IBM Managed Services for Oracle Applications

Delivering Innovation for Oracle Managed Services

Oracle eBusiness Suite, PeopleSoft, JD Edwards, Siebel, Hyperion, OBIEE

Reduce your managed services spend up to 30% in 12 months

Do any of these scenarios for Oracle Applications maintenance sound familiar to you?

1. I have more tickets than expected which is keeping my maintenance budget high
2. There are recurring issues which never seem to go away and often at peak business periods that affect my business performance.
3. I would like to know an issue before the business tells me they have a problem, but this rarely happens
4. There is always a backlog of enhancements that don’t get delivered since most of the time is spent fixing issues
5. There is a significant lead time to estimate, initiate and deliver enhancements to the business
6. I do not see innovation and continuous improvement – I have a feeling we can do better but currently we are not even doing enough
7. I would like to explore new functionalities but also need to protect my investment in the Oracle estate

If you answered “Yes” to two or more of these questions, your TCO is probably high, you might be failing to meet the demands of your business and innovation is left for tomorrow…

…it’s time to optimize your Managed Services.

How IBM can help

IBM has been delivering Oracle Managed Services for more than 30 years. We have completely re-invigorated our model by embedding innovation through cognitive and automation in order to realize increased business value.

We provide a modernized application support model that is underpinned by measurable service level metrics aligned to your business outcomes. We also partner with you to create a future roadmap that helps provide the lowest risk, highest flexibility and best value for money.
What we need from you

1. Provide us with an extract of ticket data for last 6-12 months from your service management tool.
2. We will develop a roadmap in 20 working days to show how you can reduce your current TCO up to 30% in 12 months.

Solution

IBM Managed Services for Oracle Applications delivers innovative features to support your Oracle environment.

- Extract tickets from your system to identify recurring issues and problem patterns.
- Drill down to the underlying causes.
- Use Robotic Process Automation and specific improvement actions to reduce ticket count by up to 30% over a period of 12 months.
- Take advantage of Operation Command Center (OCC) that runs on a 24x7 basis and monitors critical business and technical KPIs.
- Address all batch job failures before users notice an issue and avoid critical outages.
- IBM commitment to deliver 3-5 innovation ideas every quarter.
- We hold the risk and accountability to deliver the innovation.
- Innovation Fund can be used to deliver enhancements at no additional cost.
- Curation of unstructured data delivers the right answer to users the first time without human intervention.
- 80% of users in a recent deployment preferred using this tool rather than going to a Helpdesk.
- Assess current estate through the IBM CIA Diagnostic tool.
- Identify areas for system and business process performance improvement.
- Define the right roadmap, business case and ROI.
- All Oracle legacy applications covered.
- Tailored to your current business processes and IT estate.
- Delivered in 20 days.
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Case Study

Client Challenges

- Complex IT landscape resulting in lack of visibility in data and accuracy.
- Lack of a knowledge platform to streamline the employee experience with Oracle ERP.
- High volume of tickets because of lack of application knowledge, multiple integration touchpoints and non-optimized processes.

IBM Solution

- **Cognitive Ticket Analytics** tool provided the top 10 problem patterns and then drilled down to show persistent recurring issues in 5 Oracle modules.
- **Cognitive & Robotic Automation** along with specific improvement actions resulted in reduction of incident by 30% in 1 year and 50% in 3 years.
- **Operation Command Centre (OCC)** eliminated 100% unplanned outages and reduced risk of operations.
- **Cognitive Employee Assist** solution improved employee engagement and resulted in better adoption and usage of the product.

Client Outcome

- Reduction in overall **TCO** by 30%.
- Improvement in **self-service deflection rate** by 25%.
- Increase in **employee productivity** by 20%.

Ticket reduction targets over time

- **Year 1**: 30%
- **Year 2**: 50%
- **Year 3**: 50%

Learn more about IBM Managed Services for Oracle Cloud
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