

# Oracle Managed Application Cloud

As an Oracle Applications customer, many of your most critical business operations depend on Oracle products. In today's digital economy, the challenges of managing these environments are becoming more complex and critical to the future success of your business. Adopting a modern, managed Oracle Application strategy can help you stay relevant and accelerate innovation as your organization evolves.

## A MODERN, MANAGED ORACLE APPLICATION EXPERIENCE

Oracle Managed Application Cloud by Advanced Customer Services can help you get a greater return on your Oracle Applications investment. This service extends Oracle Application integration with Oracle Cloud Infrastructure and provides tailored, managed services to maximize availability and performance while optimizing cost. Oracle Managed Application Cloud service is an all-inclusive offering that provides the cloud compute and storage in addition to comprehensive lifecycle management of your Oracle Application footprint.

## INCREASED PRODUCTIVITY AND EFFICIENCY

Many Oracle Applications customers face challenges managing their environments including minimizing downtime of mission-critical applications and identifying and resolving performance bottlenecks in critical business transactions. Additionally, it may take a long time, often weeks, to provision an environment for development teams. Oracle Advanced Customer Services, with its unique experience in deploying applications in the cloud, has modernized its approach for lifecycle management to assist enterprises in rapidly adopting and realizing the benefits of running their applications on Oracle Cloud Infrastructure.

## DRIVING VALUE TO YOUR BUSINESS

- **Reduced Risk.** Advanced Customer Services has years of experience managing hundreds of environments in the cloud. Oracle Managed Applications Cloud Service comes with disaster recovery and availability SLAs of 99.5% while leveraging proprietary predictive monitoring tools that automatically resolve technology stack related issues. Take advantage of proprietary business transaction monitoring for critical business processes and experience a 360-degree view into your environment, services, and entitlement consumption via Oracle Pulse® portal, on your mobile device, or via your desktop. Advanced Customer Services delivers superior management of application environments via automation tools for provisioning, patching, upgrades, backup, and restore.
- **Increased Productivity.** Customers can easily scale their service by spinning up and spinning down environments along with making use of DevOps integration to align with evolving business needs. Rapidly provision and clone production, test, and development environments. Bring new features into production or test new features with up-to-date production data, allowing development teams to enhance software quality and increase speed to market.

## Key Business Benefits

- Scalable service with a single subscription inclusive of Oracle Cloud Infrastructure and lifecycle management
- Reduced business risk through SLA- driven complete lifecycle management
- High business productivity with rapid provisioning and elasticity
- Lower total cost of ownership
- Flexibility in deployment, management, and service coverage
- Freedom from infrastructure capital expenditure, and protection from platform obsolescence

## Key Service Features

- Billing based on compute capacity and storage used for running your applications
- Pay only for what you consume
- ITIL-based lifecycle management: Access, change, configuration, release, capacity, continuity, security, incident, and problem management
- Industry leading application availability SLA of 99.5% and disaster recovery support
- User experience and key transaction monitoring
- Fast provisioning of production, test, and development environments
- Ability to spin-up or spin-down management of non-production environments

- **Lower Total Cost of Ownership.** This comprehensive service includes Oracle Cloud Infrastructure compute and storage, right-sized to your requirements, so you only pay for what you need. Consumption pricing along with product automation and intellectual property help reduce the total cost of your managed environment.

## THE ADVANCED CUSTOMER SERVICES ADVANTAGE

Oracle Managed Application Cloud is a complete service with consumption-based pricing that includes the Oracle Cloud Infrastructure compute, storage, and 24/7 lifecycle management services by Advanced Customer Services. The Advanced Customer Services portfolio has a wide variety of additional services for Oracle Applications customers that help accelerate innovation and make business goals achievable.

- **Minimize Disruption and Drive Adoption.** Functional Services such as CEMLI management, help desk services, and technical administration support can help facilitate business continuity and promote user adoption.
- **Security and Compliance Services.** Advanced Customer Services offers managed services for database encryption, database vault, identity management, and compliance services to help keep customer environments secure and compliant.
- **Faster Provisioning and Elastic Capacity.** Provisioning of new environments is fast and within hours. As your business grows, **Additional Capacity Units (ACUs)** are available to extend the compute and storage required to run and maintain your environment. Customers can also spin-up or spin-down environments for feature development and testing, and enable managed services separately as needed.

## MAXIMIZE YOUR INVESTMENT

Maximize the return on your Oracle Applications investment by leveraging Oracle Cloud Infrastructure and partnering with Oracle Advanced Customer Services to manage your environments. The Oracle Managed Application Cloud service can help lower costs, improve application availability, and provide access to the latest advances in technology to continually improve and enhance your Oracle Cloud experience.

## Oracle Product Coverage

- Oracle E-Business Suite
- Oracle PeopleSoft
- Oracle Siebel
- Oracle JD Edwards
- Oracle Hyperion
- Oracle Value Chain
- Oracle Agile
- Oracle Transportation Management
- Oracle Business Intelligence

## Related Services

- Oracle Technology Cloud Transition Service for Oracle Applications Unlimited
- Managed Security Services
- Managed Cloud Helpdesk for Applications Unlimited

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## Integrated Cloud Applications & Platform Services

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