IBM

ORACLE

The IBM Oracle
International Competency Center

Minimize risk and maximize results

IBM

ORACLE

A one-stop, fully staffed resource

The phrase "minimize risk and maximize results" may sound simplistic, but today it is a complex business proposition. Many elements — people, processes and technologies alike — must come together in a way that delivers real and lasting value. This is exactly what happens at the IBM Oracle International Competency Center (ICC).

The IBM Oracle International Competency Center is staffed to collaborate with Oracle at their major development locations including: Redwood Shores California, Pleasanton California, and Denver Colorado. Each site works with Oracle technology and application offerings including, but not limited to: Oracle E-Business Suite, Oracle's PeopleSoft Enterprise, Oracle's JD Edwards EnterpriseOne, Oracle's JD Edwards World, Oracle's Siebel CRM, and Oracle Technology products (Oracle Database, Oracle Fusion Middleware, and Oracle Business Intelligence). In each of these locations IBM and Oracle professionals work together to continually help ensure that the goals, offerings and initiatives of the IBM and Oracle alliance deliver on their potential.

The ICC provides a comprehensive support system that clients, IBM Business Partners, and IBM and Oracle employees can turn to for the information, education, insight, and tools they need to help implement an IBM and Oracle solution. Clients can be assured these joint solutions are test driven, optimized with documented and published results — all to simplify and lower the risk for implementation and upgrade projects.

ICC locations are staffed with full-time IBM employees including hardware and middleware experts, systems integration specialists, and project leaders. ICC specialists collaborate closely with their Oracle colleagues to help optimize product quality, performance, scalability, and value. These teams provide feedback as needed to IBM and Oracle product development helping to ensure continuous product improvement. Together, Oracle solutions and IBM hardware platforms are tested and scaled to ensure these offerings perform as required within the context of open, real-world business environments.

In support of these efforts, ICC labs execute performance and proof of concept tests running Oracle solutions on IBM hardware and middleware components, including IBM Systems and System Storage™, DB2®, AIX®, Linux®, and WebSphere®. These tests are run to establish proof points that demonstrate IBM solutions working in concert with Oracle products.
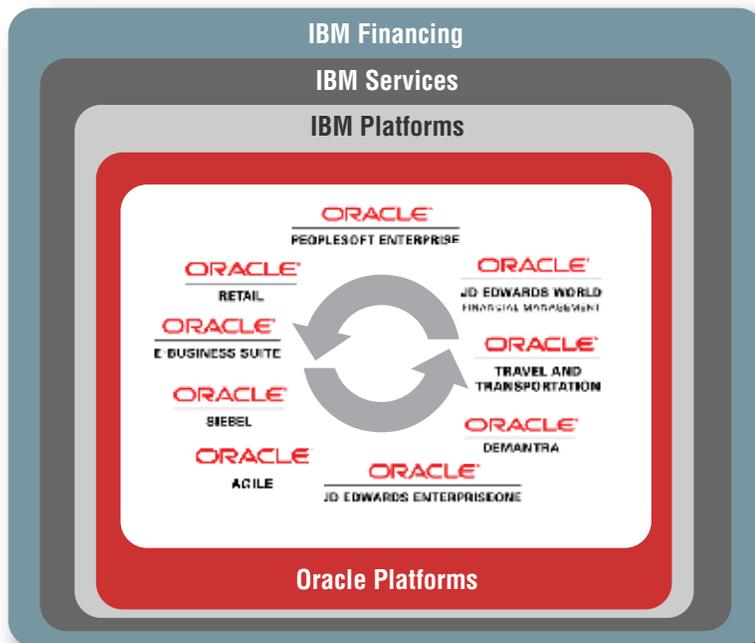
Spend time with our experts

Because of the significant investment IBM and Oracle have made in the IBM Oracle International Competency Center, clients have access to decade's worth of IBM knowledge and world-class experts to help size and architect Oracle solutions. Working with Digital Techline Center and field experts we can make any of the following available to our clients:

• Sizing estimates for new client installations
• Upgrade sizing estimates for installed clients
• Customized executive briefings and demonstrations which bring together IBM and Oracle experts
• Complex solution architecture consultations and reviews
• Practical expertise from IBM and Oracle specialists responsible for installing, optimizing, testing, and sizing Oracle solutions on IBM platforms
• Access to a comprehensive library of literature, including: Redbooks, white papers and technical briefs documenting IBM and Oracle integration and tuning efforts
• Sizing guides, performance and proof of concept tests, and tools to help clients appropriately plan their IBM and Oracle environment

And, while the IBM Oracle ICC is a pre-sales entity, because we work closely on site with Oracle development and performance experts, we are in a unique position to escalate post-sales client issues should the need arise. The investment IBM and Oracle have made in the Competency Center gives customers assurance they are receiving quality advice and are benefiting from the experience of our experts regarding Oracle solutions.
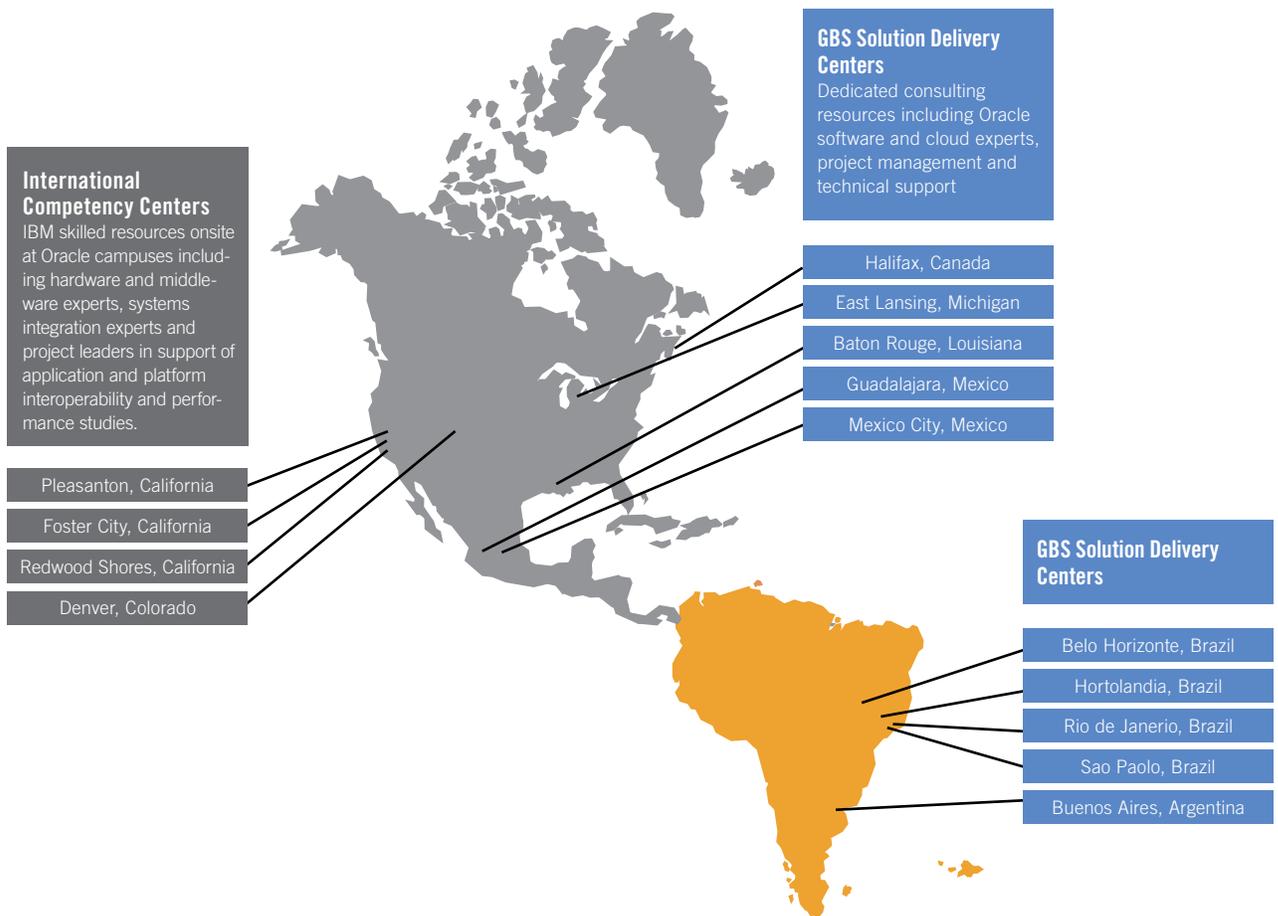
IBM Global Financing

IBM and Oracle business partners and clients can also take advantage of "one source" financing options from IBM Global Financing, the world's largest IT financing organization. By wrapping IT acquisitions into a single financing contract and a single periodic invoice, clients can estimate and control costs more effectively, better manage their IT expenditures and simplify infrastructure planning.

"Superior cross technology optimization — that is what should come to mind when you think of IBM and Oracle. IBM and Oracle work hard to continually meet and exceed the high expectations of their 100,000 joint customers running Oracle software. The world-class team of IBM and Oracle professionals at the IBM Oracle International Competency Center, including platform integration experts, software tuning engineers and solutions specialists, are committed to ensuring that IBM and Oracle deliver solutions that live up to the promise of superior performance, flexibility, service and value."

— Lorna den Daas, Vice-President, Oracle Global Alliance

Worldwide IBM Oracle Alliance Resources

GBS Solution Delivery Centers
Dedicated consulting resources including Oracle software and cloud experts, project management and technical support

International Competency Centers
IBM skilled resources onsite at Oracle campuses including hardware and middle-ware experts, systems integration experts and project leaders in support of application and platform interoperability and performance studies.

Halifax, Canada
East Lansing, Michigan
Baton Rouge, Louisiana
Guadalajara, Mexico
Mexico City, Mexico

Pleasanton, California
Foster City, California
Redwood Shores, California
Denver, Colorado

GBS Solution Delivery Centers

Belo Horizonte, Brazil
Hortolandia, Brazil
Rio de Janerio, Brazil
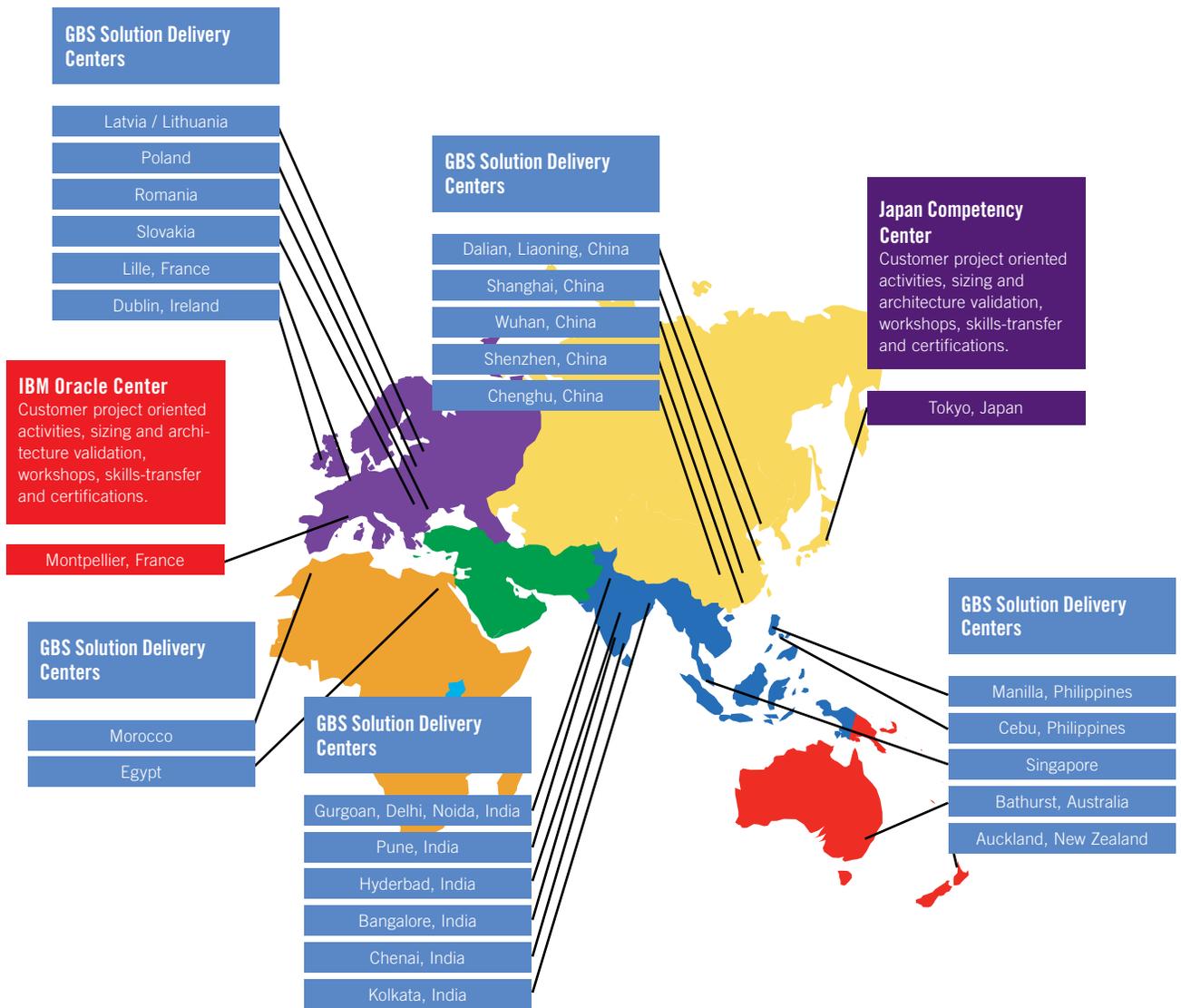Sao Paolo, Brazil
Buenos Aires, Argentina

A tightly connected, worldwide support network

In addition to the ICC, IBM has more than 15,000 IBM Global Business Services (GBS) consultants who have completed over 6,500 successful Oracle projects. These seasoned and highly-skilled advisors are trained in Oracle software implementations whether done on-premises or delivered through the cloud. In addition, GBS has six Oracle Global Delivery Centers around the world to ensure the right resources are available in the right locations at the right time.

With an increased focus on delivery through the cloud, the IBM GBS Oracle Practice has become a market leader in implementing Oracle Cloud Software as a Service (SaaS) for applications such as Oracle Human Capital Management, Oracle Teleo Enterprise Cloud Service, Oracle Enterprise Resource Planning, Oracle Enterprise Performance Management, Oracle Supply Chain Management, and Oracle Customer Experience.

Worldwide IBM Oracle Alliance Resources

GBS Solution Delivery Centers
- Latvia / Lithuania
- Poland
- Romania
- Slovakia
- Lille, France
- Dublin, Ireland

GBS Solution Delivery Centers
- Dalian, Liaoning, China
- Shanghai, China
- Wuhan, China
- Shenzhen, China
- Chenghu, China

Japan Competency Center
Customer project oriented activities, sizing and architecture validation, workshops, skills-transfer and certifications.
- Tokyo, Japan

IBM Oracle Center
Customer project oriented activities, sizing and architecture validation, workshops, skills-transfer and certifications.
- Montpellier, France

GBS Solution Delivery Centers
- Morocco
- Egypt

GBS Solution Delivery Centers
- Gurgoan, Delhi, Noida, India
- Pune, India
- Hyderbad, India
- Bangalore, India
- Chenai, India
- Kolkata, India

GBS Solution Delivery Centers
- Manilla, Philippines
- Cebu, Philippines
- Singapore
- Bathurst, Australia
- Auckland, New Zealand

"JD Edwards and IBM have a rich history of joint development, platform integration and testing certification that dates back over 35 years. This work continues today with our current offerings so we can ensure that together we deliver feature-rich, market-driven solutions to our clients."

– Lyle Ekdahl, Senior Vice President, JD Edwards,
   Oracle Product Development

IBM is an Oracle Diamond level partner which is the most elite level in the Oracle PartnerNetwork (OPN) program. Diamond level differentiates IBM's experience and commitment to the Oracle Alliance and showcases functional and application expertise and expansive project management capabilities.

IBM has reached the Oracle Cloud Elite partner status in the Oracle PartnerNetwork Cloud program. This is earned by highly skilled and committed partners that have demonstrated full investment in a depth and breadth of Oracle Cloud expertise to provide comprehensive Oracle Cloud solutions to our joint customers.

ORACLE Diamond Partner

ORACLE **Diamond Partner** Cloud Elite

Find out more

To learn more about the IBM Oracle International Competency
Center, contact your IBM representative or visit us at:
ibm.com/oracle

For technical pre-sales information contact us at
ibmoracle@us.ibm.com