Oracle Cloud Excellence Implementer Program
Frequently Asked Questions

Program Overview

The Oracle Cloud Excellence Implementer (CEI) Program is focused on driving customer success with Oracle Software as a Service (SaaS) products. This new program identifies, recognizes and differentiates highly qualified consulting firms that demonstrate ongoing expertise, successful track records and superior customer satisfaction in Oracle Cloud implementations by specified geography and cloud service module.

General Program Questions

Q: What is the objective of the Cloud Excellence Implementer Program?

A: The Cloud Excellence Implementer Program is designed to increase partner success and customer satisfaction with Oracle Cloud implementations. It is a direct response to our clients' requests to assist them in identifying firms who have demonstrated expertise and ongoing success in implementing Oracle Cloud.

Q: How can I find out more about the program?

A: An overview of the CEI Program, including specific information about the criteria and benefits, is available on the OPN Portal at www.oracle.com/partners/goto/cei.

Q: What value does the Cloud Excellence Implementer Program provide to Oracle customers?

The Cloud Excellence Implementer Program provides a clear and objective view of partners' qualifications for implementing Oracle Cloud offerings. Customers are able to easily identify firms that have the required skills and cloud

implementation experience to help them successfully implement the module and in the geography required. Having clients choose proven consulting firms early in engagements ultimately drives customer success and satisfaction, and allows customers to realize the full potential of Oracle Cloud solutions.

Q: What value does the Cloud Excellence Implementer Program provide to me as an Oracle partner?

A: The program provides OPN members with an opportunity for further recognition and differentiation in return for committing to, investing in and prioritizing quality implementations. CEI partners will profit from high value OPN benefits and deeper engagement with Oracle as they continue to invest in building and maintaining a high quality certified Oracle Cloud practice. Some of the benefits include improved and economical training for your consultants, greater engagement from Oracle to develop implementation skills and deliver projects via a solution-based approach, and branding and promotion. For a complete list of benefits, visit the CEI Program Benefits page on the OPN Portal.

Q: What value does the Cloud Excellence Implementer Program provide to Oracle?

A: With partners providing successful implementations utilizing best practices and methodologies attained through Oracle training, our customers are more highly satisfied, leading to greater confidence in and loyalty to Oracle and our partners. This satisfaction promotes further business opportunities for all parties.

Q: Is the Cloud Excellence Implementer Program for sales, implementation or both?

A: Oracle's Cloud Excellence Implementer Program is focused solely on implementation success as defined by customer feedback and ratings.

Q: **Is the CEI Program focused on implementation across Oracle's entire product portfolio – including on-premise and hybrid implementations – or just cloud?**

A: The focus of the CEI Program is excellence in cloud implementation. The program's initial scope will include customer-focused cloud SaaS implementations. Scaling to cover other areas of Oracle Cloud portfolio will be considered after the initial launch. Please find the complete list of cloud service modules with the defined listing of geographies posted on the OPN Portal.

Q: **Does the CEI Program apply to PaaS and IaaS?**

A: At this time, the program is only available for partners implementing SaaS projects; however, all partners should have the same caliber of expertise and hold themselves to similar standards as what is required for the CEI Program, whether they are implementing SaaS, PaaS and IaaS. This level of excellence will contribute to overall success and drive continued business for Oracle as well as partners.

Alignment with the OPN Program

Q: **How does the Cloud Excellence Implementer Program relate to the Oracle PartnerNetwork program? Is there a minimum membership level to apply?**

A: The CEI Program is a part of the Oracle PartnerNetwork program which brings the strength of the Oracle and OPN brand. OPN members at the Gold level or above that have demonstrated ongoing excellence with implementing Oracle SaaS Cloud Services may apply.

Q: **How is this program different from OPN Specialization? How do my Implementation Specialist certifications relate to the CEI Program?**

A: The CEI Program evolves and elevates the value of specialization, providing real market differentiation by specific geography and at a cloud service module level. It focuses on cloud implementation success, requiring firms to have both the certifications and training required at the cloud service module level and to also demonstrate an ongoing success track record proven by customer satisfaction with each implementation engagement.

In contrast, OPN Specialization is more general in geographic scope and incorporates only a pillar-based focus on sales, presales, support and implementation skills. Customer references for OPN Specialization can be derived from any region and any module within a pillar. This level of specialization does not provide the specific differentiation required for customers to identify with confidence the consulting firm they need to implement specific cloud service modules within their geography.

With respect to Implementation Specialists, certifications are awarded to individuals based on their skills and expertise and can be used by partners to qualify for both CEI and OPN Specialized status.

Q. **If my company achieves CEI status, do the qualifying criteria carry over to the OPN Cloud Program designations or a higher membership level in OPN?**

A. The CEI Program recognizes a firm's ability to successfully implement specific Oracle Cloud Services modules. Some of these skills may overlap with qualifying criteria for related initiatives such as the OPN Cloud Program or Cloud Managed Service Provider Program, but they do not automatically qualify a partner for any other OPN programs.

Q: **Are the Cloud Excellence Implementer and OPN Cloud programs complementary? In which program should I invest?**

A: The CEI Program and the OPN Cloud Program recognize partners for different types of expertise and success. If a partner does not provide implementation services as a primary business function but they contribute to Oracle Cloud ARR through resell, cosell or referral and/or integrate their cloud services with Oracle's, they may choose to participate in the OPN Cloud Program. If a firm's primary business function is to implement Oracle cloud service modules that are included in the CEI Program, they may choose to apply for CEI status. If a partner's business features both of these functions, they may choose to participate in both programs.

Q: **If my company has achieved a Cloud Select, Cloud Premier or Global Cloud Elite designation, do we have to submit a separate application for the CEI Program?**

A: Yes. The OPN Cloud and CEI Programs are separate and have different objectives and criteria. OPN members must apply for each program as appropriate for their business.

Program Rules and Qualification

Q: **What are the criteria for my company to become a Cloud Excellence Implementer?**

To participate in the program, a firm is required to be an Oracle PartnerNetwork Gold level member or above and meet the defined competency and customer satisfaction criteria as published in the CEI Criteria Table on the OPN Portal.

Q: **Is there a cost to participate in the Cloud Excellence Implementer Program?**

A: There is no additional fee to participate in the Cloud Excellence Implementer Program. However, potential costs associated with the program may include training costs to attain and retain certification where appropriate.

Q: **Are there tiers of achievement and recognition within the Cloud Excellence Implementer Program as there are for OPN membership and OPN Cloud Program status?**

A: No, there are no tiers within the CEI program.

Q: **Can my company implement Oracle products and services at our customer's site if we are not approved in the Cloud Excellence Implementer Program?**

A: Customers may choose to use any firm they deem qualified for a particular project. However, Oracle will ensure customes are fully aware of the CEI program, its criteria, value and members. In markets where CEI firms are not yet available, Oracle will recommend that customers should seek implementation services from Oracle Consulting. As the capacity of the program grows and approved CEI firms become more readily available, customers will be able to select from a broad base of CEI firms for their specific cloud service implementation needs. Ultimately, the choice lies with the customers.

Q: **Can multiple partners be involved on the same project?**

A: Yes, multiple partners may be involved on the same project. The customer will rate the success of the experience with each implementer involved in their implementation.

Q: **What is the process to become a Cloud Excellence Implementer?**

A: A step-by-step guide, available on the CEI Program Overview page of the OPN Portal, will take partners through the process. The CEI Program Criteria Table provides details on the requirements which must be met before applying. The first step is to execute the Oracle Cloud Excellence Implementer Initiative Addendum to the Oracle PartnerNetwork Agreement. Once a partner has completed that step and they have determined that they meet the criteria, they may apply for the specific cloud service module(s) in the geography in which they would like to attain CEI status. The application to execute the addendum and the applications to become a CEI for each specific geography and cloud service module are available on the Oracle Partner Store.

Q: **Is my company eligible to pool resources across multiple entities to meet criteria for the Cloud Excellence Implementer Program? In other words, can offshore, nearshore, local, global, virtual and subcontracted resources count towards meeting criteria?**

A: CEI firms may meet the resource and project requirements of the CEI program with individuals who have the ability to deliver the required implementation certifications within the defined geography regardless of where the resource is located. However, subcontracting resources are not allowed to be used to meet criteria.

Q: **Explain the concept of "continuous criteria" and how that translates to the Cloud Excellence Implementer Program requirements.**

A: Once a firm has been accepted into the CEI program, they must continue to meet a set of ongoing engagement skills and implementation success criteria to retain their CEI status. For specific criteria, refer to the CEI Criteria Table on the OPN Portal.

Q: **What are the "CEI criteria"? How does the ongoing review process work?**

A. CEI criteria for ongoing participation must be fulfilled by CEIs in order to remain in the CEI Program. Examples of CEI criteria include: having a specified number of Oracle consultants trained and certified in the current cloud service release, reporting on a periodic basis status update for all in-progress engagements, quarterly capacity and skills planning interlock discussions with Oracle, and maintaining excellent customer satisfaction scores. The full list is available on the CEI Program Criteria Table on the OPN Portal. The review will be conducted by regional Alliances & Channels (A&C) account teams and Customer Success Teams.

Q: **What happens if a partner fails to meet the ongoing criteria requirements?**

A: If a CEI firm fails to meet the ongoing participation requirements, they will receive notification detailing the specific criteria areas and geographies that are in non-compliance. A review with Oracle will drive the completion of an agreed upon performance improvement strategy. The CEI will be expected to resolve any gaps in criteria within the standard 90-day period; however, at Oracle's sole discretion and based on specific scenarios requiring more than 90 days to resolve, Oracle may extend the time to resolve to no more than 120 days.

Certification Requirements and Implementation Standards

Q. **Is CEI Program status a certification for a solution, product family, or product module?**

A. CEI Program status is not a certification. The criteria to qualify and maintain CEI status requires Oracle Cloud Services implementation certifications in specific Oracle Cloud Services modules.

Q: **How often does my company have to renew our status in the program?**

A. CEI firms must continually meet the defined CEI ongoing success criteria to stay in the program. When new releases of qualifying Oracle Cloud Services modules or new Oracle Cloud Services modules are made available for certification, the

CEI firm will have 180 days to complete the new release training and certification to maintain their CEI status. Besides ongoing tracking of success criteria fulfillment, validation of program membership criteria, including execution of the Addendum, will be conducted in conjunction with the general OPN membership validation and renewal.

Q: **Does the CEI Program require a specific project management process? Are any industry certifications required?**

A: At the initial launch, Oracle does not require a specific project management process or accreditation. The standard of excellence for project managers is their demonstrated success with Oracle Cloud implementations.

Q: **How does Oracle define an "implementation"?**

A: An implementation is defined as all activities and services required to successfully install software and assist an organization in adopting and utilizing the software to support the processes of that organization. The CEI Program is initially focused only on Oracle's SaaS cloud service modules, and a project must center on the implementation of those modules to be eligible for CEI qualification. Advisory services are not considered a sufficient engagement to assist a customer in an implementation effort and would be discouraged as the sole consulting engagement.

Q: **Will my company be rated for each implementation? If so, what is the scale / rating system?**

A: Yes, each individual engagement project will require that a customer complete a Customer Satisfaction Survey at Go-Live and 120+ days after Go-Live. Customers will rate the implementation project on a scale of 1-10, with a 7 being the minimum score required to reflect customer satisfaction.

Q: **What is Oracle's definition of a successful implementation? Will Oracle provide visibility to my ratings by customers?**

A: A successful implementation is determined by the customer and recorded via the Customer Satisfaction Survey, where a minimum rating of 7 is required on a scale of 1-10. It is based on the

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customer confirming that the implementation meets their expectations with respect to being on time, on budget and with sufficient enablement and stabilization in place for long term success. Oracle will use this information only during the CEI program application process and the ongoing performance criteria requirements. The data will not be shared publicly.

Q: **Can customer surveys be used outside of the geography in which the implementation occurred? For example, if a partner is in France, can they use a customer survey for an implementation in Germany?**

A. Yes, as posted on the OPN Portal, the customer survey must align with the with the module(s) and geography or geographies for which partners are applying for CEI status. The actual location of the partner or partner resources are not relevant.

Q: **If a partner meets the certified consultant and project manager criteria but does not have 2 successful implementations under their belt and/or survey results because projects have not gone live, how will Oracle help them?**

A. We encourage the partner to either team with another Implementer that has attained CEI status in those Oracle Cloud Services modules or work with Oracle Consulting until they are able to complete ALL criteria to get into the CEI program.

Q: **How is "Oracle trained" defined in the context of the CEI ongoing engagement criteria, Minimum of 80%, and a goal of 100% of all consultants being billed must be Oracle trained on the module being implemented?**

A. "Oracle trained" includes Oracle University training, Platform Technology Services (PTS) Training and formal Oracle sponsored internal Train the Trainer programs at partner locations, where they are leveraging experienced resources trained by Oracle to train other consultants.

Q: **How will Oracle rate an implementation that involves multiple partners?**

A: The customer will rate the success of the experience with each implementer involved.

Q: **What qualifications does my firm need to deliver a multi-pillar engagement?**

A: To deliver a multi-pillar engagement, a Cloud Excellence Implementer needs to be qualified in all cloud service modules being implemented and able to deliver in each defined geography involved.

Q: **If my company is applying to be a CEI, are we obligated to subcontract to Oracle Consulting Services?**

A: It is not required that Oracle Consulting Services (OCS) shadow a Cloud Excellence Implementer engagement. However, OCS is available upon request at a cost to the CEI to join their implementation team to provide guidance on leading implementation practices for Oracle Cloud products and solutions.

Q: **Does an individual implementation certification stay with an employee if he goes to work for another company?**

A: Certifications are for individuals. The certified individual contributes to fulfilling the criteria of the Cloud Excellence Implementer, which is the designation of the company. The individual implementation specialist receiving the implementation certification status may keep their implementation certification regardless of their employing firm.

Q: **What organization(s) within Oracle will be reviewing my company's qualifications and overseeing the management of my implementation projects?**

A: Oracle PartnerNetwork (OPN) is the overriding organization that oversees partner programs. Specifically, the CEI Program will be managed by OPN, co-administered by the Oracle Cloud Global Service & Support organization, and locally managed by the regional Alliances and Channels (A&C) organizations. Regional A&C organizations will monitor an implementer's qualifications to become a CEI firm and remain in the program.

Q. **How does Oracle address data privacy for information provided to Oracle as part of the Cloud Excellence Implementer Program?**

A: Oracle will only use the provided information in manners consistent with those specified in the

Oracle Partner Network agreement or any distribution agreements entered into with Oracle, or as otherwise indicated at the time Oracle is provided such information. As a partner, you agree to provide the relevant notices and obtain the consents required to share the information with Oracle.

engagements. Oracle intends to manage the capacity of the ecosystem and to have quarterly skills interlocks with approved CEIs.

Program Benefits

Q: **What additional tools, systems and methodologies are available through the CEI Program?**

A: There are many training and enablement benefits offered to Cloud Excellence Implementers. Please refer to the Cloud Excellence Implementer Program Benefits Table for detailed descriptions of the benefits.

Q: **Will Oracle promote and recommend Cloud Excellence Implementers to end customers?**

A: End customers will be able to identify CEI firms through the OPN Solutions Catalog, the Oracle Cloud Marketplace and other Oracle website references. Cloud Excellence Implementers will also be able to reference their CEI status in business development activities, including those on which they collaborate with Oracle.

Q: **If my company achieves CEI status, will Oracle provide leads to my company for implementation services?**

A: Oracle will engage CEI firms to match the skills of a Cloud Excellence Implementer to

ORACLE®
PARTNERNETWORK

Oracle Corporation, World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065, USA

Worldwide Inquiries
Phone: +1.650.506.7000
Fax: +1.650.506.7200

Integrated Cloud Applications & Platform Services