



DXC Advanced Services for OCI

ES DELIVERING EXCELLENCE FOR OUR
G EXCELLENCE FOR OUR CUSTOMERS
UR CUSTOMERS AND COLLEAGUES D

35+ Year

Modern OPN Partner

60+

Markets

2,000+

Joined DXC Oracle customers
300+ are EAS customers

1,400+

Oracle Application & Technology
specialists across the globe

ORACLE

Partner

“We provide a market-leading, differentiated and tailored managed service for Oracle cloud capability that focuses on minimizing cost and operational risk whilst maximizing the desired business outcomes for our customers.”

DXC TECHNOLOGY



**Oracle
Global CSP**

6 years Oracle audited



5+ Unique

Accelerate Templates
IP for Oracle Apps to
OCI migration



15+

Oracle Cloud go
lives every quarter



1600+

Active Oracle
Cloud
Certifications

Delivering
eXcellence for our
Customers and Colleagues

DXC Advanced Services for OCI designed to address customer challenges

Customer Challenges

- Lack of skills to architect OCI environment to support critical workloads, stringent security or provide service continuity needed.
- Bring governance and financial transparency to consumption of OCI cloud services.
- Devolved responsibility for procuring IT services leading to lack of accurate financial view of the entire OCI consumption
- Ensure security and compliance needs are continuously met in OCI



DXC Advanced Services for OCI

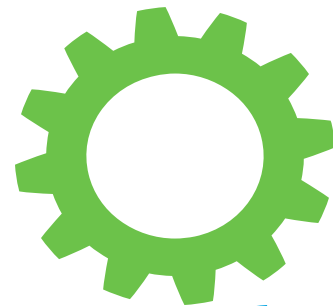
- Service Options to tailor to Workload needs in today's world
- Skilled, trained and Oracle-certified resources
- Support services available 24 x 7 to align business outcomes and define optimal environment and drive out value
- Fully-managed services to outsource management of OCI environment with confidence and compliant with applicable regulations
- Presence in multiple regions, skills across industries
- Integrated, end-to-end services, governance and a single point of accountability

DXC Advanced Services for OCI

DXC Practice for Oracle has the capability to **Implement and Operate Oracle Cloud Infrastructure (OCI)** in a secure and cost-effective way. With DXC you can run OCI as any other cloud in your mission critical IT environment

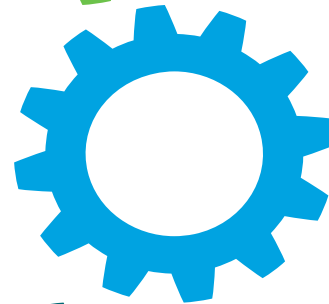


ORACLE
Cloud Infrastructure



Leading OCI Expertise & Talent

DXC's team of experienced and certified OCI engineers work around the clock on a **24x7** basis to keep our Managed Service customer's OCI environments performing optimally and maintained proactively to deliver the maximum return from your Oracle investment.



ITIL-based Service Management

The adoption of customer-focused ITIL based delivery and management processes as well as the use of specialized OCI and infrastructure monitoring systems, enables us to provide a **proactive, efficient and reliable** service.



Innovation, Unique IP & Industry Accelerators

Leverage the end-to-end capability to DXC and our OCI innovations tools, accelerators and unique IP, including our security models & frameworks, to **maximize the success** of your Oracle cloud applications.

Tailored Service Models for OCI

Flexible models tailored to your specific needs



Service Inclusions



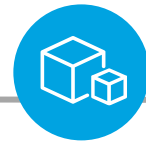
Optional Components



Service Levels



Commercial Structure



CORE

Pre-paid Consumption Model

- ▶ Service Access
- ▶ Incident / Problem Mgmt.
- ▶ Standard Service Requests

- + Enhancement Hours
- + Health Check
- + Continuous Delivery
- + Monitoring
- + Sys/Apps Admin

- ✓ Response SLO's only
- ✓ Half Yearly Bus Review
- ✓ Optional Innovation Days

A base subscription model that provides a bucket of hours to support the system. The support hours can be used for reactive services (Incidents / Service Requests).

SUBSCRIPTION FEE (Hours Cap)



ADVANCED

Fixed Price Model with a Capped Service

- ▶ Service Access
- ▶ Incident / Problem Mgmt.
- ▶ Standard Service Requests
- ▶ Sys/Apps Admin
- ▶ Monitoring
- ▶ Release Mgmt.
- ▶ Health Check

- + Advisory Services
- + Enhancement Hours
- + Service Continuity aaS
- + Testing

- ✓ Response & Resolution SLO's. Ticket Priority guided by Urgency and Impact guidelines.
- ✓ Quarterly Bus Review + Innovation Days

A hybrid support model that provides all the proactive support required for the upkeep of the system and a tickets-based capped model for Reactive support (Incidents / Service Requests)

FIXED FEE (Ticket Cap)



PREMIUM

Outcome Based UNLIMITED Service

- ▶ Service Access
- ▶ Incident / Problem Mgmt.
- ▶ Standard Service Requests
- ▶ Service Continuity
- ▶ Sys Admin
- ▶ Monitoring
- ▶ Release Mgmt.
- ▶ Health Check

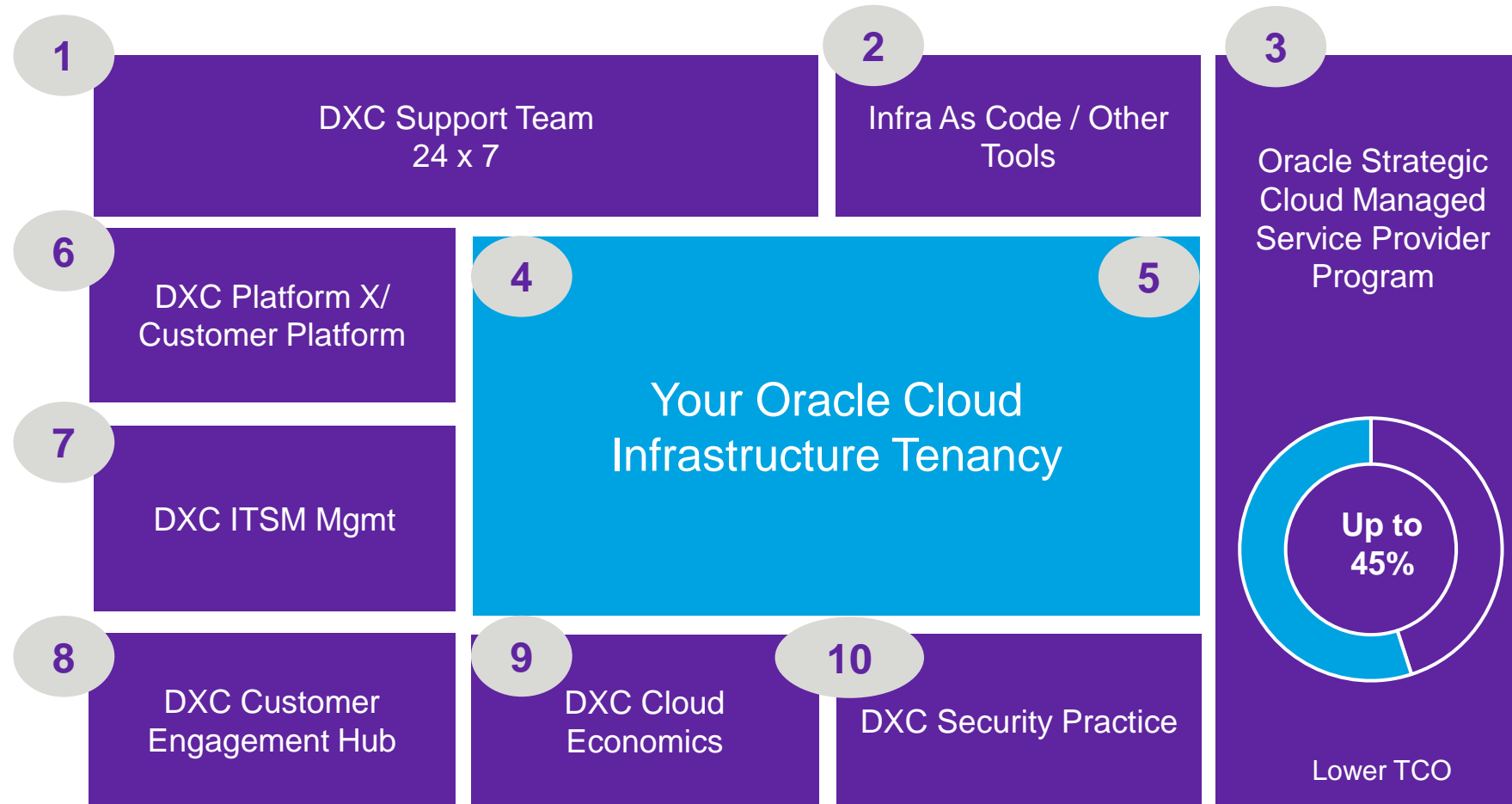
- + Enhancement Hours
- + Advisory Services
- + Testing

- ✓ Response & Resolution SLOs with Service Credits / Penalties if required. Customer can choose priority of tickets (Fair Use).
- ✓ Monthly Business Review + Innovation Days

A fully outsourced outcome-based support model with UNLIMITED Proactive and Reactive support. All that you need to deliver business outcomes.

FIXED FEE (UNLIMITED)

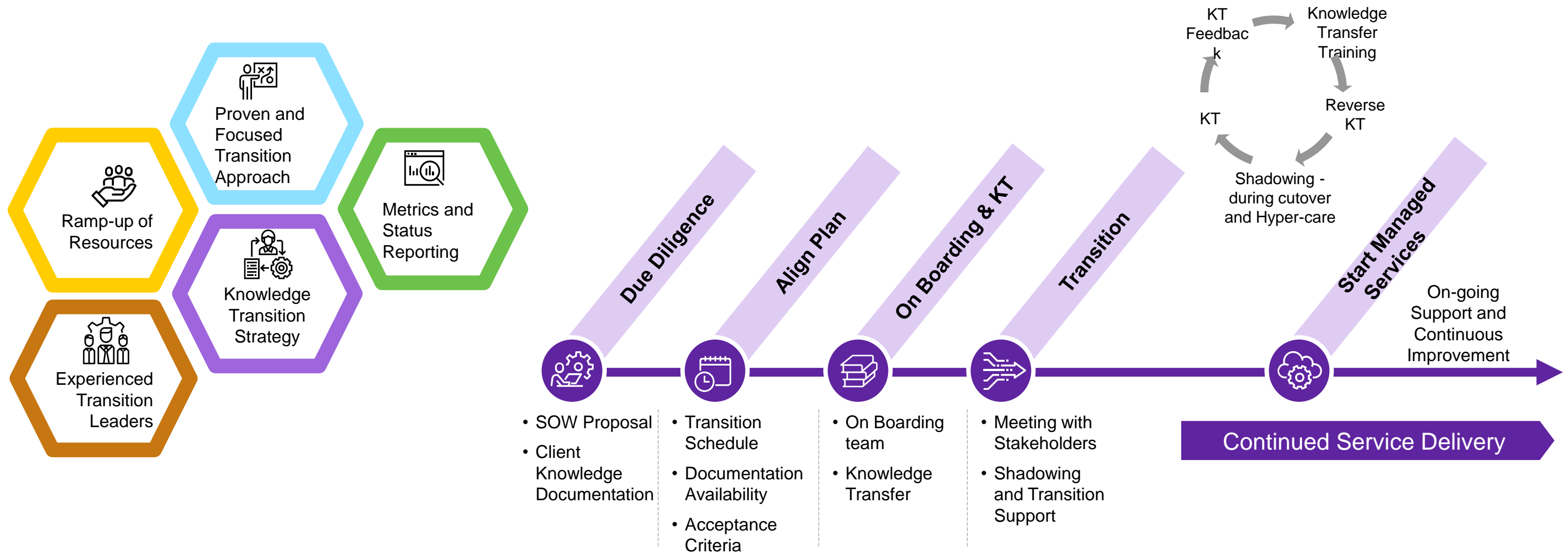
How does it work ?



1. DXC leveraged support team, 24 x 7 cover when needed
2. Usage of tools and building blocks for those customers that want to leverage existing tools already in use to manage other hyper scalers
3. Tenancies purchased through DXC benefit from our Strategic Cloud Managed Service Provider Program
4. Each customer runs on its dedicated OCI tenant, owned by the customer or by DXC.
5. Any OCI IaaS or PaaS service can be included. The tenancy can be connected to the customer location or other hyper scalers
6. Runs with DXC Platform X and/or existing customer service management platform
7. Supported by DXC and/or existing customer service management platform for ITSM
8. Full visibility into monthly operations provided through DXC's Customer Engagement Hub
9. DXC runs inside its own OCI tenant its proprietary Cloud Economics tooling
10. DXC's Dedicated Security practice complements our DXC Oracle practice by providing solutions to address all aspects of security, including threat intelligence and compliance

Transitioning OCI Workload Management Services

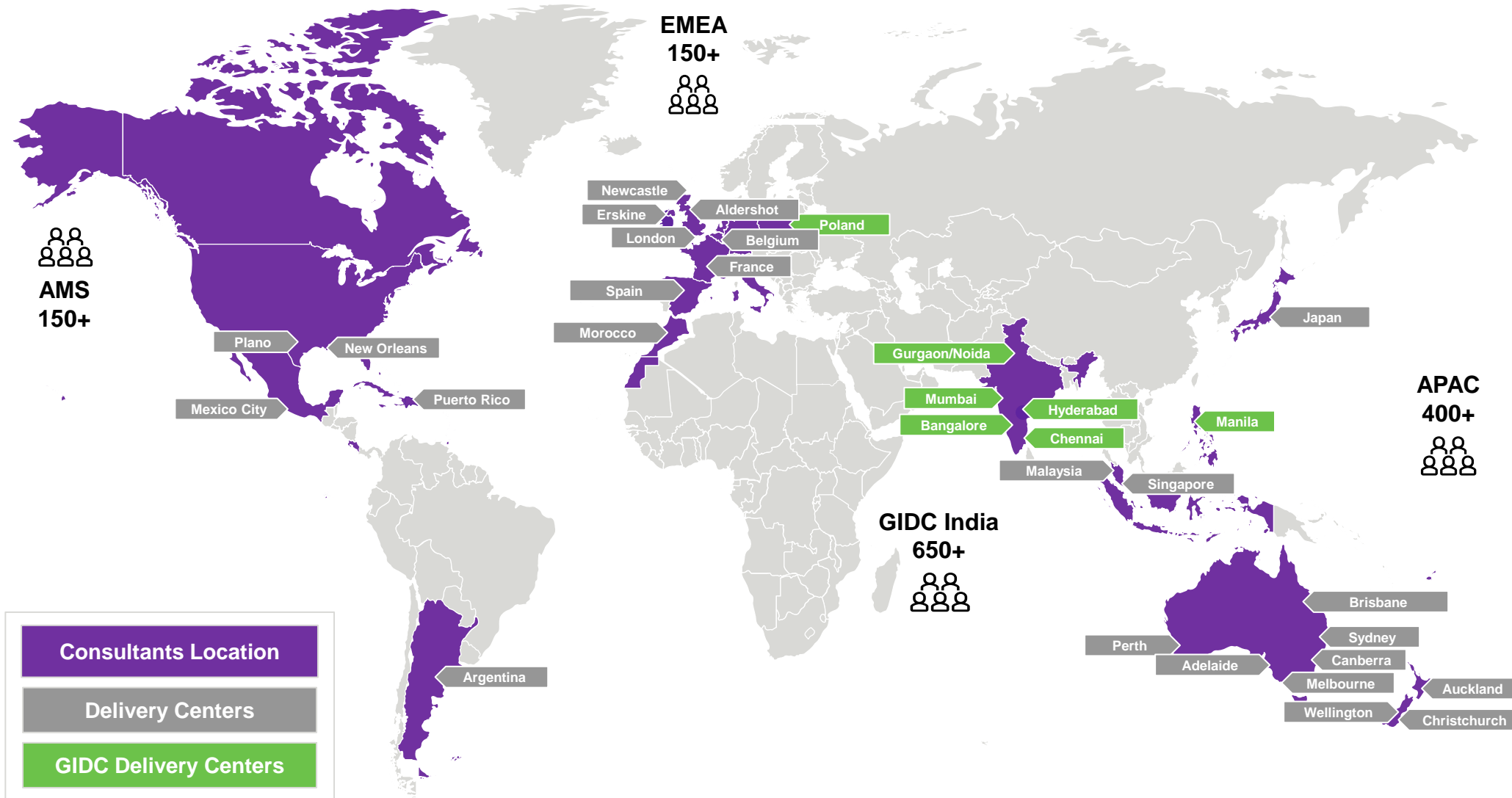
DXC leverages its proven methodology and experienced practitioners for an accelerated and seamless transition



DXC Oracle Global Delivery Network

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Partner

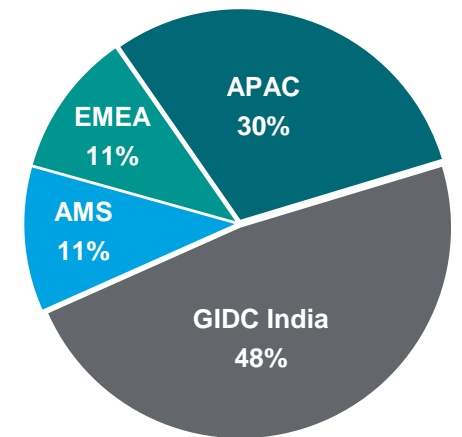


24x7 coverage as needed

Cost-effective services using low-cost delivery centers

Compliance with confidentiality laws by deploying resources in key economic regions














Oracle Resources per Region



Why DXC for OCI ?

1. **Global Coverage** - Oracle Cloud Applications experts located around the globe in all major time zones. Practice with 1,200+ active OCI certificates.
2. **Track Record** – More than 50 active OCI clients many in heavily regulated industries. Prebuild assets to create and manage your tenant.
3. **Speed to Value** – Automated discovery tools for your existing environments and use DXC “infra as code “ approach to create as a well-managed OCI environment fully integrated in your service management environment. Pre-integrated with DXC Platform X service mgt platform. (optional)
4. **Comprehensive** - Single point of accountability and point of escalation with one contract, covering OCI and other leading public clouds, Oracle and bespoke applications support and 24x7 proactive operations.
5. **Oracle partnership** - Strong alignment over 35+ years with Oracle’s top tier partner programs (OPN, MSP, CEI), audit-certified CSP since 2018.

DXC Sample EMEA Oracle Customers

Industry Sector	On Premise Oracle Tech & Apps	Public Oracle Cloud	Oracle SaaS (ERP, EPM, SCM, HCM, CX)
Government / Public Sector			
Manufacturing, Defence & Engineering			
Financial Services, Banking & Capital Markets			
Healthcare & Life Sciences			
Energy, Utilities, Oil & Gas, Infrastructure			
Insurance			
Education			
Other (Telecoms, Defence, Transport, IT, Shipping etc.)			

DXC Oracle Partnership

ORACLE

Partner

DXC is live on Oracle Modernized OPN since its creation in June 2020. A global Oracle-audited Managed Services Provider and Reseller in 60+ countries with accreditation in all Oracle tracks



Build: Designed for partners that provide commercially available products and services built on, or integrated with, Oracle Cloud SaaS, PaaS and IaaS. (BPO, Hosted Apps)

Sell: Designed for partners that resell Oracle Cloud Technology on Oracle's behalf. (Oracle Cloud Apps/IaaS)

Service: Designed for partners that implement, deploy and manage Oracle Cloud Services. Customers expect that we can take them on their cloud journey no matter where they decide to start. (Application Services – end to end)

Industry Healthcare: Designed for partners who provide commercially available products and services built with Oracle Cloud and Oracle Health technologies.

License & Hardware: Designed for partners who either build, service, or sell Oracle software licenses or hardware products. (Database, Engineered Systems)



ORACLE

Oracle Managed Service Expertise (MSE) Program Summary Report

Partner: DXC Technology
Audit Date: 11 December 2023

Auditor: Amarnath Gutta, agutta@issi-inc.com
Report Date: 13 December 2023

Thank you

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