



**DXC Managed  
Services for Oracle®**

## Choose Our Managed Services.

At DXC Technology, we keep your systems stable, secure and performing optimally and add value to your business through our strategic innovation and continuous delivery commitment.

As the largest independent Oracle® consulting and managed services provider in Australia and New Zealand, our expertise across the region allows the flexibility and scale to deliver exactly that. Proactively. Cost effectively. 24/7.

Plus we keep you up to date and informed the latest technology and where it can take your business.



### **Proven.**

Over 300 clients in a diverse range of industries across the Asia Pacific region.



### **Onshore +.**

Local support with global scalability managing every aspect of your managed services solution.



### **Accessible.**

Speak directly to your dedicated Service Delivery Manager and the relevant domain expert.



### **Responsive.**

Because we're local, our consultants can be on-site at short notice.



### **24/7.**

Around-the-clock service desk, web-based customer portal and monitoring.



### **Scalable.**

Leverage our pool of over 100 dedicated support specialists and more than 600 consultants tailored to suit your needs.



### **Experienced.**

Consultants averaging 16 years' domain and sector-specific experience.



### **Accredited.**

We're Oracle Platinum, Cloud Select and Cloud Managed Service partners.



### **Cost-effective.**

Flexible solutions and service delivery options, with pay- for-use pricing.

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## Our Offerings

### Inspire me

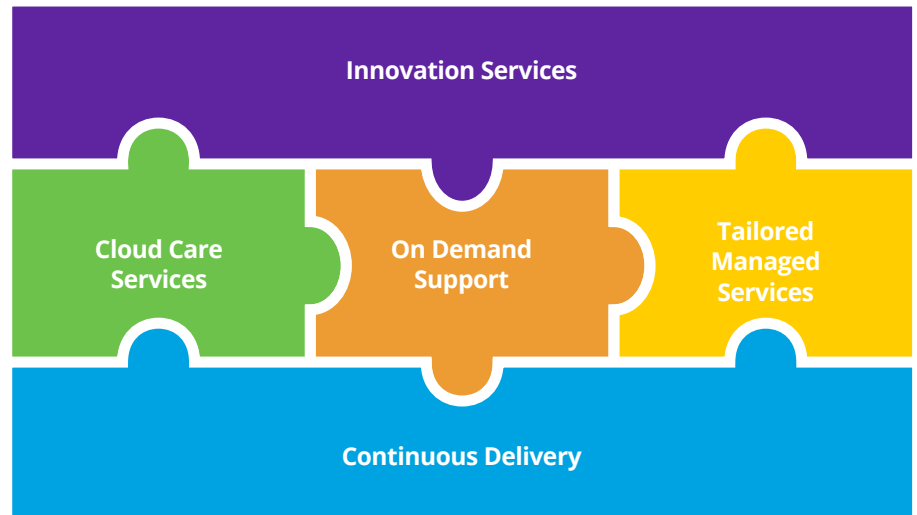
Leverage events/webinars, PoCs/trials, strategic roadmap sessions & more

### Support me

Whenever & wherever I need it

### Update me

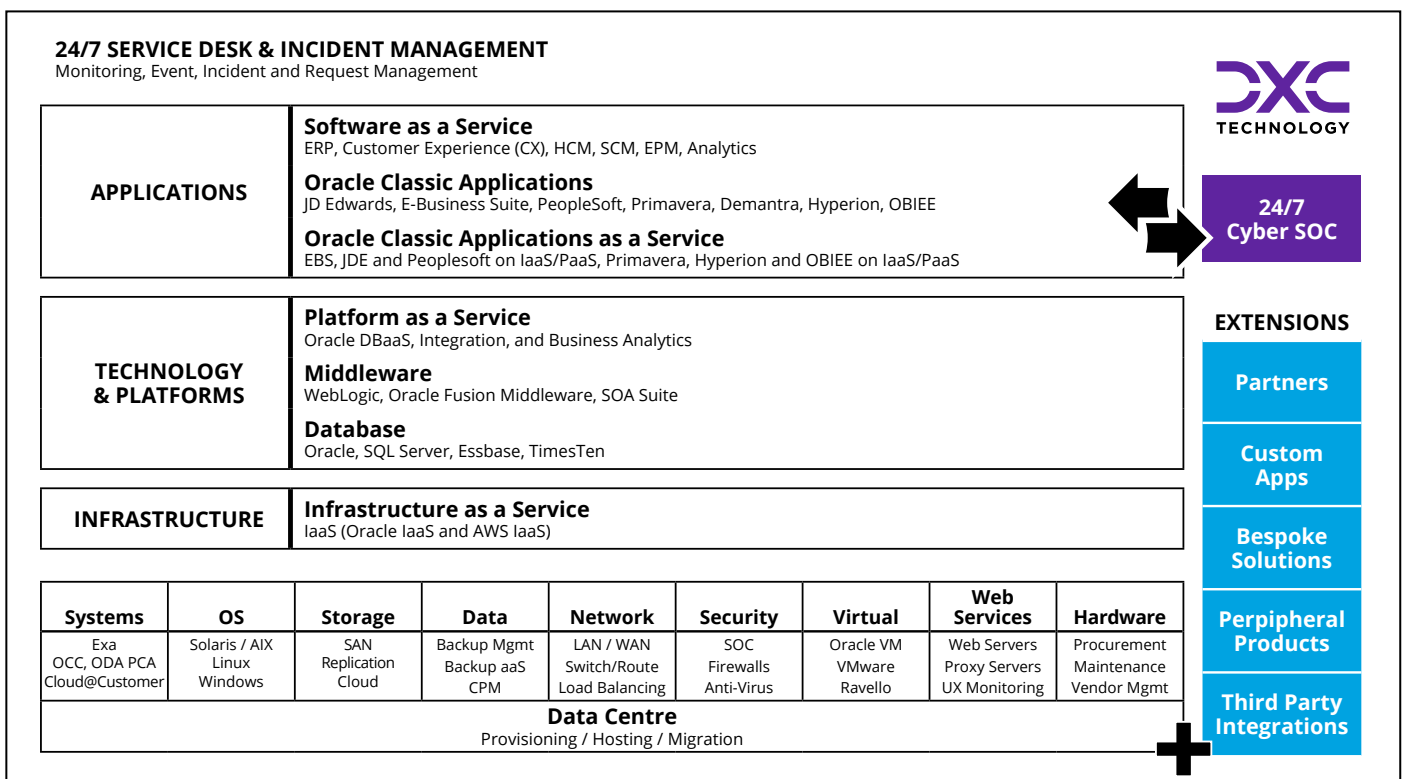
Help me stay current



## Environments

We've got you covered.

Whether you want to hand responsibility for your entire environment to our Managed Services team, or you need a solution you can tailor and scale to supplement your in-house capabilities, we can provide the integrated, end-to-end support you need.



# Support me: Cloud Care Services



## Our Cloud First approach

At DXC, we have a clearly defined Cloud First Strategy focusing on the entire lifecycle of Oracle's Cloud offering, from assessments and implementations, to continual support and ongoing improvements, to licensing and software asset management.

This market-leading breadth and depth of capability includes seamlessly integrated support from trusted third-party partners delivering expertise spanning every conceivable area of Cloud capability.

## Unleash the full potential of your Oracle® Cloud solution.

With a tailored Cloud Care managed services solution, you can leverage every ounce of your Cloud solution's scalable real-time functionality and cost-saving potential. You'll minimise support timeframes and TCO from day one, while maximising business value and ROI long term.

## Your strategic Oracle Cloud partner

Our Cloud Care specialists will work as a natural, scalable extension of your managed services solution and in-house team, driving end-to-end management to ensure your organisation is able to:

- Accelerate the path to adoption, business value and optimal ROI.
- Harness the full spectrum of Oracle Cloud functionality.
- Improve collaboration, innovation and performance.
- De-risk and fast-track higher ROI and lower TCO.
- Ensure business process and compliance best practice.
- Tap into our market-leading cloud IP and thought leadership.
- Optimise Cloud testing, configuration and integrations.
- Integrate new users, fields, structures and validations seamlessly.
- Adopt and integrate other Oracle Cloud solutions easily.



# Support me: Tailored Managed Services

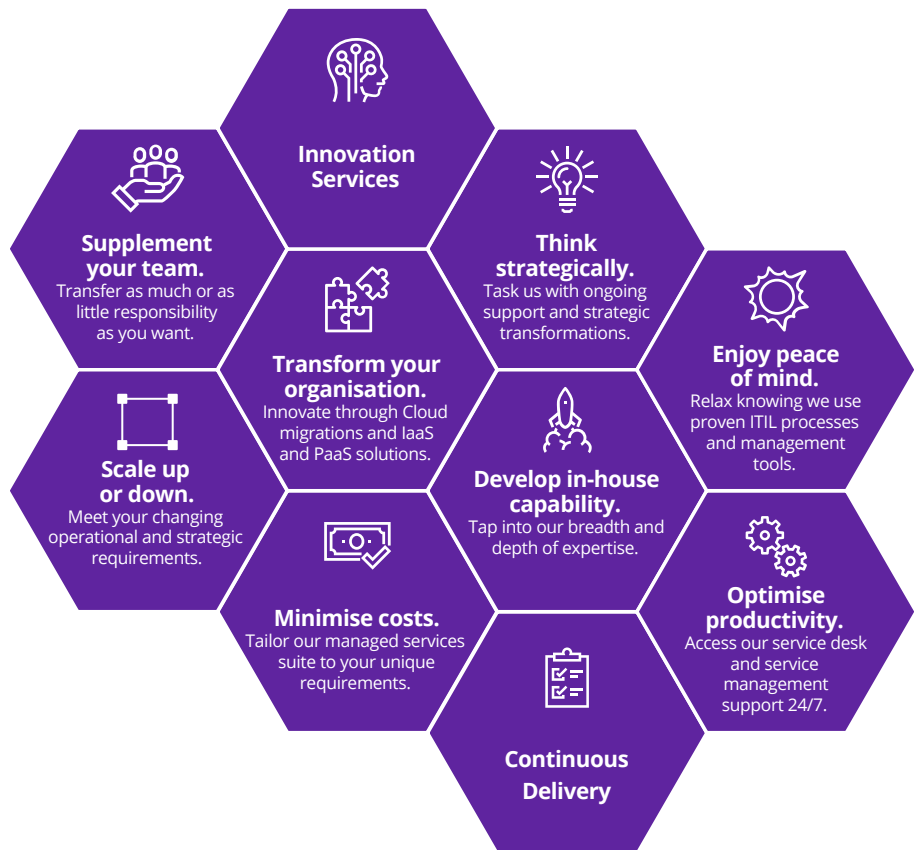
“DXC have been our preferred Oracle support vendor for 9 years and over this time they have always maintained a high standard of Managed Services for Ballarat Health Services critical Patient Administration system. The relationship has been built based on trust and their ability to deliver excellence results. They achieve this by being proactive and diligent in their quality service management of our Oracle environments and we are extremely confident in their abilities.”

**Chris Reeve**  
**Manager, Information Technology**  
**Ballarat Health Services**



## Choose the services you want, then reap the benefits.

Whether you want to hand responsibility for your entire environment to our Managed Services team, or you need a solution you can tailor and scale to supplement your in-house capabilities, we can provide the integrated, end-to-end support you need. With a dedicated account and service management team overseeing your bespoke managed services solution, you're free to focus on your work and business.



# Support me: On-Demand Support

**All the support you need, whenever and wherever you need it.**

With over 100 local support specialists backed by more than 600 consultants spanning the Oracle application, infrastructure, middleware and infrastructure spectrum, we're ideally placed to provide highly targeted and, therefore, highly costeffective on-demand support. Tap into the breadth and depth of expertise within our team, from functional consultants and developers, to DBAs and infrastructure engineers, complementing and supplementing your in-house resources to fulfil any strategic or operational requirement.



**Insurance cover**



**24/7 backfill support**



**Holiday cover**



**Specialist advice**



**Project assistance**



**Pre-paid support**



**Monitoring service**



**Business support**



**Innovation Services**



**Continuous Delivery**







# Update me: Continuous Delivery

Enjoy a **risk-free roll out of your Oracle application updates**, all the way from an initial impact assessment, to final go-live.

Leverage **DXC's knowledge and expertise of Oracle's product release schedule** of rolling out the same updates across the breadth and depth of our customer base.

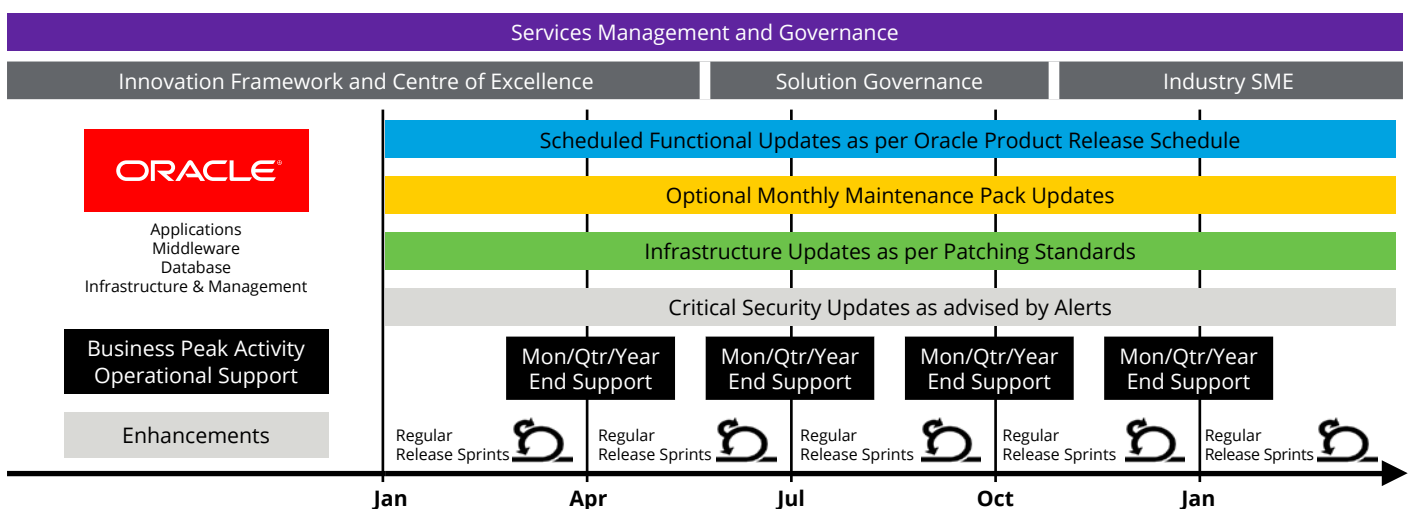
**Reduce costs of testing, shorten test cycles, increase test coverage and frequency of runs** with DXC's extensive suite of 1000+ automated test scripts.

If you already use or are planning to use an Oracle solution, you may have asked yourself questions such as the following:

 <p>What is the Release Schedule across the Oracle products? Are they major releases or minor updates and how often?</p>	 <p>How will your business be notified on the updates?</p>	 <p>What is the business impact of new updates across product functionality, regulatory or technical requirements such as security and middleware?</p>	 <p>Will the updates require Regression, Integration, Penetration, Automated, Functional or Non-Functional testing?</p>
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Look no further than DXC's Continuous Delivery services model, a release management framework tailored to deliver scheduled updates or "Upgrades-as-a-Service". Enjoy the benefits of an evergreen platform, continually updated with the latest innovations and best practices, with none of the risk or change management overhead.

## Continuous Delivery Framework



# Inspire me: Innovation Services

Bringing **innovation to clients for 60+ years**

Serving **nearly 6,000 private and public sector enterprises across 70 countries**

Our clients benefit from our **technology independence, global talent, expertise and extensive partner network**

We are **uniquely positioned to lead digital transformations**, creating greater value for our people, clients and partners

The move from traditional to digital requires a fundamental change in the way organisations work, learn and deliver, with new and evolving skills and ways of working needed to solve business challenges. DXC Technology's partnerships and innovation programs mean DXC can rapidly solve complex problems for our customers with new solutions and services, and help our clients and employees to codevelop innovative ideas.

As a trusted advisor, our deep experience gives a clear and confident vision to help clients navigate the future.

DXC approaches innovation delivery in a multi-faceted and structured approach:



Webinars on Product Improvements and Functionalities



Industry Best Practices, Industry Solutions & Latest Innovations



Proof of Concepts (PoC) & Trials



Technical Demonstrations



Digital Labs & Innovation Centres



Strategic Application Roadmap Planning



Connect with other DXC Customers



Lessons Learned from other Customers & visits to Customer sites



DXC Centre of Excellence (COE)



# Service Catalogue

## Innovation

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- Cloud adoption roadmap, including extend/coexistence planning
- Continuous improvements
- Complex enhancements & integrations
- Licensing
- Training: delivery & creation

## Product and business support

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### How-to/functional usage

- Assistance to the Business with Ad-hoc queries/clarifications
- Onsite assistance to the Business with more complex queries/clarifications



### Break-fix

- Analysis and resolution of configuration or data related incidents
- Root cause analysis of product defects and liaising with Oracle to resolve them
- Providing Work-Arounds for product bugs/defects



### Standard configurations:

- Access Management configuration, including new role set-up etc.
- Setup and configuration of Cloud modules based on new business needs.



### Upgrade

- Upgrade planning and impact analysis
- Preparation of test cases/scenarios as required
- Regression testing
- Implementation/configuration of new features



### Enhancements/simple supported customizations

- User interface enhancements. For example, renaming a prompt in a page, reordering page contents, hiding a field etc.
- Adding new fields/objects to a page as required



### Reporting

- Creation of/Assistance in building Ad-hoc reports
- Development of more complex custom reports
- Development of financial statements



### Integrations

- Building Inbound and Outbound integrations with external systems



### Business Process Support

- Financial Month-End-Close and Year-End-Close processes support
- Process best practice and knowledge store

## Client success

Helping organisations in a diverse range of industries across Australia & New Zealand drive continuous benefits from their Oracle investment.



UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA



Find out more about our end-to-end managed services capabilities. Discover how we'll tailor a team and solution to suit your environment and requirements – a solution that will flex and grow with your organisation and changing needs:

Email [oracle.apac@dx.com](mailto:oracle.apac@dx.com) for more information.

- Australia and New Zealand's largest Oracle consultancy
- Oracle Modern Partner Network (OPN) partner
- More than 350 loyal Oracle customers across the region
- 650 Oracle consultants in 10 office locations across the country

## About DXC

DXC has the largest independent provider of Oracle consulting and managed services in Australia and New Zealand. DXC provides dynamic technology leadership in delivering Oracle Cloud solutions, with a full continuum of services around Oracle's integrated suite of applications, platform services, and engineered systems.

DXC offers speed and agility with thought leadership and global scale. This allows us to design and deliver innovative market-leading solutions that enable clients to transform their businesses and the broader market.

Oracle has globally recognised DXC's expertise and skills by accrediting us as a Modern Oracle PartnerNetwork (OPN) partner certified across all four tracks - Build, Sell, Service, License/Hardware. DXC has achieved Cloud Solutions Provider Expertise (CSPE), globally certified, audited, proven.

Learn more at  
[dxc.com/au/practices/oracle](https://dxc.com/au/practices/oracle)  
[dxc.com/nz/practices/oracle](https://dxc.com/nz/practices/oracle)

### About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.

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Get the insights that matter.  
Opt-in to DXC Practice for Oracle

