ORACLE APPLICATIONS CLOUD ADOPTION CONSULTING SERVICE

EMEA Oracle Consulting offers a number of services that focus on successful implementation of Oracle’s SaaS Applications. The Oracle Applications Cloud Adoption Consulting Service leverages best practices to provide remote system support for your Oracle SaaS applications and help you maximise the value of your Oracle SaaS investment.

Oracle Consulting Overview

OCS (Oracle Consulting Services) is the largest SaaS service organization in EMEA with a dedicated and extended (near shore/off shore) team of over 300 highly-skilled Oracle consultants experienced in Oracle SaaS applications. These teams are focused on Oracle Cloud Applications such as Fusion, Taleo, CRM OnDemand, RightNow and Social Relationship Management to serve more than 600 customers.

OCS has been working closely with Oracle Development and Product Marketing over the last years to ensure full Oracle SaaS readiness in the field, delivering successful implementations of our Oracle Cloud applications at our customers.

Oracle Applications Cloud Adoption Consulting Service

It begins shortly before the first go-live and can run as long as you’re an Oracle SaaS applications customer.

IT applications are not static and should be able to adjust to your ever changing eco-system and requirements. Whilst large changes are usually treated as projects, smaller changes don’t justify a large project or maintenance organisation or highly skilled experts, but you still want to implement them efficiently and without error in a timely manner.

In order to help you cope with these smaller changes, Oracle Consulting offers the Oracle Applications Cloud Adoption Consulting Service. Currently the following services are available:

Remote System Support (RSS)

As part of this service, an offshore team analyzes the current usage of your system and, when required, makes adjustments to the UI, functionality and process in order to accommodate changed business requirements. This service also facilitates optimization, assistance with questions and issues, and is normally initiated at the beginning of the deployment phase.

The Remote System Support service consists of:

- A helpdesk and no-hassle admin delivered offshore / remotely which provides:
  - Guidance to end users in order to answer queries from the users during their day to day operations such as:
    - “How to” on delivered product functionality
    - “What if” scenarios around delivered product functionality
  - Application Configuration:
    - Creating and updating configurations related to enterprise structures or list of values

KEY FEATURES

- Remote System Support (RSS) with an offshore team to accommodate small changes (e.g. add a new field) and assist with questions and issues
- Value Maximisation Assessment (VMA) for finding the optimum balance between licenses, SaaS functionality and business requirements in order to increase ROI
- Specific offerings available for Oracle RightNow CX Customers

KEY BENEFITS

- Extend your team in a flexible way with functional / technical SaaS experts
- Drive user adoption and increase productivity
- Single point of contact
- Maximise ROI
WHY ORACLE CONSULTING

- Leading Expertise: Oracle's own experts provide thought leadership for every Oracle solution
- Broad Coverage: “End-to-end” lifecycle services across the entire Oracle product footprint
- Global Scale: 13,000 Oracle experts in 145 countries, serving over 20 million users
- Unified Methodology: Based on industry standards, high quality results across complex projects
- Flexible Delivery: Onsite, offsite, and offshore, along with innovative solutions such as Expert Services and Architecture Services
- Suite of Services: Consulting services to suit all customer needs, including readiness assessments, installation, implementation and architecture advisory services, and business process mapping

- Security administration: Users and roles management and password resets
- Service Request Management:
  - Additional bandwidth and knowledge to help you resolve any issues you may encounter
  - Single point of contact
- On-boarding assistance
  - Remotely delivered tutorial to help new hires getting used to Oracle Cloud Applications quickly

Next to the standard assistance as described above, the following add-ons are available:

- Additional release support (5 days per release)
- Report builder services – developing new reports or extending existing reports (at request)
- Integration extension services – adjusting existing integration solutions (at request)
- Functional deployments – developing work packages to roll-out small releases with new functionality (at request)
- Customer Success services: for 1st year customers only (5-6 days post go-live support)

An example of working with the customer to build a broader service experience

Value Maximisation Assessment (VMA)

This post go-live service will deliver a report detailing the following:

- An overview of your current Oracle SaaS licenses
- High level fit gap analysis of your Oracle SaaS applications usage and the functionality available based on your Oracle SaaS licenses
- Recommendations for growth, optimisation and increasing maturity

Adoption Services for Oracle RightNow CX Customers

Oracle Consulting has two service offerings available specifically for Oracle RightNow CX customers, providing access to technical and functional consultants, and user administration assistance for your Oracle RightNow CX environment.

- CX Cloud Managed Services
- Outsourced Solution Administration (OSA)

Key Benefits

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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 optimise your investment in Oracle products and can
provide your business with tightly integrated, comprehensive, superior services throughout your ownership experience. Close relationships with Oracle Product Strategy and Development allow us to gain insights into product functionality whilst influencing product design.

**Getting Started**

Leverage Oracle’s methods, tools, and extensive experience with customer implementations 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](http://www.oracle.com/consulting).