



IBM Application Services for Oracle

Highlights

- ***Provides cost-effective management of Oracle E-Business Suite***
- ***Leverages on demand solutions and services to simplify IT management responsibilities***
- ***Provides professional support and application enhancements to optimize solution capabilities***
- ***Offers a choice of delivery models to support varying application management needs***
- ***Relies on automation to help reduce costs and complexity***

Providing cost-effective management of Oracle E-Business Suite solutions

As IT departments face mounting pressure to enhance their companies' competitive edge, empower employees and reduce costs, many are turning to the utility computing model for their enterprise applications. IBM is the leader in delivering software as a service for companies interested in accelerating speed to benefit, improving reliability, maximizing user satisfaction, and deferring costs for infrastructure, tools and talent.

Your company can quickly and cost-effectively benefit from IBM's significant investments in automation and expertise in managing and supporting the Oracle E-Business Suite (EBS). The Applications on Demand service gives our clients the flexibility to deploy Oracle EBS on IBM's infrastructure or to have IBM's experts manage the application on existing assets. Engaging IBM means that key IT talent is freed up to focus on strategic initiatives such as building your company's core business and sustaining competitive advantage.

Whether you are considering an upgrade to the latest version of Oracle EBS or are rapidly rolling out a new implementation, Applications on Demand can arm your company with a powerful toolset for achieving your business objectives.

Simplifying IT management with the help of on demand solutions and services

Applications on Demand is a suite of professional services, application management solutions and infrastructure services. Clients can access Oracle E-Business Suite without running and maintaining the application in-house. IBM is an Oracle Outsourcing Application Partner, with years of hands-on experience with Oracle technology. Participation in the Oracle Outsourcing Application Partner program is limited to IT service leaders and outsourcing innovators that have demonstrated proficiency in managing Oracle EBS and that hold a commitment to achieving the highest levels of client satisfaction. The IBM Oracle team and our partners can manage your new or existing Oracle EBS footprint.

When to use IBM Application Services for Oracle

New implementations— defer substantial investments in infrastructure, tools and talent

Upgrades and new functionality— maximize your investment in Oracle E-Business Suite by adding new modules, implementing new features or addressing new business requirements such as Sarbanes-Oxley compliance

Manage complexity— reduce human error, complexity, and cost of manually managing patches, by leveraging IBM's automations

Proactive monitoring— improve system uptime, performance and availability with 24x7 monitoring and health checks

Operational excellence— obtain a solution for refreshes, backups, storage, security reengineering or disaster recovery

Staffing requirements to run Oracle EBS can be daunting. Companies must retain experts in information security, database administration, O/S management, hardware, networking, Oracle EBS administration, development and business analysis. Applications on Demand delivers reliable and scalable access to these expert managed services without the overhead of retaining full-time staff.

IBM has over 1,000 Oracle databases under management and has completed over 325 Oracle E-Business Suite projects. IBM leverages its experience, automations and tools to streamline applications management, upgrades or new implementations, reducing traditional timelines by 50 percent and costs by 25 percent or more.

Applications on Demand offers IBM Application Services for Oracle - OnSite to deliver applications management for Oracle E-Business Suite running on your infrastructure and IBM Application Services for Oracle - Full Service for an end-to-end managed service, including managed infrastructure.

Optimizing solution capabilities with the help of professional services

IBM Professional Services for Oracle allow our clients to tap into an experienced pool of certified professionals for help with:

- *Performance testing*
- *New implementations or new functionality*
- *Upgrades*

- *Project management*
- *New development, customizations, interfaces*
- *Offshore services*
- *Integration services*

IBM Application Services for Oracle - Enhancements is a set of fixed-priced application enhancements, such as reports, modifications, customizations or interfaces, for Oracle E-Business Suite. IBM Application Services for Oracle - Enhancements is delivered from a menu of fixed-priced, high-quality event-based deliverables. Moving to IBM Application Services for Oracle - Enhancements shifts clients away from a focus on FTEs or hourly rates, and provides predictable pricing.

IBM's proprietary Fastlane Methodology, a proven toolkit and project methodology, establishes repeatable processes and deployment methods for Oracle E-Business Suite implementations. Upgrades are also accelerated through the Fastlane Methodology's use of templates, tools and technology. Secure reference builds and automations have streamlined infrastructure rollout, allowing IBM to reduce project timelines by 50 percent or more, compared with industry standards. Project management processes, such as reusable issues log templates and risk management templates, are held within a structured knowledge repository and ensure knowledge reuse to benefit our clients.

Offering a choice of delivery models to support unique needs

IBM offers different delivery models to suit your applications management needs.

IBM Application Services for Oracle - Full Service is an end-to-end enterprise solution delivering applications management and infrastructure support services—servers, storage, networking, monitoring, security, 24x7 break/fix support and data center for a predictable monthly fee.

IBM Application Services for Oracle - OnSite is a remote applications management service for Oracle EBS instances running on client-managed infrastructure and is available for a predictable monthly fee. IBM Application Services for Oracle - OnSite allows clients to benefit from IBM's application management expertise and leverage existing investments in client infrastructure. IBM Application Services for Oracle - OnSite represents the fastest, least-expensive means to access experienced applications management talent, tools and automations to eliminate patch management challenges and support Oracle E-Business Suite in a scalable 24x7 model.

IBM Application Services for Oracle - Development offers a fully installed Oracle environment deployed in as little as ten days, within a “pay-as-you-go,” utility-like model. IBM Application Services for Oracle - Development represents all of the benefits of having your own solution center at a fraction of the cost of having to build one.

IBM Application Services for Oracle - Development helps IT organizations reduce operational expenses by accelerating projects and deferring long-term investments in assets that are only required temporarily.

Reducing cost and complexity with the help of automation

Because IBM's core business is managing Oracle E-Business Suite for our clients, we have invested heavily in workflow and process automations. This helps IBM to streamline operations, reduce costs and accelerate execution of repeatable common tasks for our clients. IBM's automations can radically improve reliability metrics for our clients by eliminating manual tasks where human error commonly occurs.

IBM passes on the benefits of its operational efficiency by reducing client costs by 25 percent or more.

IBM automations for Oracle include:

- *Oracle environment creation/refresh*
- *Oracle object migration*
- *Oracle patch application*



IBM Full Service	All applications management and infrastructure to deliver applications on demand
IBM OnSite	Expert remote managed services of applications running on your infrastructure
IBM Development	A fully patched development environment in as little as ten days
IBM Enhancements	Application enhancements with fixed pricing based on deliverables, not hours
IBM Professional Services	Expert implementations, upgrades and project help



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