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
- 10,000+ dedicated Oracle consultants
- 2,000+ Oracle Cloud certifications
- 10+ Oracle-specific delivery centers
- 375+ Oracle Cloud related go-lives

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