ORACLE EXPERT SERVICE FOR JD EDWARDS ENTERPRISEONE UPGRADES

By keeping your software investments current with the latest release, your organization benefits from the most up-to-date applications and features and allows you to keep pace in today's competitive marketplace. Unparalleled in the industry because of our commitment to customer satisfaction throughout the entire lifecycle, Oracle Consulting delivers engineered-to-order solutions that include best-in-class methodology and comprehensive solution expertise combined with an upgrade factory approach that simplifies and reduces risk in the application upgrade process.

KEY FEATURES

- Unparalleled Experience
- Reduced Costs
- Accelerated Timelines
- Fixed Deliverables
- Reduced Risk

KEY BENEFITS

- Reduced time to go-live with specialized service at the right time
- Low risk service delivered by dedicated teams utilizing best practices and reusable assets
- With over 1,500 successful upgrade projects, Oracle Consulting can accelerate time-to-value of Oracle E-Business Suite, JD Edwards EnterpriseOne, JD Edwards World, PeopleSoft and Siebel applications

Overview

The many different demands application upgrades can place on an organizations IT staff may sometimes make you feel like you need an additional pair of hands. Oracle Expert Services for Oracle Application Upgrades leverages Oracle Consulting's comprehensive knowledge of Oracle products and experience in customer upgrades to make your job easier by providing the right skills at the right time. These clearly defined, short-term upgrade services help your organization realize the full potential of Oracle products at any stage in the upgrade process, reducing risk and increasing the value of your Oracle investment.

Scope of the Offering

Oracle Expert Services for Oracle Application Upgrades are highly-flexible services that provide specialized skills with deep product knowledge in support of application upgrades. These high impact functional and technical services help you get real value at the right time in your upgrade project. From tactical projects such as CEMLI assessments, to strategic initiatives such as developing an upgrade roadmap, our expert consultants are available to assist with your upgrade project. We can help you:

- Decrease upgrade time and costs
- Reduce time to value
- Lower upgrade costs
- Minimize risk

Oracle Expert Services are delivered by Oracle specialists with years of experience in installing, managing and maximizing the power of Oracle systems. Oracle Expert Services put the body of Oracle's knowledge and skill at your disposal, delivering the benefits of unrivalled Oracle expertise and knowledge of current best practices in all areas of the Oracle product portfolio. No one knows Oracle better than Oracle.

Upgrade Service Portfolio

Oracle Consulting offers a full service upgrade option that can be customized and augmented to meet all of your upgrade requirements. Our best practices, templates, tools and delivery mechanisms are packaged into discrete services that can support the full project lifecycle and can be used independently, in combination with your own resources, or bundled together for optimal effectiveness:

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- **Oracle CEMLI Benchmarking and Analysis Service –** Using our CEMLI Benchmarking Tools, evaluates your organization's application CEMLI complexity score to understand your organizations customizations, how you rank against your peer groups and identifies target areas for customization reduction.

- **Oracle Upgrade Assessment and Roadmap** – Delivers an interactive, solution-based session to explore upgrade options and evaluate readiness. Includes an in-depth review of the existing application footprints, customizations, infrastructure, and business processes.

- **Oracle CEMLI Assessment** – Using our CEMLI Analysis Tools, assesses the current software environment including configurations, extensions, modifications, localizations, as well as any interfaces and provides recommendations to eliminate customizations using standard functionality. Conducts a CEMLI upgrade impact analysis to determine what customizations will be impacted by the upgrade.

- **Oracle CEMLI Upgrade Service** – Leveraging our Upgrade Factory approach, analyzes impact of upgrade on customizations to determine the customizations that can be removed during the upgrade process. Provides support for CEMLI retrofit activities during upgrade project and supports the upgraded CEMLIs during system test and user acceptance testing.

- **Oracle Functional Upgrade Service** – Using our Upgrade Factory approach, reviews existing, interfaces and configurations to compare against new release applications and technology. Extends functionality, enables reduction of customizations and interfaces reducing TCO and promoting standardization. Develops an overall functional upgrade strategy, understands the current customizations required and new functionalities to be incorporated as part of the new release, provides setup and configuration assistance of the new application's release features and user learning and adoption.

- **Oracle Technical Upgrade Service** – Using our Upgrade Factory approach and upgrade labs, completes a pure technical upgrade of the existing Oracle applications environment to the latest release. Assists your team with an initial trial upgrade as well as provides support for multiple test upgrade iterations including the final move to production.

- **Oracle Expert Services for Upgrades** – Highly-flexible and designed to work with your staff and partners, Oracle experts help organizations get to the latest technology with the necessary skills, at the right time, in support of product upgrade activities.

- **Oracle Solution Modernization** – Helps organizations maximize their return on investment in Oracle applications by taking full advantage of existing applications features and functionality and by extending current solutions with additional capabilities either as part of an upgrade or new implementation.

How We Are Different

The Oracle Consulting team is focused exclusively on Oracle Technologies, and we have the experts that others turn to for leading practices in Oracle hardware and software implementations. We know how to best optimize your investment in Oracle products and can provide your business with tightly integrated, comprehensive, superior services throughout your ownership experience.

Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations

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across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative, or visit www.oracle.com/consulting.

Oracle is committed to developing practices and products that help protect the environment

Hardware and Software, Engineered to Work Together

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