration changes, review of Go-Live cutover plans, and monitoring of system performance
- Premium Services - provide technical input to project and capacity planning, technical oversight of significant configuration changes, and post Go-Live support

Contact Us

For more information about Oracle On Demand Extended Services, please visit oracle.com/ondemand or call +1.866.264.5909 to speak to an Oracle representative.

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