VERSION 1

ASPIRE

E-Business Suite Managed Services

Reimagine the potential of your Oracle E-Business Suite

Contents

VERSION 1

Partnering with a full-stack and multi-disciplinary Managed Services Partner eliminates the headache of managing your day-to-day support and maintenance requirements internally. Through our comprehensive Oracle E-Business Suite Application Managed Services offering, Version 1 takes ownership of the tasks that distract you from what really matters, driving your business objectives and strategic initiatives.

We can support, enhance, and optimise your Oracle E-Business Suite applications, regardless of their size, age, customisations, complexity, or what version they are running on currently. Version 1 ASPIRE is a highly flexible and progressive managed service model that can meet you wherever you are on your journey and adapt to your unique requirements.

In the following guide to ASPIRE Oracle E-Business Suite Application Managed Services, explore our progressive approach to Managed Services and how our experts enhance the capabilities of your E-Business Suite with our flexible E-Business Suite Boosters designed to streamline and accelerate new feature implementation and adoption. A unique service you won't find elsewhere, we offer a long-term, measurable return on investment, while simultaneously ensuring a stable, fully tested solution to ensure continuity of service to your user community.

Public Sector

Retail

Utilities

Airlines

Central Government

Local Government

Healthcare

Pharmaceuticals

Manufacturing

Higher Education

Financial Services

Insurance

VERSION 1

A Proactive Approach to Managed Services

As a trusted and audited next-generation MSP, we take a proactive approach to how we run, evolve, and improve your application estate as opposed to a reactive 'break/fix' approach. A successful MSP today should be equipped to handle several challenges, including the shift from a pure ITIL-based operational model to a more dynamic agile model, incorporating elements of design, architecture, automation, CI/CD, DevOps, security, and financial optimisation. Business requirements are becoming increasingly dynamic and should be handled in an equally dynamic way. Version 1's Managed Service practice is able to handle these dynamic requirements with ease by taking a proactive, flexible and value-driven approach to our ASPIRE Oracle E-Business Suite Managed Services.

TRADITIONAL MANAGED SERVICES	VERSION 1 ASPIRE ORACLE E-BUSINESS SUITE APPLICATION MANAGED SERVICES
Focused on running and operating	Business continuity, optimisation and new capability adoption
Hardware-based solutions	Cloud and software-based solutions
Centralised operations	Distributed operations and resources
Focus on SLA	Focus on VLA, SLA is a given
Maintaining implemented solution	Continuously driving efficiencies within the solution
Reactive managed service waiting for issues to be raised by end users	Proactive managed service with rigorous health checks and recommendations to solve issues
Manual testing of fixes and bugs	Automated testing of new feature and functionality boosters, fixes and bugs
Manual reporting of incidents raised	Proactive Monitoring to detect issues before users are impacted

VERSION 1

An Insights-driven, Innovative, and Agile Approach

A Value-Led Managed Services Model to Support Your Business

Version 1 **ASPIRE Oracle E-Business Suite Application Managed Services** take an insights-driven, innovative, and agile approach to creating an application estate that delivers **measurable differences to your business**. Version 1 relies on its rich history of delivering application services to combat process deficiencies, accidental architectural sprawls, and rising support costs to achieve tangible results by delivering applications that are effective, efficient, and available. We are experts in the integration and operation of diverse application landscapes ranging from modern cloud applications to traditional legacy applications.

ASPIRE aligns IT with business to drive down cost and support organisational goals. This value-led model for Managed Services has the power to impact your bottom line and frustrating pain points. Version 1's vision for our Managed Service partnership with you is to enable you to view your key applications as value generating, intelligent engines of innovation, automation, agility, and sustained business outcomes, whether those outcomes are to enable your people to make quicker and more informed decisions, to reduce friction or to increase innovation. The following guide will give you an insight into ASPIRE, a differentiated value-led approach to Managed Services that relentlessly seeks **to make a real difference to your business**.

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"WITH ASPIRE, SLAs ARE A GIVEN."

VERSION 1

Unlock Business Value With a Value Level Agreement (VLA)

Maximising Your Investment in Oracle E-Business Suite

VLA

Businesses continuing to invest in Oracle E-Business Suite benefit from frequent product updates from Oracle bringing new features and enhancements to existing functionality.

| **Significant CAPEX and OPEX Expenditure** | **Significant Business Change Affecting User Population** | **A Business Case Outlining Return On Investment Over Time** | **The stability of a well matured ERP platform** |

With this level of activity, our Oracle E-Business Suite customers have to be more discerning than ever in selecting their Managed Service Provider. While Service Level Agreements (SLAs) are a well-established facet of our ASPIRE Oracle Cloud E-Business Suite, and undoubtedly essential for tracking performance against technical service requirements, they are also a given.

At Version 1, we believe a better approach is to shift the focus to include **measurement of business results and outcomes, not just service levels**. In a nutshell, we support our ASPIRE customers to move the dial from the standard Managed Services SLA to a VLA – **a Value-Led Agreement**.

SLA

+

VLA

=

ASPIRE MODEL

VERSION 1

Reroute Valuable Resources to Deliver Additional Value
## With An ASPIRE Value Level Agreement

VLA

Other Managed Service Providers measure the value of their services through ticket volumes and closure rates. With Version 1's value-focused ASPIRE Managed Services Model, we go above and beyond that traditional approach by minimizing operational issues and maximizing the enhancements by:

✓ Resolving root causes

✓ Reducing support hours on operational issues

✓ Redistributing effort to gain maximum ROI

With our flexible and personalised offering, customers begin to see time spent on operational issues decrease, rerouting valuable resources to delivering enhancements to enable a more self-sufficient workforce.

Positive Trends to Expect from a Value Led Managed Service

Support Hours on Operational Issues

Support Hours on Operational Enhancements

Delivering world-class managed services is not just about measuring service uptime and availability or ensuring service tickets are picked up and resolved within SLA timeframes – it is also concerned with setting key measures of success such as reducing mean time to resolution, increasing self-service usage, or reducing operational spend – measures that have potential to deliver real business benefit to your organisation.
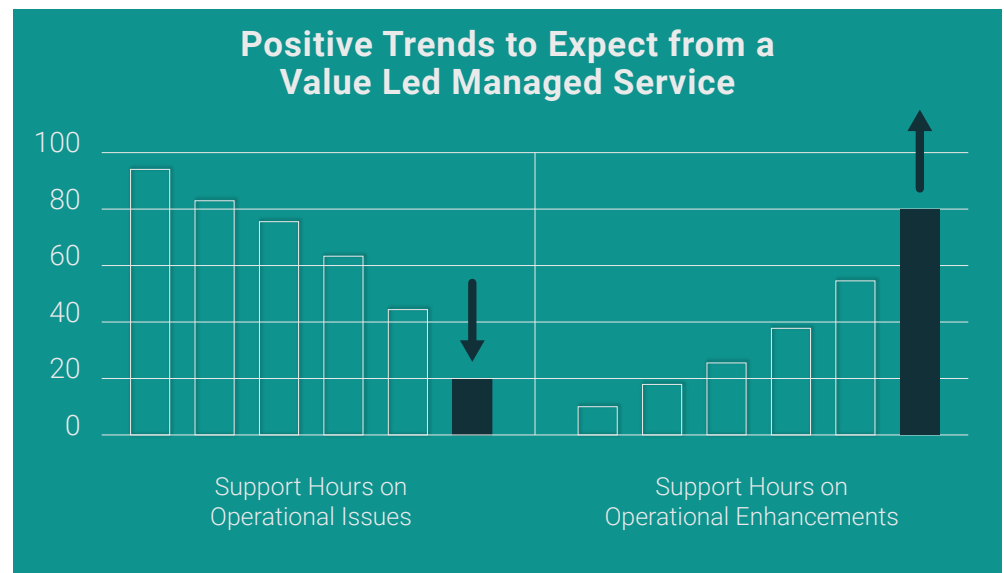
VERSION 1

Maximising Your Investment in E-Business Suite

VLA

Identify the pain points, inefficiencies, and growth suppressants associated with your applications

What your VLA looks like depends on your unique needs. We will work with you to identify the pain points, inefficiencies, and growth suppressants associated with your applications.

We will use this information to identify and baseline opportunities to implement improvements and realise value at every stage in your application's support, maintenance, and development lifecycle, based on our ethos: what gets measured, gets done.

Regardless of your Oracle applications' size, age, customisations, complexity, or what version they are running on currently – Version 1 has the breadth of experience and full-stack expertise to ensure that value is unlocked from your investment.

SLA + **VLA** = **ASPIRE MODEL**

Realise Meaningful KPIs with Your ASPIRE VLA

VLA

From increasing efficiency through streamlined UX and automation to proactively reducing patching time and effort as a Managed Service improvement, Version 1 endeavours to achieve Meaningful KPIs for your business' bottom line that can be quantified, measured and reported upon. Our next gen ASPIRE E-Business Suite Managed Services offering leverages the latest and greatest in technology to accomplish these business objectives.

By partnering with a Managed Service Partner with experience, expertise and the results to prove it, worries about support and maintenance are a thing of the past and we'll help you focus on what matters; your bigger picture objectives and strategic initiatives. The following VLA samples offer you a small insight into what Version 1 can do for you as part of your ASPIRE VLA.

Sample Business Areas to Optimise with your VLA
- ✓ Month end transaction processing including sub-ledger close and reconciliation
- ✓ Time taken to complete month end and close your accounts
- ✓ Inefficient Purchase to Pay business process using KPIs – managing your spend
- ✓ Core Credit Control process using KPIs – managing your costs
- ✓ Manual business processes using innovative automation techniques
- ✓ Approval processes including purchasing, invoices, journals, etc.
- ✓ Reporting and easy access to your HR or financial data
- ✓ Governance, risk and compliance including segregation of duties
- ✓ Reducing your process time for payroll
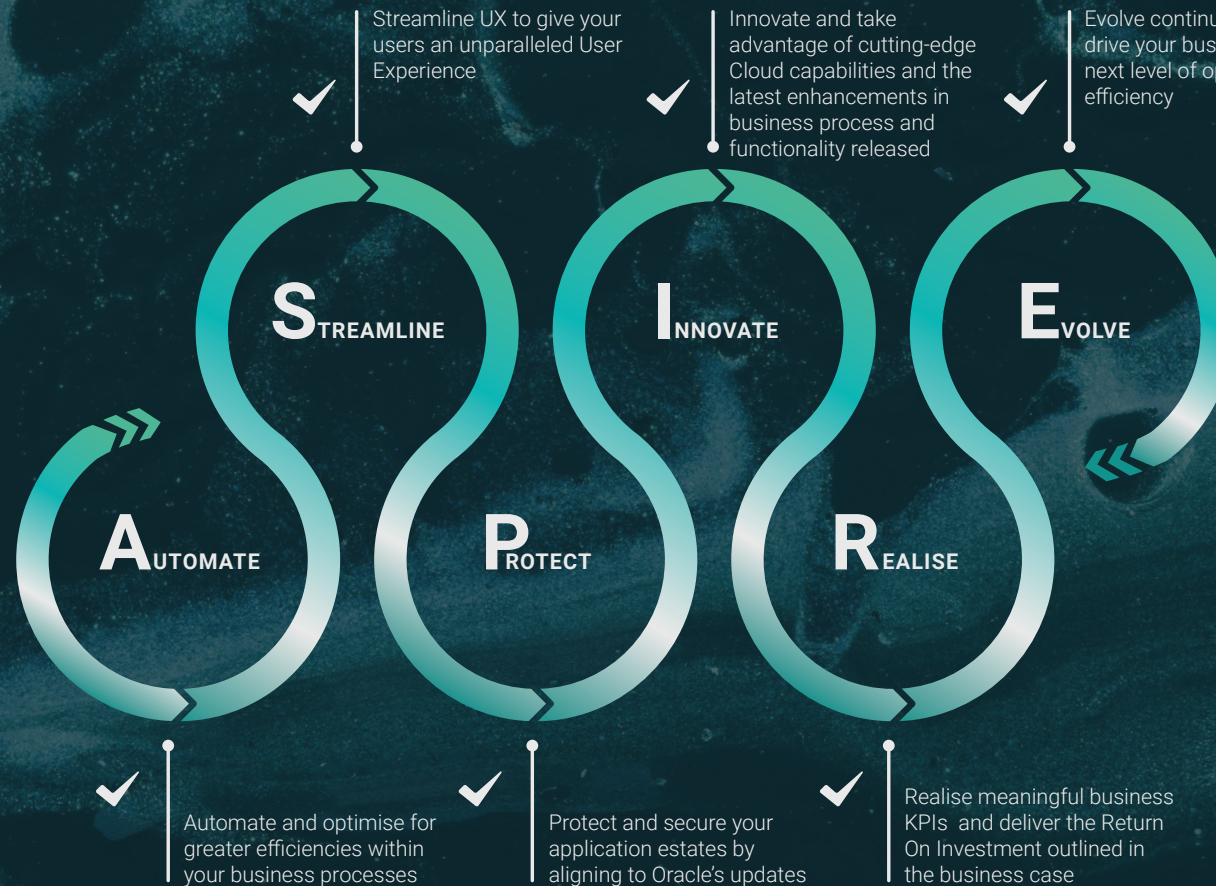- ✓ Processes for posting job vacancies and hiring employees

Optimisations Can Result In:
- ✓ More efficient and streamlined processes
- ✓ A reduction in FTE headcount for lower-value repetitive tasks
- ✓ Re-routing of FTE resources to higher-value and strategic activities such as actioning your ERP Roadmap
- ✓ Happier stakeholders and workplace due to streamlined and optimised User Experiences
- ✓ Increased Employee Productivity
- ✓ Reduction in costs associated with recruiting new employees

In the following sections of this guide, we will showcase the additional value that an ASPIRE Oracle E-Business Suite Managed Service can bring to your business.

VERSION 1

Streamline UX to give your users an unparalleled User Experience

Innovate and take advantage of cutting-edge Cloud capabilities and the latest enhancements in business process and functionality released

Evolve continuously to drive your business to the next level of operational efficiency

STREAMLINE

INNOVATE

EVOLVE

AUTOMATE

PROTECT

REALISE

Automate and optimise for greater efficiencies within your business processes

Protect and secure your application estates by aligning to Oracle's updates

Realise meaningful business KPIs and deliver the Return On Investment outlined in the business case

The ASPIRE Model

Version 1's ASPIRE Model enables our customers to achieve better results through a focus on 6 key areas, expertly selected to keep IT estates evolving in line with today's digital world. Through ASPIRE, we achieve much more than just keeping systems performant, available, and SLA compliant – we unlock their transformational potential and deliver real business value to our customers.
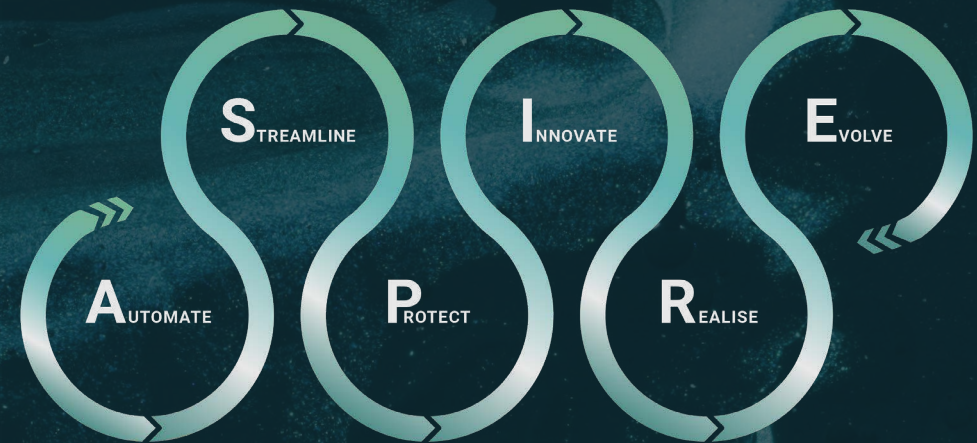
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A Shift in Mindset: ASPIRE to More

ASPIRE is an endlessly evolving, intelligent managed services model. We continuously seek to identify new ways to pivot to our customers' evolving support, maintenance and development needs.

In order to continue to realise the value and benefit of your Oracle E-Business Suite solution, Version 1 enables you to continuously evolve and improve to reap the maximum business benefit and return from your investment. You've already invested significantly into the very latest of modern technology that bears the capabilities to transform your business processes, what you need now is a partner that unlocks the full potential of this investment and removes the headaches of management along the way too.

STREAMLINE   INNOVATE   EVOLVE

AUTOMATE   PROTECT   REALISE

VERSION 1

Leverage the Innovation You Have Invested In

E-Business Suite Yearly Upgrade cycle gives you access to the latest updates and enhancements to your business processes. But the innovation doesn't stop there, with our dedicated Innovation Labs bringing the latest technologies to unleash the true potential of your data.

EMPLOYEE SEARCH

SITE-WIDE SEARCH

LOGGED IN USER INFORMATION

SELF-SERVICE CHAT BOT

KEY METRICS

ARTICLE SEARCH

APPLICATION NETWORK STRENGTH

Q&A BOT
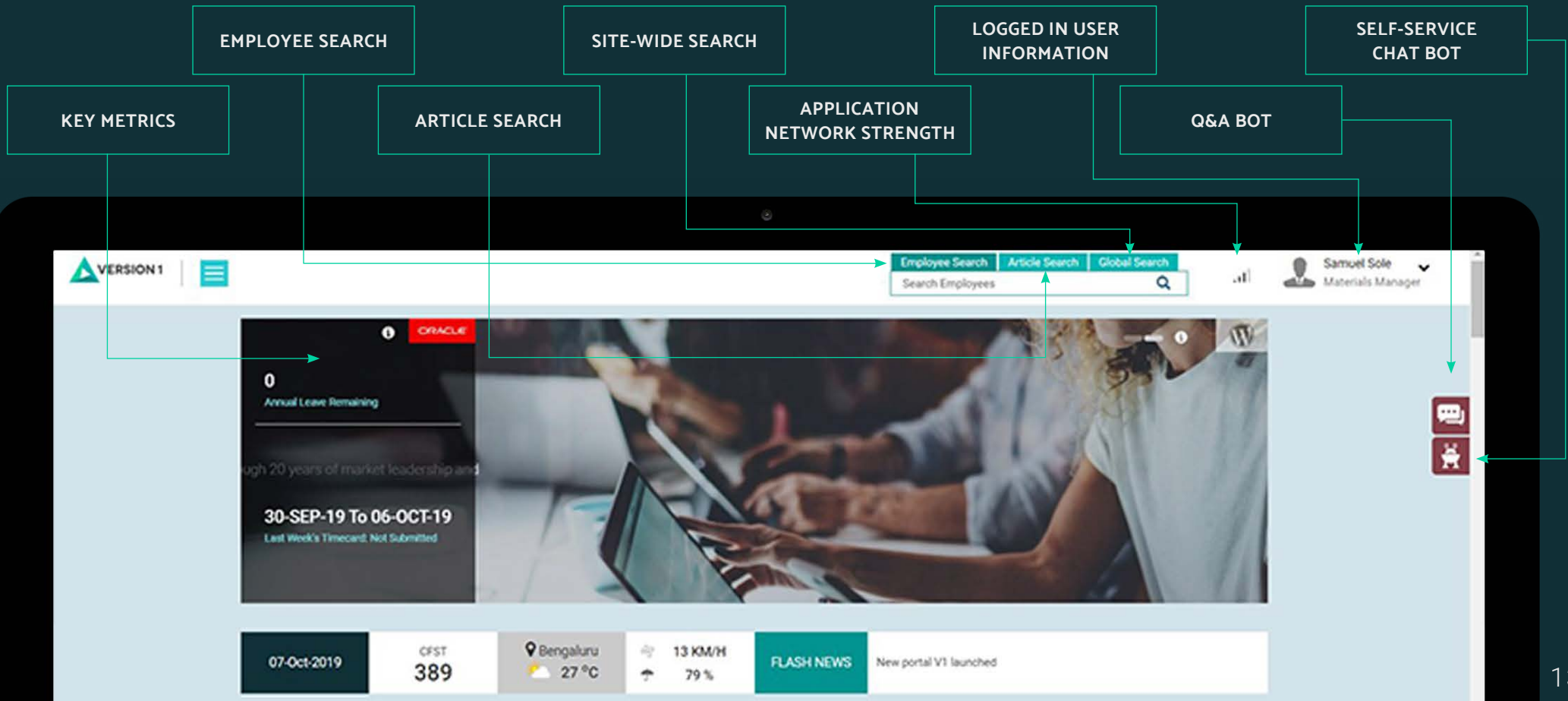
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Expand the value of your E-Business Suite Data

At Version 1, We Aspire to keep bringing more value to the end users and to tailor the latest Oracle tools to your specific needs.

Apex Extension
Building an easy, user friendly and reliable reporting solution that you can expand based on your needs

Enterprise Command Centers
Oracle new showcase demonstration of how much value can be extracted from your day to day data, allowing your end users to prioritize where they can bring more return from their daily work.

VERSION 1

#1 MANAGED SERVICE PARTNER

As Voted By Our Customers

2020 was the 4th consecutive year Version 1 was announced as the #1 Gold UKOUG Managed Service Partner of the Year (Applications) with Version 1 achieving a landslide victory of seven #1 Gold Awards in December of 2020.

Trust in an Award-Winning Managed Service Partner

The Expertise, Experience and Resources to Deliver Real Differences

Version 1's ASPIRE Oracle E-Business Suite Managed Services are staffed with dedicated consultants to ensure continuity of care for our customers. Our **Customer Retention Rate** and **Quarterly Customer Satisfaction Scores** demonstrate the long-standing partnerships we proudly maintain with our customers. **Your success truly is our success.**

Our team are a cohesive and experienced group, consisting of specialist consultants with deep expertise in Oracle technologies. The majority of our consultants have hands-on business experience working in disciplines such as HR, Finance and Procurement across a diverse range of sectors. Our customers cite this diversity of experience as one of our key differentiators, as our consultants can utilise past business experience to suggest technical improvements that truly resonate with your business challenges.

Version 1 has the scale and resources to offer you the ASPIRE Oracle E-Business Suite Managed Services onshore, nearshore and offshore depending on your preferences. If you wish to work onshore in the same time zone as our consultants, 70% of our Managed Service consultants are located in the UK and Ireland to support your needs. We also offer around the clock global support.

98%
Customer
Retention Rate

8/10
Average Customer
Satisfaction Rate

10+ Years
Average Consultant Tenure
With Version 1

50+ Customers
For Our Managed Services
and 500+ Overall

150+ Consultants
In Our Managed
Service Practice

#1 Oracle Partner
As Voted By Our Customers in
7 UKOUG Award Categories

Access a Breadth of Expertise and Disciplines

The Expertise, Experience and Resources to Deliver Real Differences

Choosing Version 1 as your Oracle E-Business suite Managed Services Partner provides your business with access to multi-disciplinary teams **with unrivalled experience in:**

✔ **Oracle E-Business Suite and other Oracle Applications**

✔ **PaaS and IaaS Maintenance**

✔ **DBA Centre of Excellence**

✔ **Advisory and Consulting Services**

✔ **Traditional Oracle Software Development**

✔ **Licensing Advice and Support – Dedicated SAM Practice**

✔ **Innovation – Continuously Improving your E-Business Suite with Cutting-Edge Technology**

✔ **Oracle Integration Cloud, Database Cloud Service (DBCS) and Autonomous Data Warehouse**

✔ **Oracle Analytics Cloud, BI Publisher, OTBI, OBIEE, OBIA, FRS, SmartView, VBCS**

VERSION 1

OUR ASPIRE APPLICATION SERVICE MODELS

VERSION 1

Our ASPIRE E-Business Suite Managed Services Model

Version 1's fully customisable model invites you to select from a comprehensive range of services. The following flexible model can fulfil your unique requirements, whether you need to compliment your in-house resources or put in place a fully outsourced offering.

Oracle E-Business Suite as a Service	Optimisation & Adoption	Business Suite Boosters	Training & Enablement	Innovation & Value Add	Customisable Support
√ Extension and Integration	√ Roadmap Aligned to Business Priorities	√ Adopt new features and functionality when it suits with flexible E-Business Suite Boosters	√ Informative New Feature Webinars	√ Artificial Intelligence	√ Fixed Price Annual Fee
√ Maintenance and Enhancement	√ Incident Trend Analysis	√ Customised Impact Assessment	√ Training Packs for New Starters	√ Blockchain	√ Tickets Per Month/Year
√ Flexible Service Level Agreements	√ On-Site Process Review with End Users	√ Walkthrough	√ On-Site/Remote Training for New Processes and Modules	√ Robotic Process Automation	√ Onshore, Nearshore & Offshore Models
√ Customised Value-Led Agreements	√ Recommendation Paper and Walkthrough	√ Plan and Coordinate Regression Testing	√ Customisable Training and Enablement Options	√ Automated Testing	√ Onsite and Offsite Model
√ Environment Management	√ Underutilised Functionality Review (New Feature Adoption)	√ Manual and Automated Regression Testing	√ 'How To' Guides	√ Chatbots	√ Drawdown Days
√ 24/7/365	√ ERP Roadmap Support	√ Pre & Post Patching Steps	√ Access to Knowledge Base	√ Apex Extension	√ FTE-Based Service
√ Complete small changes, one stop shop for all third party suppliers	√ Annual Health Check	√ Manage Oracle Service Requests and Escalations		√ Enterprise Command Centers (ECC)	
				√ Automated Cloning	

ISO 20000 CERTIFICATION EUROPE™ ISO 27001 CERTIFICATION EUROPE™ ISO 14001 CERTIFICATION EUROPE™ ITIL® CYBER ESSENTIALS CYBER ESSENTIALS PLUS bacs approved bureau

Oracle E-Business Suite as a Service

Remove the complexity of running Oracle E-Business Suite

It is widely recognised that there are potentially huge benefits to be realised through the rapid adoption of new functionality and technology or by moving some or all workloads to cloud infrastructure hosting. Ensuring the infrastructure is patched and secure, upgrading Oracle E-Business Suite and trying to decide which of Oracle's new E-Business Suite features and functionality upgrades are worth adopting can be time consuming, difficult to manage, inconvenient and costly.

Version 1 can host, maintain, and upgrade your Oracle E-Business Suite application in secure and compartmentalized cloud hosting infrastructure using any of the major platforms: **Oracle Cloud Infrastructure, Microsoft Azure or Amazon Web Services**. Your own infrastructure can also be used.

Once up and running, Version 1 will manage your system while acting as your key point of contact and advisor around the upgrades and new features we identify as positive additions for your organisation's unique requirements and opportunities. In addition, Version 1 will provide a complete Service Desk support infrastructure so you can receive the support you need, whenever you need it.

Security
Physical data centre security that most data centres would struggle to match

Low Maintenance
All you need to focus on is running your HR or Financials function as required

Scalable
Unlimited availability of compute and storage

Customisable
Access security-hardened to your requirements

Flexible
Take advantage of the huge flexibility and scalability that OCI enables

Low Responsibility
No responsibility for running and maintaining the application

Disaster Recovery
Resilience and disaster recovery covered to your requirements

Innovate
Exploit native Cloud services such as Oracle E-Business Suite Cloud Manager, File Systems, Email Services, Load Balancer and more

Your KPI Cockpit

Version 1 can help you transform your data into actionable business intelligence. Track the metrics that matter to your business in your own personalised KPI Cockpit in our service desk software, Version 1 Engage which is powered by ServiceNow. Whether you wish to monitor and compare important customer metrics to inform strategic decision making, or track the metrics that matter most to your IT department, Version 1 Engage will enable you to jump in the pilot seat and navigate your business through its strategic KPIs.
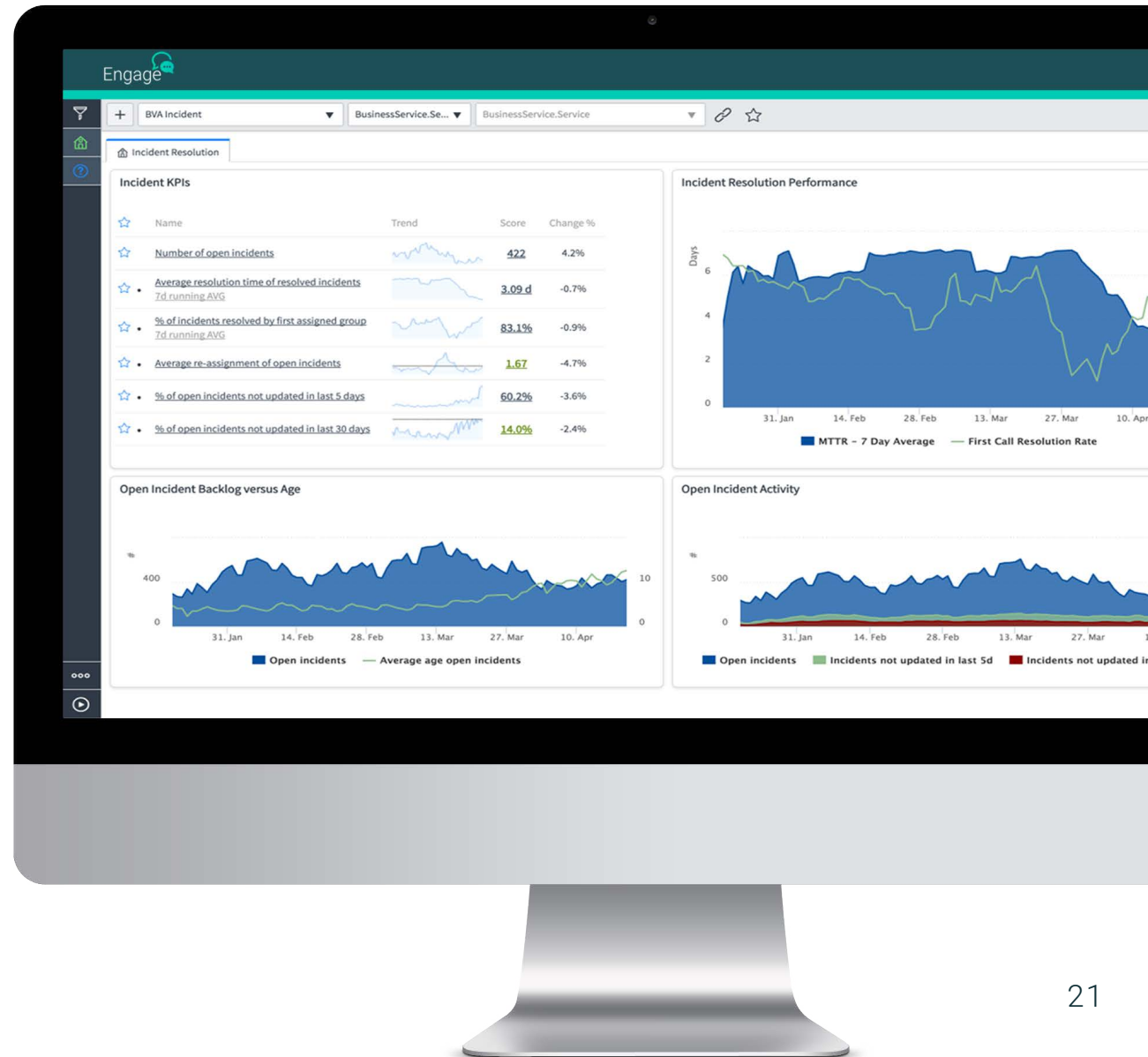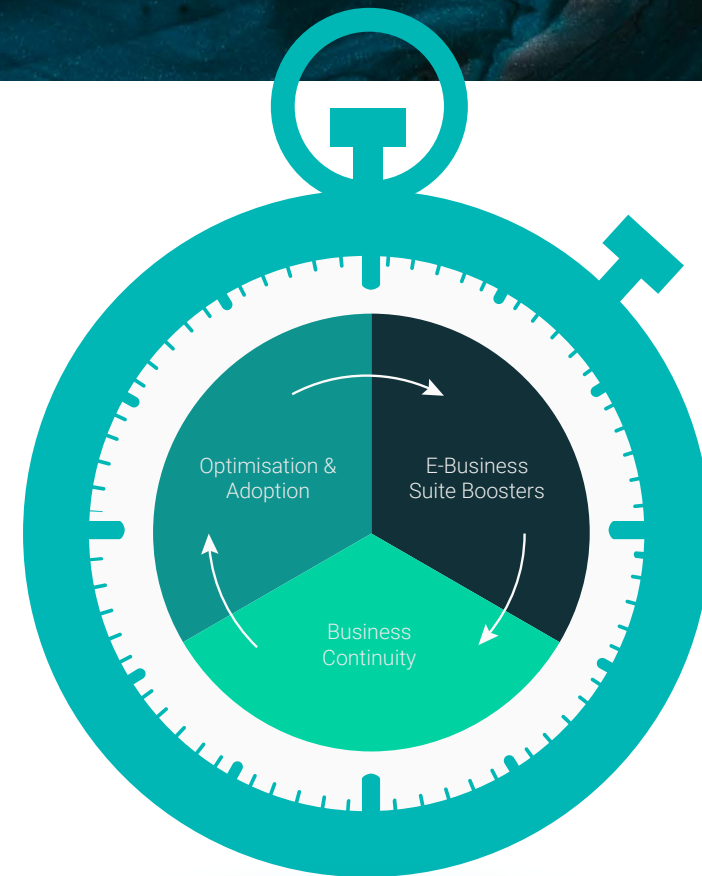
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E-BUSINESS SUITE BOOSTERS

VERSION 1

E-Business Suite Boosters

Enhance the capabilities of your E-Business Suite with our flexible upgrade and new feature adoption boosters

Major upgrades have often been regarded as an equally major headache by E-Business Suite users due to worries around the potential inconvenience and disruption to business-critical activities such as 'year-end'. With Oracle's new Continuous Innovation release model (that offers support through to 2031), users can choose to avoid major upgrades and plan for a more staggered approach during preferred periods of time. This is great news; however, it creates a different challenge – what to choose to adopt and when! Version 1's flexible **E-Business Suite Boosters** lighten the burden of researching, planning, and making the right decisions. Choosing to flexibly add **E-Business Suite Boosters** to your ASPIRE Managed Service offers you a strategic and targeted approach to adopting new features and functionality from the upgrades offered by Oracle. As your trusted partner, we will help you understand the benefit, implications and appropriate timelines when assessing new functionality.

Our ASPIRE E-Business Suite Managed Services support you in two key areas with our E-Business Suite Boosters: **Optimisation & Adoption and Business Continuity**. By utilising our unique **ASPIRE E-Business Suite Boosters**, you can rely on Version 1 to work with you to implement and adopt new features that make the most sense for your business. Additionally, we can train your E-Business Suite users to leverage these new features fully, reducing any potential feature underutilisation or confusion.

Optimisation & Adoption

E-Business Suite Boosters

Business Continuity

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Our Key Focus Areas For Your Managed Service

Our Oracle Application Managed Services support you in two key areas to ensure you fully unlock the true value of your Oracle E-Business Suite investment; Optimisation and Business Continuity.

Optimisation & Adoption

Working with businesses to enable them to take full advantage of new functionality as soon as it is available, delivering long term, measurable return on investment.

Roadmap Assessment

✓ Review all available updates of relevance to Business' Priorities

✓ Development of Roadmap

✓ New Feature Recommendations

✓ Configure, Test, and Implement Optional New Features

On-Site Annual Health Check

✓ Incident Trend Analysis

✓ On-site Consultancy Day

✓ Process Reviews

✓ Recommendations Report

Knowledge Transfer

✓ Informative New Feature Webinars

✓ Recommendation Papers and New Functionality Walkthroughs

✓ Underutilised Functionality Awareness

✓ Training Packs

✓ Onboarding New Starters

✓ Training for New Processes and Modules

✓ Customisable Training and Enablement Options

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Our Key Focus Areas For Your Managed Service

Our Oracle Application Managed Services support you in two key areas to ensure you fully unlock the true value of your Oracle E-Business Suite investment; Optimisation and Business Continuity.

Business Continuity

Ensuring a stable, fully tested solution while diverting all upgrade activity into strategically scheduled E-Business Suite Boosters to ensure continuity of service to your user community, underpinned by the latest in automated testing technology.

Environment Management

√ Co-ordinate Refreshes through out the calendar year

√ Pre and Post Release Steps

Impact Assessment

√ Provide Tailored Impact Assessments Across All Modules

√ Trend Analysis of key points of EBS to identify areas for improvement

Bringing more value out of your system

√ Month End Assistance

√ Automated monitoring

√ Apex Extension

√ Taking Enterprise Command Centers to the next level
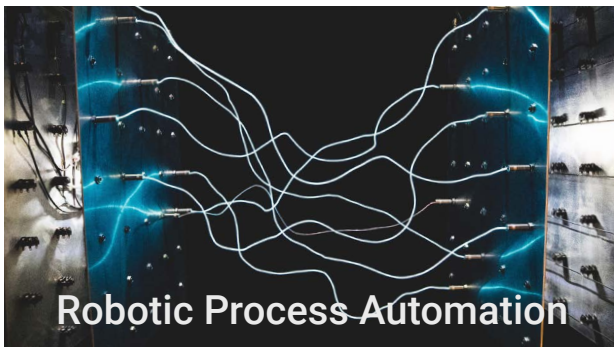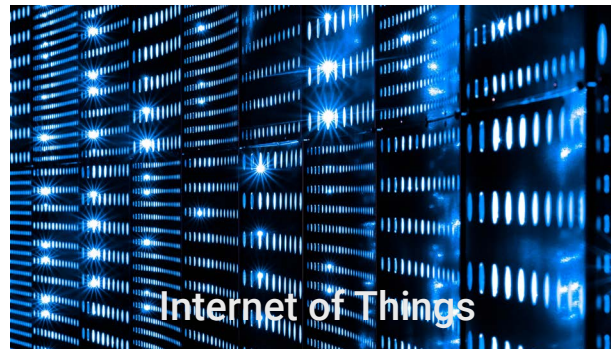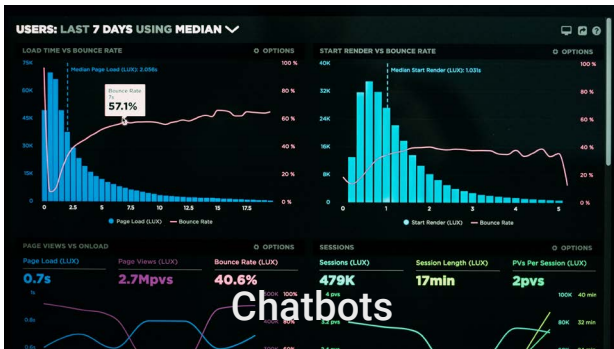
√ Clone Automation

VERSION 1

INNOVATE
With Cutting-Edge Technology

VERSION 1

Artificial Intelligence

Blockchain

Chatbots

Internet of Things

Robotic Process Automation

Virtual and Augmented Reality

ASPIRE is backed by Version 1's dedicated Innovation Labs. Version 1 invests in the Labs so our customers benefit from past, present and future projects that our dedicated Innovation team work on.

The **Innovation Labs** develop repeatable innovative solutions and 'proof of value' propositions with our customers to ensure Version 1 remains at the forefront of disruptive technology and that our customers realise business benefits as a result.

> **"Never has the need for imaginative, agile, business impact-oriented Application Operations (AO) providers been greater. Cautious incrementalism must give way to radical, rapid change."**
>
> (TechMarketView, Applications Operations Market Trends and Forecasts 2020-2023)

VERSION 1

Why Version 1?

Always On 24/7/365
24/7/365 Service Desk supporting users around the globe.

Streamlined & Optimised
ITIL processes adapted and automated to support DevOps, continuous integration and delivery.

Proactive Monitoring
Proactive service monitoring means we identify and resolve issues before they impact your business.

True Partnership
We work in collaboration with your team and suppliers to own issues and drive them to resolution.

Global Standards
Accredited to ISO 20000 and ISO 27001 standards delivering assurance in service quality and security.

Full-Stack Expertise
Full-stack support for all technologies and environments.

Flexible Delivery Models & SLAs
Choose the SLA, VLA and delivery model (remote, on-site or blended) that is right for your business.

Continuous Service Improvement
CSI is a core tenet of our Managed Services which means we are committed to an ongoing cycle of agreed improvements.

Integrated Cloud
We integrate, operate and run modern cloud platforms side by side with legacy infrastructure and applications.

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98% CUSTOMER RETENTION

We operate to a sustained quarterly rhythm. Each quarter, with each customer, we set specific goals and survey satisfaction. If our impact flags in any quarter, or satisfaction dips, our team react immediately with specific actions. Over time this outcome focused approach is guaranteed to make a real difference for our customer and build a strong, long term relationship.

"Liverpool John Moores University has received Managed Service support from Version 1 for a number of years. The service we receive is always of a high standard with response times to calls raised excellent. Anything that is not covered by our contract is picked up and dealt with and we always provided with a detailed breakdown of the work and costs involved. Version 1 are always available to offer advice and guidance and through regular Account Management meetings we are always kept up to date with new developments. Based on the service we receive at LJMU I would highly recommend Version 1 as a Managed Service partner"

Liverpool John Moores University

"At Barts, we originally planned the upgrade to 12.2.9 and migration to the Oracle Cloud before the Global Pandemic, and both ourselves and Version 1 had to adapt to a new way of managing this project - I must say that Version 1 stepped up to the challenge and we managed to still complete on time. They have a very good understanding of both the upgrade process and the migration into the Oracle Cloud - so there were no major issues that couldn't be resolved."

Barts Health NHS Trust

"Almac Group has built a reputation for innovation, quality and customer service and these were the key attributes we looked for in selecting a Managed Services partner to entrust our core business systems. Our systems are complex, customised and highly integrated covering all functions from manufacturing, distribution, purchasing, inventory, quality, label control and finance. Version 1 has proven to be an innovative on-shore Managed Service partner, easy to do business with and focused on quality, operational improvement and delivering business value which has enabled the delivery of new services and competitive market advantage for our global organisation."

Almac Group

Our Difference: Strength in Balance

Strong Organisation

Customer Success

Empowered People

Customer Success

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

Empowered People

Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

Strong Organisation

A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.

▶ WATCH OUR DIFFERENCE

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TALK TO US:
INFO@VERSION1.COM

Podcast: version1.com/one-zero-one

Get all the latest news and insights from Version 1: linktr.ee/Version1Marketing