

PEOPLESOFT TECHNICAL UPGRADE SERVICE

SCHEDULE YOUR TECHNICAL UPGRADE SERVICE TODAY

KEY FEATURES

- Upgrade factory approach
- Unparalleled experience
- Reduced costs
- Accelerated timelines
- Fixed deliverables
- Coordinated communication
- Risk mitigation

KEY BENEFITS

- Fixed price technical upgrades
- Reduced time to go-live with a proven delivery method utilizing standard templates and tools
- Low risk service delivered by dedicated teams utilizing best practices and reusable assets
- Unparalleled Expertise – over 1000 Solution Center upgrades

Since Oracle's Application Solution Center's beginnings in 1997, we have consistently delivered value, quality, and outstanding customer service to over 1,000 application upgrade customers.

Application Solution Center

Oracle's Application Solution Center provides customers with an integrated bundle of services for upgrading Oracle's various product lines. Oracle Application Solution Center employs a dedicated high-speed technical infrastructure and environment in addition to the breadth and depth of upgrade experience provided by our upgrade experts. These unique assets allow the Oracle Application Solution Center to provide a distinct suite of deliverables that produce upgrades with lower costs, shorter timelines, and higher quality than any other upgrade alternative.

The Oracle Application Solution Center is designed for rapid and predictable upgrades and implementations. Our best practices, templates, tools and delivery mechanisms are packaged into discrete services and workshops that support each unique project. The services support the full project lifecycle and can be used independently, in combination with your own resources, or bundled together for optimal effectiveness.

PeopleSoft Technical Upgrade Service Details

The upgrade service provides a rapid and cost-effective upgrade to the latest version of PeopleSoft Enterprise. Through this service, Oracle can provide customers with either a major release (e.g. 9.0/9.1 to 9.2) or multi-step (8.0/8.3/8/4/8.8/8.9 to 9.2) upgrades of their PeopleSoft application.

Scope of the Offering

Oracle's solution center approach to service delivery consists of a remote upgrade, using Oracle's tools, methodologies and best practice; and includes the following:

- Certified Installation of PeopleSoft Enterprise 9.2
- Upgrade Overview Session
- Customization Evaluation and Reporting Package
- Initial Upgrade Test Move
- Customization Reapply/Retrofit Services
- Upgrade Test Moves 2, 3+
- Final Go Live Move to Production upgrade support

In addition, you can choose the level of interaction that you require from Oracle Consulting. The core offering is the technical upgrade service where Oracle consulting provides the technical upgrade – running the actual upgrade event – while your team provides the overall project management and functional upgrade support. However, if you require a higher level of upgrade support, Oracle Consulting can also provide services that accommodate the functional

WHY ORACLE CONSULTING

- **Leading Expertise:** Oracle's own experts providing 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.

RELATED SERVICES

The following services are available from Oracle Consulting:

- Upgrade Assessment Service
- Upgrade Advisory Service
- Strategic Upgrade Roadmap Service
- Functional Upgrade Service
- Upgrade Testing Service
- CEMLI Upgrade Service

upgrade, CEMLI upgrade, testing, and overall upgrade project services.

Oracle Consulting also offers a full service upgrade option where the technical upgrade service can be customized and augmented to meet all of your upgrade requirements:

- Upgrade Advisory
- Upgrade Assessment
- Functional Upgrade Services
- CEMLI Upgrade Services
- Upgrade Testing Services
- Overall Upgrade Project Services

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 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

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Hardware and Software, Engineered to Work Together