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Advanced Customer Services

Oracle Transition Service for Applications

A critical success factor in every platform modernization–be it on a journey to the cloud, or within the data center–is the transition of legacy hardware, databases, and applications. Oracle Advanced Customer Services can efficiently transition your Oracle products and packaged applications to the latest Oracle technology.

EFFICIENT TRANSITIONS OF PACKAGED APPLICATIONS

Oracle Advanced Customer Services can help you to take advantage of the value of modern Oracle server technology and cloud platforms with less risk and faster results.

With more than twenty years of transition experience, Oracle Advanced Customer Services has the skills, delivery tools, proven methodologies and practices to deliver successful transitions of Oracle products.

Oracle Transition Service can reduce the risk of a transition. It allows you to use Oracle software more effectively and efficiently by providing:

- Transition of development, test, and production environments
- Experienced engineers to perform the transition
- Support and knowledge transfer for a successful deployment

Oracle Advanced Customer Services is delivering transition services for packaged applications including application workloads, databases, virtualized workloads, infrastructure platforms, and data. Our specialists are with you every step of the way through all phases of your transition from pre-transition analysis, optimization, validation, and transition testing to cutover. The transition is coordinated and supervised by an Oracle Technical Account Manager from start to finish.

Oracle Transition Service is available for the following types of packaged applications transitions:

- Java transition
- Oracle E-Business Suite transition
- Oracle PeopleSoft transition
- Oracle Siebel Customer Relationship Management (CRM)
- Oracle JD Edwards EnterpriseOne
- Virtualized workload transition: VMware / Kernel Virtual Machine (KVM)

Key Features

- Transition of
  - Java
  - Oracle E-Business Suite
  - Oracle PeopleSoft
  - VMWare / Kernel Virtual Machine
  - Oracle Siebel CRM
  - Oracle JD Edwards EnterpriseOne
- Database transition up to 2TB included in transitions of E-Business Suite, PeopleSoft, Siebel CRM, and JD Edwards EnterpriseOne
- Pre-transition analysis
- Transition planning, execution, and validation
- Unique tools and automation
- End-to-end project management and governance by an Oracle Technical Account Manager

Key Benefits

- Safe and efficient transitions
- Risk mitigation

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Transitions of Oracle E-Business Suite, Oracle PeopleSoft, Oracle Siebel CRM, and Oracle JD Edwards EnterpriseOne include transition of one Oracle Database of up to 2TB. Larger or additional databases can be addressed with Oracle Transition Service for Databases.

Recommended Services

- Oracle Transition Service
  - Oracle Servers and Storage
  - Oracle Database
- Oracle Workload Planning and Design
- Oracle Advanced Support Knowledge Workshop
- Oracle Cloud Priority Support
- Oracle Data Transfer Service

Transition of Java

SERVICE	DESCRIPTION
Service Scope	• Transition of any Java Enterprise Edition (JEE) compliant archive deployments (Oracle WebLogic, WebSphere, JBoss, Tomcat, etc.) • Mapping of deployment descriptors to Oracle WebLogic server specific deployment descriptors • Support transition across platforms • Configuration of Java Cloud Service (JCS) instance equivalent to on-premises domain (including Oracle WebLogic, Coherence, and Object Type Definition - OTD)
Key Benefits	• Optimal transition with lowest possible downtime • Safe transition through resilience features and testing

	SERVICE COMPONENTS
Pre-Transition Analysis	• Rapid analysis of source environment and application • Identification and classification of all applications (application types, mission-critical, environment function) • Identification of JEE features used • Identification of incompatible options and features (non-Oracle WebLogic environments)
Transition Plan	• Creation of Transition Execution plan • Creation of domain transition and application Transition Plan
Transition Execution	• Multiple iterations to streamline process and address issues prior to go-live • Addressing common compatibility issues prior to transition
Validation	• Validation of transitioned applications • Reporting of transition status
Unique Tools and Automation	• Process driven workflow • Java Cloud whitelist tool utilized for validation

Transition of Oracle E-Business Suite

SERVICE	DESCRIPTION
Service Scope	• E-Business Suite version 12.1.3 or 12.2.3 or higher • Transition of DMZ, multiple AppTiers, Single Sign-On, SSL, printer integration, and more • Support of transition of Linux and Solaris platforms • Transition strategy including backup / backout and switchover • Includes transition of one Oracle Database of up to 2TB
Key Benefits	• Transition planning • Seamless transition of Oracle E-Business Suite applications • Optimal transition with lowest possible downtime

	SERVICE COMPONENTS
Pre-Transition Analysis	• Identification of patch and release levels • Identification of on-premises architecture (Single Sign-On, load balancing, etc.) • Identification of on-premises integration based on customer information (DMZ, email integration, printer integration, etc.) • Identification of software to be transitioned
Transition Plan	• Creation of transition scope and execution plan and, if needed, tailored scripts • Configurable transition approach by Oracle Advanced Support Engineers
Transition Execution	• Adjustments of transition tooling for optimal performance if needed
Validation	• Validation of transitioned software • Technical validation of transitioned environment • Technical validation of transitioned integrations • Technical validation of transitioned architecture (load balancing validation, concurrent manager validation, etc.)
Unique Tools and Automation	• Process driven workflow

Transition of Oracle PeopleSoft

SERVICE	DESCRIPTION
Service Scope	• PeopleTools version 8.5x or higher

	• Transition of DMZ, mid-tier, Single Sign-On, SSL, printer integration, and more • Support of transition of Linux and Solaris platforms • Support of Microsoft Windows-based Process Schedulers and Application Designer on Oracle Cloud • Transition strategy including backup / backout and switchover • Includes transition of one Oracle Database of up to 2TB
Key Benefits	• Transition planning • Seamless transition of Oracle PeopleSoft applications • Optimal transition with lowest possible downtime

	SERVICE COMPONENTS
Pre-Transition Analysis	• Identification of patch and release levels • Identification of on-premises architecture (Database Server, Apps Servers, Web Servers, Tuxedo, Process Scheduler, Single Sign-On, load balancing, etc.) • Identification of on-premises integration based on customer information (DMZ, email integration, printer integration, integration broker, etc.) • Identification of software to be transitioned
Transition Plan	• Creation of transition scope and execution plan and, if needed, tailored scripts • Configurable transition approach by Oracle Advanced Support Engineers
Transition Execution	• Adjustments of transition tooling for optimal performance if needed
Validation	• Validation of transitioned software • Technical validation of transitioned environment • Technical validation of transitioned integrations • Technical validation of transitioned architecture (load balancing validation, Process Scheduler validation, etc.)
Unique Tools and Automation	• Process driven workflow • Clear set of milestones and deliverables

Transition of Oracle Siebel CRM

SERVICE	DESCRIPTION
Service Scope	• Certified version of Siebel CRM environment with the required minimum patch levels • Transition of DMZ, Application Tier Siebel Native Load Balance, Mobile Web Client, Single Sign-On, SSL, and more

	• Support of transition of Linux and Solaris platforms • Transition strategy including backup / backout and switchover • Includes transition of one Oracle Database of up to 2TB
Key Benefits	• Transition planning • Seamless transition of Oracle Siebel CRM applications • Optimal transition with lowest possible downtime

	SERVICE COMPONENTS
Pre-Transition Analysis	• Identification of patch and release levels • Identification of on-premises architecture (Database Server, Siebel Web Server, Web Server, Siebel Server, Single Sign-On, load balancing, etc.) • Identification of software to be transitioned
Transition Plan	• Creation of transition scope and execution plan and, if needed, tailored scripts • Configurable transition approach by Oracle Advanced Support Engineers
Transition Execution	• Adjustments of transition tooling for optimal performance if needed
Validation	• Validation of transitioned software • Technical validation of transitioned environment • Technical validation of transitioned architecture
Unique Tools and Automation	• Process driven workflow • Clear set of milestones and deliverables

Transition of Oracle JD Edwards EnterpriseOne

SERVICE	DESCRIPTION
Service Scope	• Certified configuration of JD Edwards EnterpriseOne version 9.1x or higher • Lower versions than v9.1x using a virtualized image • Conversion of non-Oracle databases to Oracle databases • Transition /Setup of Enterprise Server Clustering, Public Internet Access, LDAP or Single Sign-On, SSL, and more • Support of transition of Linux OS, Solaris OS, or Windows OS w/Oracle platforms • Transition strategy including backup / back-out and switchover • Includes transition of one Oracle Database of up to 2TB
Key Benefits	• Transition planning • Seamless transition of JD Edwards EnterpriseOne applications • Optimal transition with lowest possible downtime

	SERVICE COMPONENTS
Pre-Transition Analysis	• Identification of patch and release levels • Identification of on-premises architecture (Database Server, Enterprise Server, Enterprise Server Instances, Developer Clients, Single Sign-On, load balancing, etc.) • Identification of software to be transitioned
Transition Plan	• Creation of transition scope and execution plan and, if needed, tailored scripts • Configurable transition approach by Oracle Advanced Support Engineers
Transition Execution	• Adjustments of transition tooling for optimal performance if needed
Validation	• Validation of transitioned software • Technical validation of transitioned environment • Technical validation of transitioned architecture
Unique Tools and Automation	• Process driven workflow • Clear set of milestones and deliverables

Transition of Virtual Machines (VMware/KVM workloads) with Oracle Ravello Cloud Service

SERVICE	DESCRIPTION
Service Scope	• Transition of VMware or Kernel-based Virtual Machine (KVM) workloads with complex networking on cloud environment without any changes (lift and shift) • Deployment of complex multi-Virtual Machine application environments to the Oracle Cloud environment • Running Virtual Networking labs • Creation of blueprints and re-use of application configuration
Key Benefits	• Accelerating customer adoption from competitive platforms to a modern Oracle Cloud platform • Cost efficiency: If you are using VMware ESX/ESXi bare metal hypervisor, and KVM - Linux hypervisor, you will no longer need to invest in VMware licensing • Reduction of transition time, and mitigation of process related errors

	SERVICE COMPONENTS
Pre-Transition Analysis	• Identification of subscriptions, users and roles, access control • Network and security review in order to understand your security constraints • Test and deployment planning
Transition Plan	• Creation of transition scope and execution plan

	• Discovery of VMware/KVM applications • Basic validation test and demo
Transition Execution	• Environment readiness: Images upload and review, blueprint, canvas, network review, load balancing configuration • Transition test and proof of concept: test transition of one targeted environment with user and business test • Workload transition: Live transition of VMware instances on Oracle Ravello Cloud Service
Validation	• Validation test: Access, operation and monitoring, network and security • Post transition validation test: Application and data, users and roles, connectivity and networking, customer operational procedure
Unique Tools and Automation	• Process driven workflow • Rich reporting and logging throughout all phases of transition

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Integrated Cloud Applications & Platform Services

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