ORACLE E-BUSINESS SUITE DAY

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UTILISATEURS FRANCOPHONES
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mardi 22 mars 2022

➢ **Advanced Customer Services**
Jeanne-Aimée Gras
Senior Manager - ACS EMEA Service Solution Architecture

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E-Business Suite – Keeping the Business Moving

Oracle Advanced Customer Services (ACS)

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Jeanne-Aimee Gras

Director ACS Services Solutioning

Oracle Advanced Customer Services

March 28th, 2022

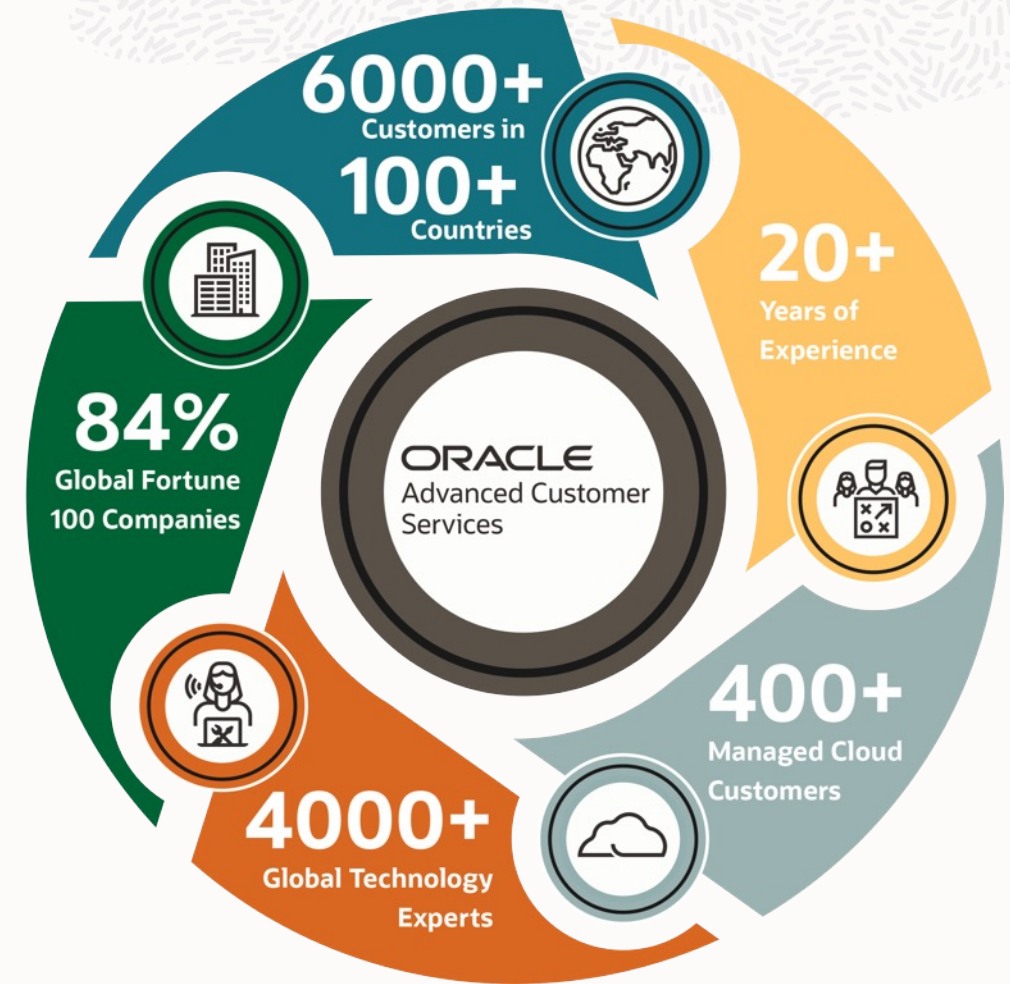ORACLE
ADVANCED CUSTOMER
SERVICES - EMEA

Oracle Advanced Customer Services

Tailored services to fit your unique business need

Providing flexible solutions, covering on-premises, cloud, and hybrid cloud

- Targeted technical guidance and mentoring
- Personalized support by a designated team
- Full 24/7 lifecycle management

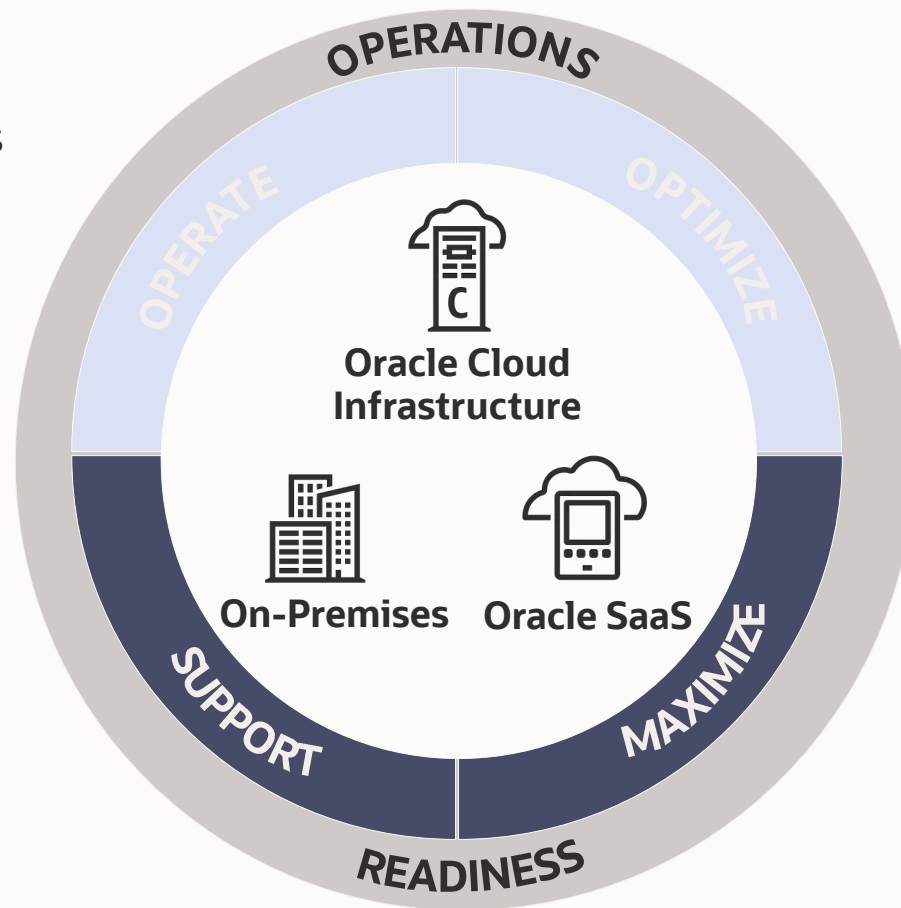Helping your business to maximize success, minimize risk, and focus on what matters most

6000+ Customers in 100+ Countries

20+ Years of Experience

84% Global Fortune 100 Companies

ORACLE Advanced Customer Services

400+ Managed Cloud Customers

4000+ Global Technology Experts

End-to-end services for your successful IT lifecycle

Industry leading expertise across all deployment models

Operate: Operational efficiencies of your business workloads and security landscape

Optimize: Optimal business performance through ongoing improvements

Support: Accelerated, prioritized end-to-end support experience for technical and functional requests

Maximize: Enhanced production stability within your entire deployment

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How will you accelerate innovation?

✓ Keeping pace with forever-changing markets

✓ Meeting and exceeding rising expectations of your customers

✓ Staying ahead of the competition

✓ Addressing the challenges impeding modernization and innovation

You have options

- **Self-management with optional assistance**
Use your internal resources and expertise to take on nearly everything

- **Manage it together**
Engage supplemental help to fine-tune solutions and extract maximum value

- **Let Oracle manage it**
Spend time on tasks that drive your business results

How will you accelerate innovation?

E-Business Suite: Topical things to consider

Stability, Security, Strategy

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Hot Topics

E-Business Suite 12.1.3 Support

Sustaining Support Dec 2021

If not upgraded yet, or moving to SaaS, but need a stable, patched platform.

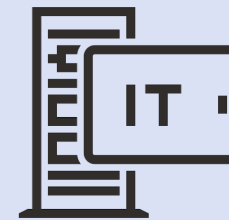Market Driven Support for E-Business Suite 12.1.3

Database 11.2 Support

Sustaining Support Dec 2020

If not upgraded yet, or moving to SaaS, but need a stable, patched platform.

Market Driven Support for 11.2

12.x MDS on an exception basis

E-Business Suite as a Service

Managed Service for E-Business Suite on Oracle Cloud

Leverage your licence and support investment

Let Oracle manage Oracle

E-Business Suite Security Services

Keep up to date with application security

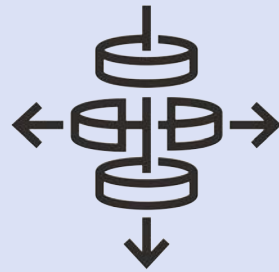Know your current position

Implement a remediation plan

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Associated Services

FMW 11g MDS-type Support

11g is out of support, so things like SOA, OBIEE, Weblogic, OIM need to be upgraded.

If you haven't done so yet but need to ensure compliance, consider MDS for FMW

E-Business Suite Archiving Service

Having moved to SaaS, you need to keep for audit/compliance reasons
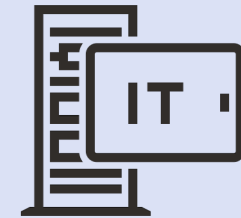
DARS: Data Archiving Reporting Services

Use APEX with ADB, or other analytics tools, to query the data as needed to satisfy compliance and audit needs.

Managed Analytics / Data Insight

E-Business Suite Analytics accelerator, Fusion Analytics Warehouse…turning data into actionable intelligence is key.

ACS can help with the ongoing maintenance of platform and reports to help you keep the business pointing in the right direction

SaaS eco-system Support Services

SaaS needs ongoing maintenance with respect to quarterly/regular patch and feature releases.

Alongside that there are the PaaS and On Premise elements that require maintenance as well, in step with the imposed change/release timeline.

ACS can help you understand and deliver this if you need it.

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Bridging the support gap : Oracle Market Driven Support

E-Business Suite 12.1 with Premier Support → **Market-Driven Support*** →

2020   2021   2022   2023   2024

Oracle Market-Driven Support: Stability after December 2021

- Bug fix and workarounds for product issues/SRs with a Severity-1 or Severity-2 business impact
- Periodic critical security patches and updates
- Legislative and regulatory updates, and payroll-tax updates
- Remote presentation / webcast about upgrading to EBS 12.2

Benefits

- Stability, business continuity, security, and compliance
- Predictable cost

→ Gain additional time to complete your transition

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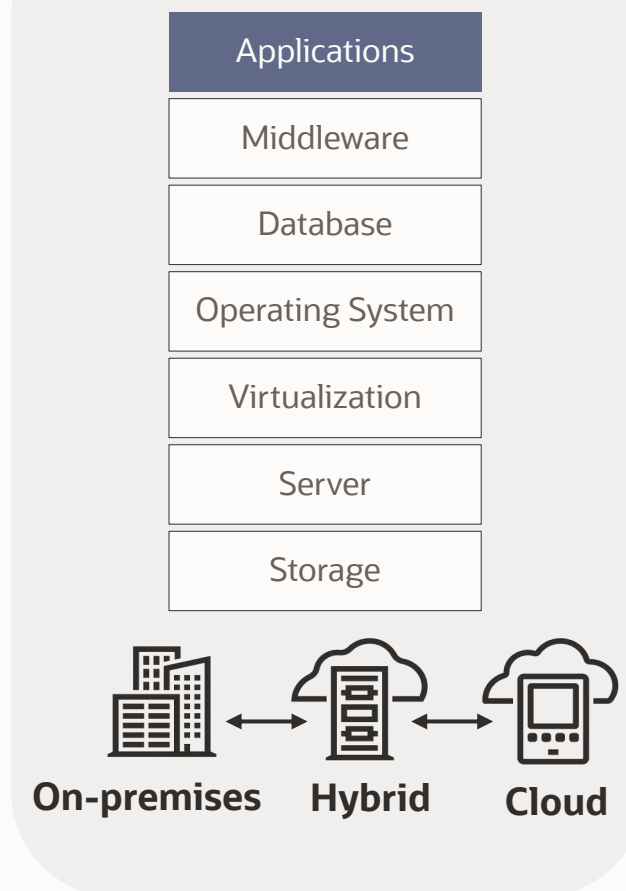# Application Security is critical to Security Posture Management
Oracle Advanced Customer Services can help improve your security posture

- **Application security:** help identify vulnerabilities including issues from missing patches, customizations, and authorization

- **IAM security:** evaluate maturity of user lifecycle processes, policies, integration, and technology to mitigate risks

- **Data security:** review security controls and help identify configuration vulnerabilities for databases or data storage

- **Vulnerability and threat security:** scan infrastructure and web application to help detect vulnerabilities introduced by change events

- **Infrastructure security:** help identify misconfiguration and policy violations, including network connectivity and permissive access rules

- **Security compliance:** aid compliance with industry standards, policies, and procedures

Partner with Oracle Advanced Customer Services to better understand your current security posture and increase resilience.

Full Oracle Stack

Applications

Middleware

Database

Operating System

Virtualization

Server

Storage

On-premises   **Hybrid**   **Cloud**

Run and Operate Services

We can drive your SaaS operations so you can focus on what matters most—growing your business.

Deliver
an end-to-end support experience for technical and functional requests

Maximize
stability within your entire SaaS ecosystem

Integrate and Operate
seamlessly between Oracle SaaS and the rest of your technology landscape

Accelerate Service Request (SR) management and governance and receive a prioritized and personalized support experience with **Cloud Priority Support for SaaS, IaaS, and PaaS**

Receive functional support and resolve technical issues through a dedicated **Business Help Desk for SaaS**

Monitor and manage business processes to meet deadlines and ensure smooth operations through **Critical Process Management**

Verify new releases to confirm existing functionality and uptake new features with **Regression Testing**

Manage a seamless implementation ecosystem with **Extension and Integration Support**

Integrate identity and access management to enable quicker migrations and workload creation with **Continuous Monitoring and Assessment, Proactive Compliance Management**

Flexible, scalable, and repeatable consumption-based
Run and Operate services

Cloud Priority Support

- 24/7 SR escalation, management and prioritization

- Named, local individual(s) as primary point of contact for all Support matters

- Prioritization in the Support queue

- Regular Support reviews and ongoing knowledge transfer

Business Help Desk

- Provides functional SaaS support for:

  ○ Break-fix
  ○ "How-to" questions
  ○ End user management
  ○ Configurations
  ○ Batch management
  ○ Data analysis/reconciliation
  ○ Security
  ○ Others

- 24/7 support for severity 1 functional incidents

- Response and resolution SLA's

Critical Process Management

- 24/7 proactive issue detection and incident response, to customers' business critical processes

- Schedule, submit and monitor the success or failure of agreed batch jobs and integration flows.

- Review log files of managed processes—to ensure successful completion and expected outcomes.

Regression Testing

- Execution of regression test scripts, comparing results to expected outcomes.

- Consolidated reporting of each regression test cycle.

- Impact analysis and defect resolution for SaaS quarterly/monthly product updates.

- Creation or amendment of regression test scripts, as required.
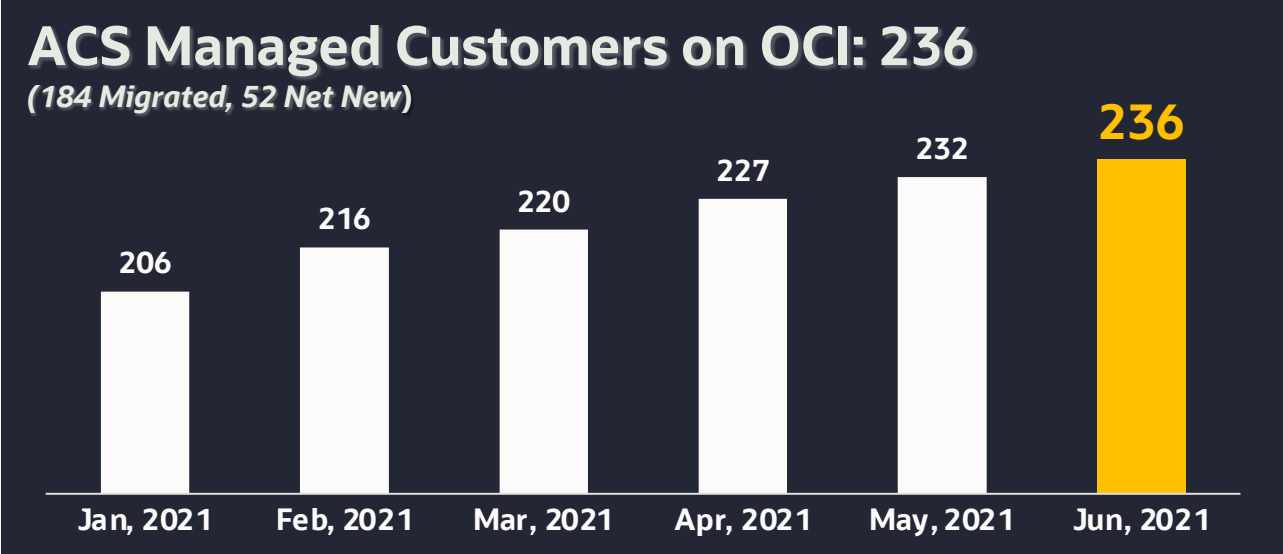
Extension and Integration Support

- Modify/enhance existing extensions and integrations.

- Break/fix following quarterly/monthly updates

- Unit test and document extensions and integrations.

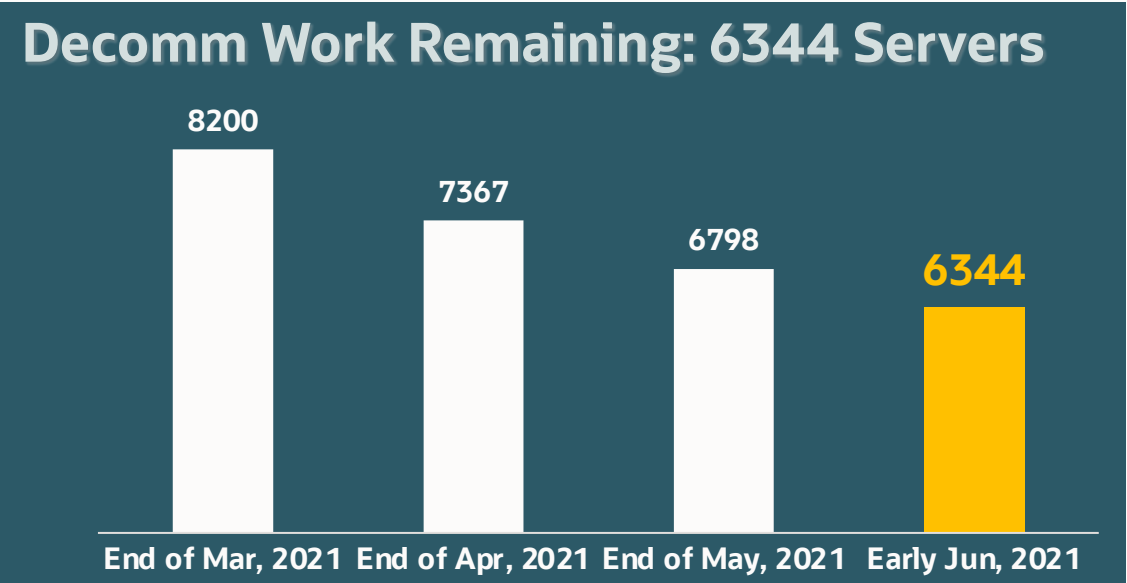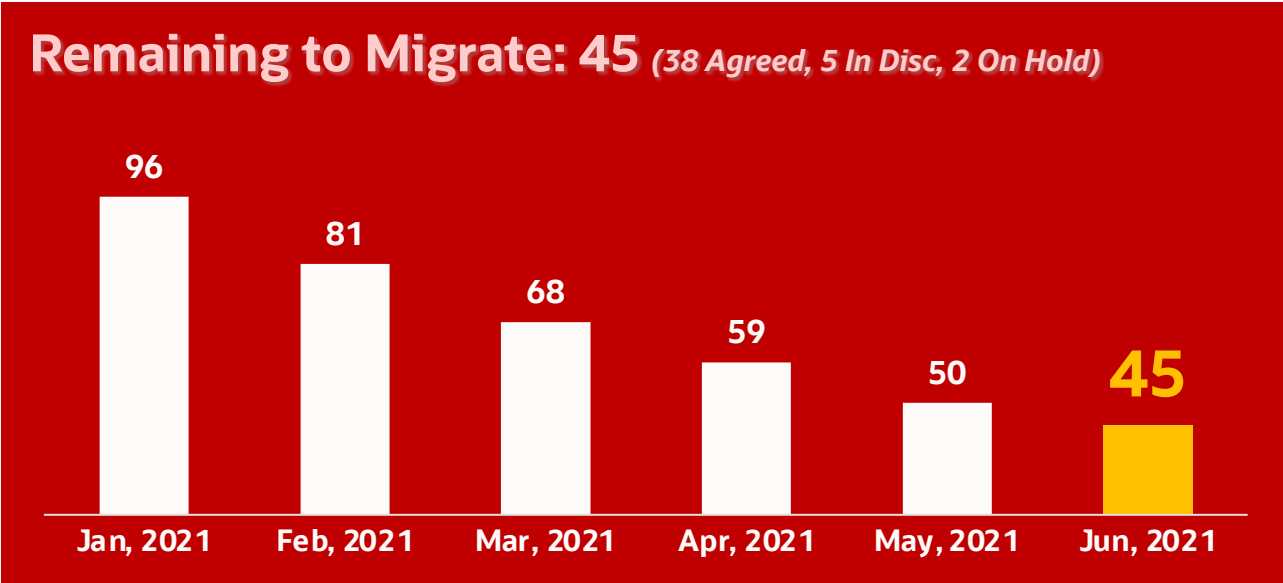- Deliver small, discrete extension work such as reports, etc.

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Innovation

Oracle ACS use of Oracle Technology

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Tech Refresh/OCI Migration Current Status

ACS Managed Customers on OCI: 236
(184 Migrated, 52 Net New)

Jan, 2021	Feb, 2021	Mar, 2021	Apr, 2021	May, 2021	Jun, 2021
206	216	220	227	232	**236**

Legacy Data Center Status

Completed (By Jun, 2021)	EPDC (Aust) Sydney DC (Aust)
Imminent (By Jul, 2021)	SLDC (US)
CY2022+	TVP DC (UK) LLG DC (UK) Toronto DC (Ca) Calgary DC (Ca) Rocky Mountain DC (US) Austin DC (US)

Remaining to Migrate: 45 *(38 Agreed, 5 In Disc, 2 On Hold)*

Jan, 2021	Feb, 2021	Mar, 2021	Apr, 2021	May, 2021	Jun, 2021
96	81	68	59	50	**45**

Decomm Work Remaining: 6344 Servers

End of Mar, 2021	End of Apr, 2021	End of May, 2021	Early Jun, 2021
8200	7367	6798	**6344**

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Intelligent IT operations addresses multicloud data complexity

Intelligent IT operations *is also known as artificial intelligence for IT operations (AIOps):*

> AIOps **combines big data** and **machine learning** to **automate IT operations processes**, including event correlation, anomaly detection and causality determination.

Source: Gartner

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From traditional IT to Intelligent IT Operations

Improving enterprise IT performance and productivity

	Traditional IT	Intelligent IT operations
Skills	Network, storage, compute	Cloud architecture, data integration, converged DB management, analytics, AI, machine learning
Decision making	Reactive, non-scalable	Proactive, adaptive, continuous integration/continuous delivery (CI/CD) of the data pipeline
Process	Waterfall, lack of automation	Automation, AI infusion, predictive analytics and insights to drive real-time database decisions
Tools	Best of breed, siloed	Integrated and intelligent observability and management across the full stack in near real time

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Use of Intelligent Operation for Our Managed Customers

OMC for OMCS@OCI:
- # of Customers: 350+
- # of Prod App Env: 1100+

- Target Regions: Worldwide
- OMC Regions: Toronto

- OMC Modules: LA/ITA

- # of DB Nodes: 1200+
- # of MT Nodes: 3200+
- Log Volume (per day) : 2.7TB+

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Case Studies

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Been there, Done that, Got the t-shirt

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French Consulting Company

ACS Managed Cloud Services for Oracle E-Business Suite and Database set the ground for successful upgrades on OCI

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Company overview

Client is a European leader in consulting, digital services and software development. It provides end-to-end solutions to make large companies and organizations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a fully collaborative approach.

With 46,000 employees in nearly 30 countries, the group generated revenue of €4.3 billion in 2020.

Customer's challenges/opportunities

- ACS already managed Client 's Oracle E-Business Suite (EBS) on Managed Cloud Services data center

- The E-Business Suite upgrade and move to OCI was the final step to ensure that the application was up to date and fully supported

ACS solution

11-month project including:

- E-Business Suite 12.2 and DB19c upgrade (3 upgrade phases)

- CEMLI updated and tested by customer team

- Enterprise Command Centers (ECC) deployment and discovery retained in double run

Advanced Customer Services sold

- Oracle program update on OCI for E-Business Suite 12.2.X and Database 19c

- Oracle Managed Application Cloud

Supported Oracle products and technology

- Oracle E-Business Suite, Oracle Database 19c
- Oracle Enterprise Command Centers
- Oracle Cloud Infrastructure

Business results

- Applications were live in production on the planned date and with limited downtime

- Up-to-date and fully supported environment, enabling to keep ACS/Oracle SLA levels

French Manufacturer
Annual contract and Functional Services for E-Business Suite and ERP Cloud

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Company overview
- Second largest tire manufacturer worldwide
- Developing new, more sustainable forms of mobility

Customer's challenges/opportunities
- E-Business Suite (EBS) very strategic to Client
- First step in Cloud Roadmap to move to ERP SaaS
- Very satisfied with ACS on premise support (rating 9/10 Customer Satisfaction Index), and expecting highest service quality and operational excellence for cloud support too

Advanced Customer Services sold
- Business Critical Assistance for EBS
- Mission Critical Support for SaaS (ERP Cloud financials, accountability modules for Client Holdings)
- Local onsite TAM for a close collaboration
- Managed Cloud Service team with functional expertise
- Exadata Patching & Assistance

ACS solution
- SLA to resolve Priority 1 SRs within 4h
- Smooth delivery to facilitate cloud adoption
- Quarterly release readiness and test scripts execution
- Assistance to prepare year end audit process
- Prod2Test refresh schedules and post refresh activities

Supported Oracle products and technology
- Exadata to cover 3 zones : North America, Europe, Asia
- E-Business Suite Finance, Project, Procurement
- OBIEE (BI Apps), Hyperion
- ERP Cloud financials, accountability modules

Business results
- Great customer satisfaction through customer centric orientation, proximity and dedication
- Enhanced business user experience
- Faster SR Resolution time,
- Monitored performance of E-Business Suite platform and stabilization
- Successful month end closing and business critical project go-lives through extra layer of support

Next steps
- Larger rollout of ERP cloud
- Move E-Business Suite testing environment to OCI

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Case Studies

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Been there, Done that, Got the t-shirt

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SGS SGS Société Générale de Surveillance SA, Switzerland

ACS Managed Services help SGS cope with business growth and reduce cost

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Company overview

- SGS is a Swiss multinational company headquartered in Geneva, Switzerland which provides inspection, verification, testing and certification services. It has more than 89,000 employees and operates over 2,600 offices and laboratories worldwide.

Customer's challenges/opportunities

- Oracle E-Business Suite is SGS main ERP system with over 24,000+ users worldwide and more than 4,000 user connected at any point of time. 24TB production database on Exadata Cloud Services.
- Customer goal was to reduce the infrastructure cost of their ERP system and keep a high quality for the proposed targeted architecture.

Advanced Customer Services sold

- Oracle Managed Services for EBS, SOA, and APEX running on ExaCS
- Oracle Managed Security Services: Penetration Testing, Vulnerability Assessment, Database Encryption Service
- ACS Managed Identity Cloud Services
- ACS Migration to OCI

ACS solution

- Migration to OCI and a plan to upgrade later EBS, Database, and SOA
- Enablement of single sign-on for Oracle E-Business Suite with Oracle Identity Cloud Service (IDCS) and IDCS Managed Services.
- Move from US to Europe hosting

Business results

- Ability to cope with business growth.
- Run at lower costs with increased performance
- Reduced risk of malicious attacks and data breaches

Supported Oracle products and technology

- Exadata Cloud Services (ExaCS)
- Oracle E-Business Suite (EBS), Service Oriented Architecture (SOA), and Applications Express (APEX)
- Oracle Identity Cloud Service (IDCS)

xLOB / Partner involvement

- Collaboration with the customer's network partner (GCX) for setting up FastConnect and testing connectivity to OCI

Customer perspective

"I would like to thank you for the great support that you have provided us, throughout the E-Business Suite and SOA OCI project, and especially during this cut-over week-end. Today, we have taken the go decision to open OCI to our community of users, as per the plan defined at the very beginning of the project, and this, despite some unexpected challenges, due to the SGS businesses internal reorganization. Thanks again and congratulation to the full team involved. You have demonstrated that you deserved the trust we have placed in you."
Frederic Ducret
Global Head of Cloud,
Infrastructure and IT Operations

External blog: SGS enables a more interconnected world with OCI

UK Travel Operator
Data Archive Reporting Service for E-Business Suite (DARS)

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Company overview
- Client is the UK's only hub airport. As well as earning aeronautical income from airlines, it also generates income from a variety of other sources. They include concession fees from retail operators, income from car parks, advertising revenue, rents from property space and income from the provision of airport facilities and transportation services, notably the Client Express rail service. In 2020 passenger traffic plummeted 73% from 80.9 to 22.1 million due to the global COVID pandemic.

Customer's challenges/opportunities
- On moving from E-Business Suite to Oracle Cloud ERP, Client required sustained access to historical E-Business Suite data for up to 20 years for various purposes including regulatory, audit, invoicing queries, employee queries, pension calculations and property lease management.
- E-Business Suite would have needed periodic maintenance through the retention period to guarantee platform availability and security.
- Client wanted to eliminate E-Business Suite support and maintenance costs.
- They also had a data center exist strategy to further reduce costs.

Advanced Customer Services sold
- E-Business Suite Data Archive Reporting Service with Reporting Starter Pack (DARS)
- Additional "top up" T&M services through the year to deliver more reports.

ACS solution
- Oracle Cloud design / build support, to Heathrow's specific architecture and security needs, including integration with their own SSO solution.
- Onboarding their data from On Prem E-Business Suite to an Autonomous DB
- Reverse Engineering the necessary business reports from EBS into APEX.
- Integration with Oracle Analytics Cloud for copy invoice generation.
- UAT support, User Training, Documentation, Handover & Go-live support

Supported Oracle products and technology
- OCI Tenancy network and security infrastructure
- Autonomous Database (ATP), including Database Vault
- Oracle Analytics Cloud Service (OACS)

Business results
- The customer eliminated its E-Business Suite annual support costs
- Access maintained to all historical E-Business Suite data on a secure, autonomous, self-service platform. No need to engage IT to write reports.
- TCO has been significantly reduced thanks to futureproof, self-patching, self-upgrading, self-fixing, autonomous technology.
- APEX offers much simpler and faster access to the required data than EBS, increasing user satisfaction, reducing the cost of responding to data requests and reducing training costs arising from future staff turnover.

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Services

Agri Industry, Saudi Arabia
Supporting SaaS with SLA 24/7 support coverage

Company overview
- First and biggest Agriculture shareholding company setup by the government of Saudi Arabia,
- It offers more than 100 products from fresh milk, yoghurt, cheese, and a wide range of fruit juices.

Customer's challenges/opportunities
- High license and support costs
- Significant time and efforts required to maintain the applications

Advanced Customer Services sold
- Mission Critical Support for SaaS:
  - Business Help Desk for SaaS
  - Extensions and Integrations for SaaS
  - Regression Testing for SaaS
  - Critical Process Management for SaaS
- Oracle Functional Helpdesk for EBS
- Managed PaaS for ICS

ACS solution
- Functional Helpdesk and CEMLI Management for E-Business Suite
- SLA Based Services – 24/7 support coverage for SaaS, PaaS and EBS

Supported Oracle products and technology
- Oracle E-Business Suite
- Oracle SaaS – HCM, Finance, and ERP
- Oracle PaaS – Integration Cloud Service (ICS)

Expected business results
- Better Performance
- 24/7 support coverage with SLA
- Motivate customer to proceed with additional SaaS solutions
- Motivate customer for a complete transformation from E-Business Suite to SaaS
- Risk reduction and Industry compliance

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