

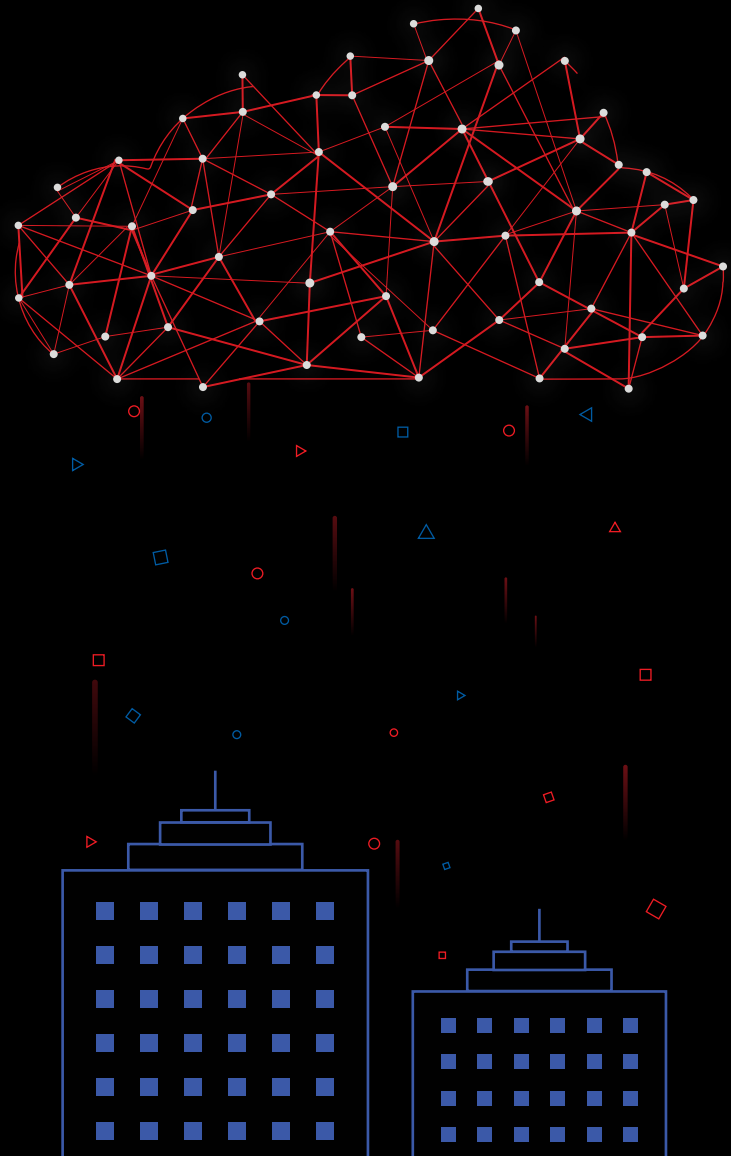
IBM Managed Services for Oracle Cloud



Different processes and skills are required for maintenance in a SaaS environment — from planning of quarterly patches and updates to environment and release management.

Discover a new way of delivering applications support.

Our model delivers an optimized managed service embedding **innovation** through cognitive and automation to realize increased business value.



Common Challenges in SaaS



How can we reduce the time demands placed on business and IT staff?

- Scheduling, management and impact assessment for quarterly releases
- Accelerated and repeatable regression testing



How can we deal with the need for constant monitoring?

- Integrations and batch jobs across Cloud and non-Cloud
- Higher business expectations for automated reconciliation and resolution



How do we proactively address priority issues?

- In-depth experience analyzing product-related issues and resolving Oracle Service Requests
- Ongoing support through quarterly releases to help identify and resolve issues and bugs
- Priority treatment to resolve Service Requests through proper triage



How do we keep up with changes in the marketplace and requirements from business units?

- Demand for new reports, enhancements and functionalities — visibility of long-term product direction to avoid redundant extensions
- Exploiting the PAAS platform for features not currently supported by Oracle Cloud



How do we implement some new features?

- Alignment between IT and the business to assess, validate and schedule new releases
- Management and delivery of quarterly training to users
- SME advisory needed for *ad hoc*, complex issues

Solution

IBM Managed Services for Oracle Cloud has innovative features to support Oracle Cloud:



Cloud Enabled On-Demand Services

- **19 service management processes tailored for Oracle Cloud** that enable proactive monitoring and event management that alerts Helpdesk for 100% of unplanned outages
- **100% batch job failures Identified through an automatic SaaS batch jobs scheduler**
- **30-40% improvement in productivity** using IBM's framework for impact assessment
- **60-80% reduced testing time through automated test scripts for quarterly patches**
- RACI matrix between Business, IT and Managed Services partner creating a clear business model relationship for service delivery



Productivity Centric Continuous Innovation

- Eliminate issues pro-actively (“Cognified Shift Left”) using the Oracle corpus built on **Watson AI engine**
 - **30% increase in first-time ticket closure**
 - **20% increase in customer satisfaction**
 - **40% improvement in ticket resolution consistency**
- **Incident Analytics tool to identify the incidents that cause nearly 80% of all issues**
- Data masking tools for GDPR compliance
- **Automated ticket creation that can increase Helpdesk productivity by 50%**



Outcome Driven Consumption Model

- **Consumption-based pricing model**, allowing customers to pay according to the amount of services that they use — resulting in **10-20% reduction in operating expenses** (depending on the scale of operations)
- Innovation Pledge Fund (e.g., 5 ideas per quarter aimed at adding tangible value to your business)
- **Service catalog pricing** — catalogue list of standard service requests that are commonly required by businesses to execute normal operations in Oracle Cloud



All-Inclusive Oracle SaaS support Oracle Alignment

- Negotiated, patch update windows with Oracle — flexibility in the schedule depending on business demands like go-lives or planned outages
- **Up to 60% reduction in risk transition through Agile-based transition methodology** and automated configuration scripts (impacts transition spend by having resources productive in a shorter time frame)
- DevOps adoption enables superior optimization through **IBM DevOps Framework for Oracle SaaS/PaaS applications**

Why IBM?

35
year partnership
with Oracle



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Partner

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dedicated Oracle
consultants



Oracle Cloud
Garage

2,000+
Oracle Cloud
certifications

10+
Oracle-specific
delivery centers

375+
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