

Capgemini's Next Generation Oracle Cloud Support Model

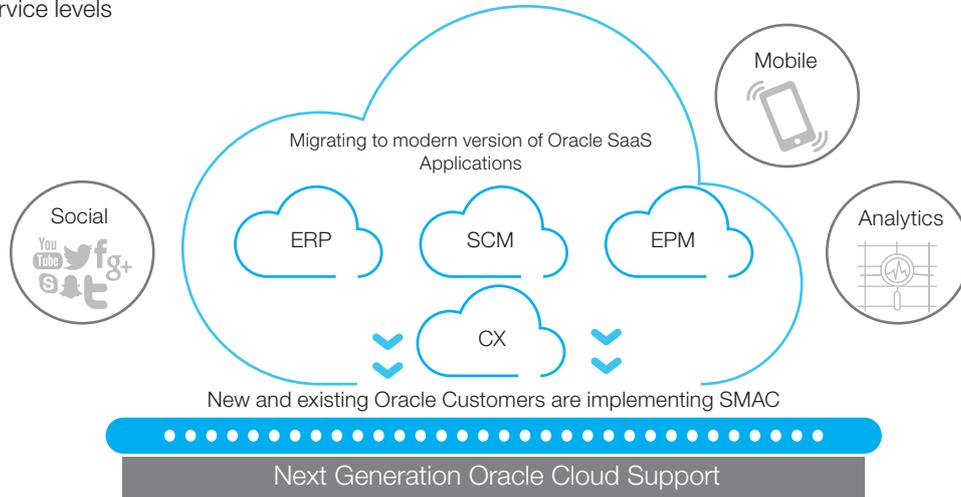


Oracle Cloud services are growing rapidly. More and more customers are migrating to modern versions of Oracle's Software-as-a-Service (SaaS) ERP, SCM, CX and EPM Suite or transferring applications to Oracle's Platform-as-a-service (PaaS) or Infrastructure-as-a-service (IaaS) environments to control infrastructure costs and reduce overheads. In addition to this changing landscape, new and existing Oracle customers are implementing Oracle Social, Mobile and Analytics applications which can add further layers of complexity to their IT estate. The integration of these modern SMAC (Social, Mobile, Analytics, Cloud) applications while the business adapts itself to all things digital, results in entirely new or hybrid operating models which need additional support and expertise to complement the basic support provided by Oracle.

This modern approach to delivering business functions from Oracle Cloud mandates a responsive application support model tuned to supporting these changes and adept at absorbing and translating their positive impact into business success in the long run. To meet these challenges Capgemini has developed a specialist applications support model, supplementing Oracle's own support services- "Next Generation Oracle Cloud Support".

Our Next Generation Oracle Cloud Support model offers three Cloud support models – Gold, Silver and Bronze – which act as a wrapper to Oracle’s own Cloud Services in order to manage the ongoing technical relationship with Oracle and bring about the following benefits to, the client:

- A single experienced source for all your application support queries
- The expertise and understanding to manage Oracle support and track all Oracle Standard Requests (SRs)
- A more, business, aware support focus
- The ability to extend support to related interfaces and your wider applications estate
- Customised service levels



These three support options give our clients the flexibility in selecting the level of additional support that they will need together with clarity on the exact service scope and price. However; a specific applications support model for Oracle Cloud services can also be tailored by Capgemini to your exact needs. Our Gold, Silver and Bronze support options are described below:

Gold

A comprehensive applications support model offering enhanced support for your business critical Oracle services.

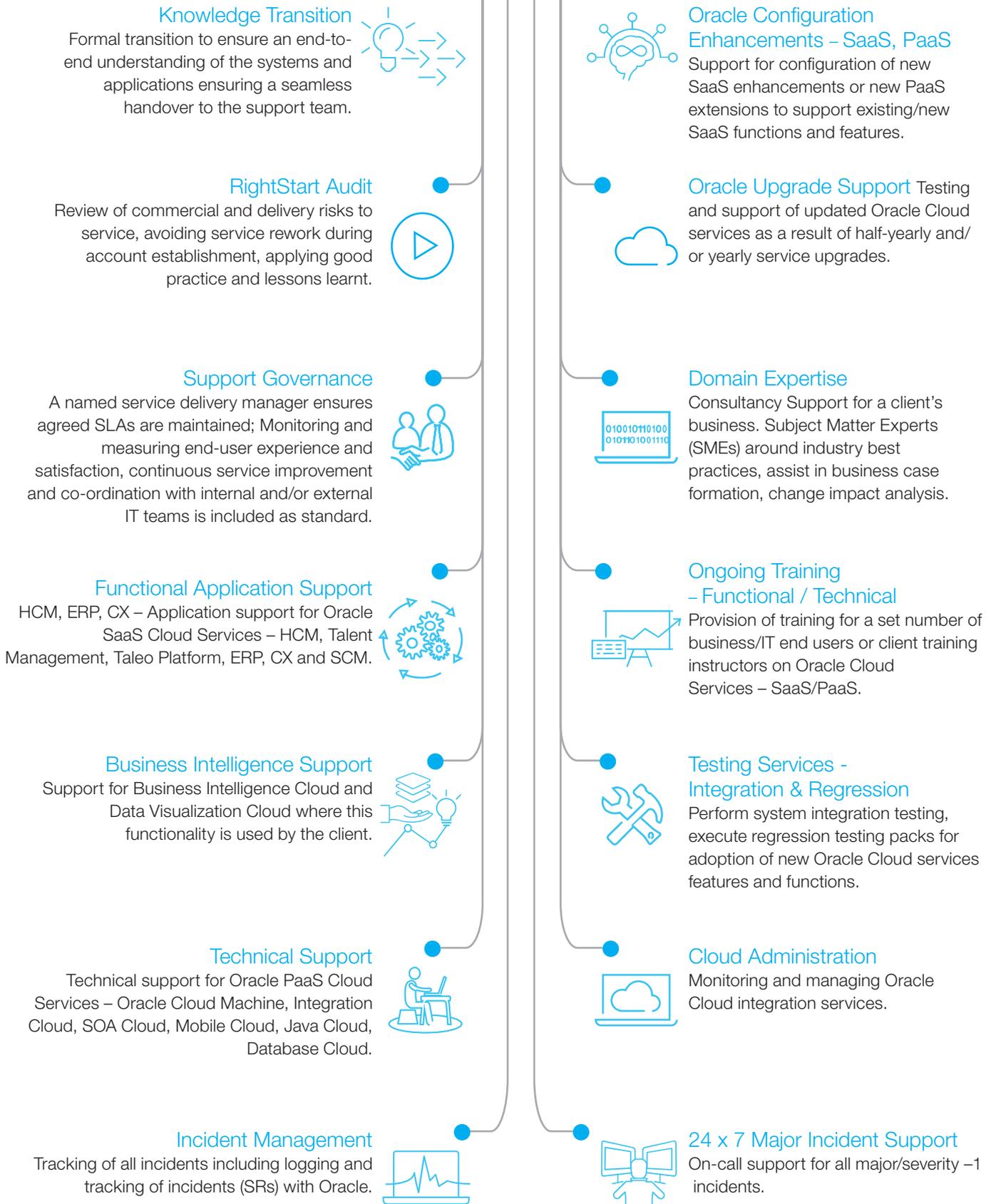
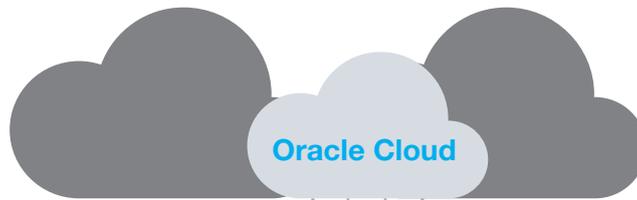
Silver

An intermediate applications support model for organisations extending their Oracle Cloud Services footprint.

Bronze

A model offering an essential support wrapper for Oracle Cloud Services.

Capgemini's Next Generation Oracle Application Support Services	Service Offering		
	Gold	Sliver	Bronze
Start Up			
Knowledge Transition	✓	✓	✓
RightStart Audit	✓	✓	✓
Support Features			
Service Management and Governance	✓	✓	✓
Incident Management	✓	✓	✓
Release Management	✓	✓	✓
Functional Application Support (Oracle SaaS modules)	✓	✓	✓
Technical Support (Oracle PaaS configuration)	✓	✓	
Business Intelligence Support – BICS, OBIA	✓	✓	
Oracle Configuration Enhancements - SaaS, PaaS	✓		
Cloud Administration	✓	✓	✓
Oracle Upgrade Support	✓	✓	
24 x 7 Major Incident Support	✓	✓	
Additional Services			
Ongoing Training – Functional/Technical	✓		
Testing Services – Integration & Regression	✓	✓	
Domain Expertise – HR, Payroll, Finance	✓		
New Service Introduction – SaaS, PaaS	✓		



Our preferred model for supporting Oracle Cloud is via our distributed delivery model, Rightshore™, which focuses on deploying the right resource in the right location at the right time for a reduced total cost of ownership (TCO). Rightshore™ relies on our network of industrialised delivery centres in UK and India. Support entirely from the UK using suitably cleared Capgemini UK employees is also an option if a client chooses to use Oracle Government Cloud for more sensitive applications and data.

To know more about Capgemini's Next Generation Oracle Cloud Support Model, please contact:

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About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 revenues of EUR 12.5 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organisation, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Learn more about us at www.capgemini.com.

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