



Highlights

- **Managed services with enterprise service-level agreements (SLAs):** High service levels across the tech stack to meet the organization's requirements for critical workloads
 - **Focus on innovation:** Integration with IBM Watson and Cloud Platform (AI, Analytics, Blockchain and others)
 - **Reduced costs:** Standardized service helps provide a predictable, low-cost model
 - **Improved security and compliance:** ISO 27001-based security delivers enterprise-grade protection; compliant with latest cloud standards
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IBM Services for Managed Oracle Solutions

Reduce cost and increase agility of your Oracle investments with managed cloud

In a traditional IT environment, extracting the full value of enterprise applications isn't always easy. Managing applications in-house can be time-consuming and expensive. You may be facing challenges such as the high cost of servers and storage, a shortage of required skills or long lead times for provisioning. And when opportunities arise, it can be difficult to pivot and adapt your application infrastructure while maintaining cost control. At the same time, CIOs and IT teams are getting pressure from all sides to increase innovation and improve services.

IBM Services for Managed Oracle Solutions is designed to help meet those challenges. With one of the largest global networks of data centers available, IBM can take responsibility for managing your Oracle applications to help you reduce complexity and cost while enhancing the end-user experience.

Delivering a complete, flexible managed cloud solution

IBM Services for Managed Oracle Solutions provides single- and multi-tenant global cloud solutions for Oracle databases and applications such as Oracle E-Business Suite, PeopleSoft, JD Edwards and other Oracle technologies. Flexible management options range from core infrastructure and database support to fully managed Oracle applications. IBM offers world-class client support for these solutions, as well as security services, robust connectivity options and up to 99.9 percent availability for increased uptime.

Our experienced, Oracle-certified professionals can keep your Oracle applications running efficiently whether you have a fresh installation, upgraded versions or a migration from another environment (see Figure 1). We can also keep your Oracle technology up to date and manage your compliance requirements, including PCI, HIPPA and ITAR.



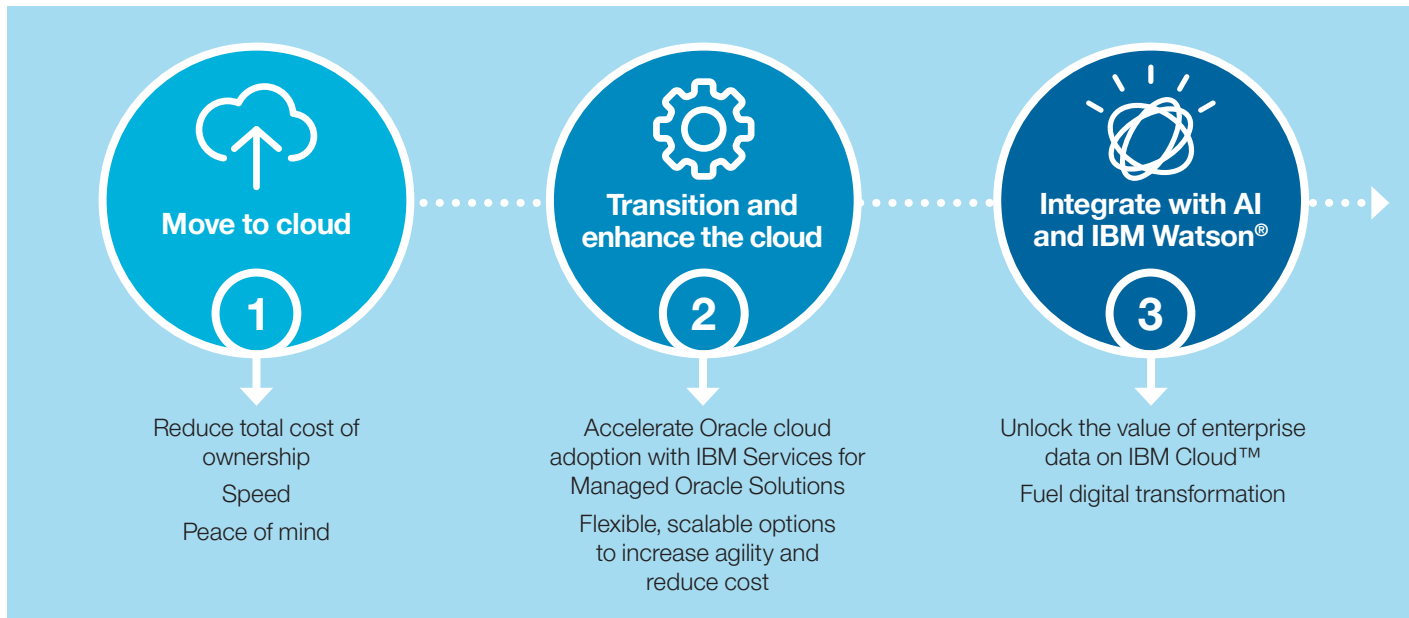


Figure 1. IBM Services for Managed Oracle Solutions helps you no matter where you are in your cloud journey.

Capabilities at a glance

IBM Services for Managed Oracle Solutions offers:

- A full-service, production-ready Oracle environment with complete Oracle administration
- Non-production Oracle development and testing environments with managed services
- Flexible service options ranging from managed OS to managed DB, all the way up the stack to fully managed applications
- Virtualized infrastructure delivered with orchestration and automation
- DBA management services providing comprehensive SLAs for application availability and performance
- Advanced monitoring, alerting and security capabilities for Oracle applications, databases and infrastructure
- Support services for Oracle implementations, migrations, upgrades and enhancements
- Support for disaster recovery using state-of-the-art methodologies

Enabling growth and opening up opportunities

IBM offers a highly available, high-performance cloud platform designed to remove obstacles to growth and position clients for success (see Figure 2).

For example, [Epic Piping](#) built a multimillion-dollar business in less than a year with IBM and Oracle. The company chose Oracle JD Edwards solutions, run entirely using IBM Services for Managed Oracle Solutions, to create a fully integrated operation at enterprise scale in just a few short months.

IBM solution capabilities can also help companies succeed in a changing world by opening new channels and reaching new customers. [N Brown Group](#) is a case in point. The retail apparel company moved from catalog-based sales to online and mobile purchasing. By implementing Oracle and business management solutions, managed by IBM, N Brown Group has transformed business processes to unlock the potential growth of its fashion brands.

<h2>Why managed applications on cloud with IBM Services?</h2>	Built for your applications: Support for Oracle and non-Oracle workloads	60+ data centers and network points of presence worldwide	97% overall satisfaction with IBM Services for Managed Applications — higher than other vendors ¹
	Standardized worldwide delivery	Databases supported: IBM® DB2®, IBM DB2 Blue, Oracle, Sybase, MS SQL	Enterprise-class SLAs: Levels based on your requirements
	High-speed and low-cost optimized data transfer among global data centers	Secure to the core: We treat your data as our own	AI-ready: Extensions to IBM Watson, IoT and Blockchain
	3 services options: Managed OS, managed DB and managed apps	Virtualization on VMware and Oracle Virtualization Manager (OVM) eCommerce on Hybris and ATG Web Commerce	Multiple operating systems: IBM AIX®, Red Hat, Windows, Oracle Enterprise Linux and Solaris

Figure 2. Twelve reasons to select IBM Services for Managed Oracle Solutions

IBM Services for Managed Oracle Solutions supports:

- Oracle E-Business Suite
- Oracle Commerce (ATG)
- Oracle JD Edwards
- Oracle PeopleSoft
- Oracle Retail Solutions
- Oracle Edge Applications
- Oracle Fusion Middleware
- Oracle Database

Those Oracle applications are supported in either a single- or multi-tenant deployment with flexible management options.

Helping your organization reduce costs

Working with IBM as your single-source provider for Oracle ERP and business applications services, you can expect a sophisticated solution that helps reduce cost and complexity while delivering an optimal user experience. Offload time-consuming tasks, reduce operational costs and shift from a CapEx to an OpEx model—all while improving service quality through standardization and automation.

By creating a fast, easy and reliable process built on managed services on IBM Services for Managed Oracle Solutions, **Caribbean Financial Group** unlocked process efficiencies and reduced operating costs by 15 percent. At the same time, CFSC experienced five times faster loan application processing and a 20 percent rise in system availability, driving an outstanding customer experience.

Supporting faster time to value

In today’s fast-paced business environment, you need to shorten the time between Oracle service requests and delivery. IBM Services for Managed Oracle Solutions helps reduce delays and inefficiencies with automated provisioning and de-provisioning of Oracle databases and applications.

Improving resiliency and availability

To help improve the resiliency of your Oracle environment, IBM offers disaster recovery with industry-leading recovery point and recovery time objectives through high availability with Oracle Real Application Clusters (RAC) and high availability for web and application servers. IBM Services comply with Oracle database licensing requirements and are backed by the standard SLA of 99.5 percent or the high-availability SLA of 99.9 percent.

Freeing more resources for innovation

IBM Services for Managed Oracle Solutions helps remove maintenance and management headaches while enabling your staff to focus on more strategic business priorities.

Why IBM Services?

IBM is one of Oracle's most significant partners, with a 31-year partnership and Platinum Level and Cloud Elite status. IBM has more than 10,000 dedicated Oracle consultants and has helped clients successfully complete more than 6,500 Oracle projects. IBM offers services to help you at each stage of your Oracle investment, from consulting to implementation to management.

For more information

To learn more about IBM Services for Managed Oracle Solutions, contact your IBM representative, or visit: ibm.com/services/oracle/managed



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New Orchard Road
Armonk, NY 10504

Produced in the United States of America
September 2018

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¹ Based on IBM custom research conducted by Frost & Sullivan, July 2017: ibm.com/account/reg/us-en/signup?formid=urx-33226 and ibm.com/common/ssi/cgi-bin/ssialias?htmlfid=GMO14218USEN&



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