

# ORACLE ON DEMAND LIFECYCLE 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

LIFE CYCLE SERVICES INCLUDE

- Migration
- CEMLI Migration
- CEMLI Management
- Upgrade
- Implementation Support
- Transition Advisory
- Governance

*Oracle On Demand's Lifecycle 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 Lifecycle Services include services to migrate, implement, manage and upgrade not only Oracle software, but a customer's Configurations, Modifications, Extensions, Localizations, and Integrations (CEMLIs) as well. Lifecycle Services are delivered by Oracle experts using engineered processes that extend and enhance Oracle On Demand core services. Lifecycle 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.*

### Migration Service

The Migration Service migrates a customer's Oracle E-Business Suite 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.

The 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 of the level of compliance with Oracle On Demand standards
- Technical migration from an off-line Oracle E-Business Suite 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

The CEMLI Migration Service migrates a customer's CEMLI's from an off-line Oracle E-Business Suite 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.

The 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

### **CEMLI Management Service**

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

The 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

### **Upgrade Service**

The 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 offering 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.

### **Implementation Support DBA Service**

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

The Implementation Support DBA 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

### **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.

The 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

- Management of On Demand technical tasks
- Guidance for On Demand standards, procedures, environments, and tools
- Technical guidance regarding compliance requirements
- Go-Live support

### **Governance Service**

The Governance Service provides a formal management framework and structure that enables both Oracle and customers to manage their relationship, expectations, dependencies, and services through the life of the On Demand agreement. This Service is delivered using Oracle tools, methodologies, and best practices that include

- Working with the customer to plan and schedule strategic business and technology events
- Identifying solutions where additional Oracle products and services will provide business value.
- Communicating relevant process information regarding Oracle On Demand's Change Management, Release Management, and other delivery processes to ensure customers have necessary information to plan, approve, and execute change to the environments
- Delivering periodic service reviews
- Providing continuous service quality improvement

### **Contact Us**

For more information about Oracle On Demand Lifecycle Services, please visit [oracle.com/ondemand](http://oracle.com/ondemand) or call +1.866.264.5909 to speak to an Oracle representative.

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