



VERSION 1

ASPIRE ORACLE CLOUD
APPLICATION MANAGED SERVICES

ASPIRE

Oracle Cloud Application
Managed Services

Reimagine the potential of your Oracle Cloud Applications.
ASPIRE to more.



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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 Cloud 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 back-office 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 Cloud Application Managed Services, discover how Version 1 can help you take full advantage of new functionality as soon as it is available, delivering long term, measurable return on investment, while simultaneously ensuring a stable, fully tested solution in line with Oracle's quarterly release cycle to ensure continuity of service to your user community.

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Public Sector



Utilities



Central Government



Healthcare



Manufacturing



Financial Services



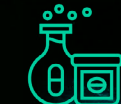
Retail



Airlines



Local Government



Pharmaceuticals



Higher Education



Insurance



A Proactive Approach to Managed Services

As a trusted and audited MSP, our main goal is to be proactive as opposed to being reactive. A successful MSP 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.

TRADITIONAL MANAGED SERVICES	VERSION 1 ASPIRE ORACLE CLOUD 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 quarterly system health checks and recommendations to solve issues
Manual testing of fixes and bugs	Automated testing of quarterly releases, fixes and bugs
Manual reporting of incidents raised	KPI Dashboard to provide real time performance analysis



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An Insights-driven, Innovative, and Agile Approach

A Value-Led Managed Services Model to Support Your Business

Version 1 **ASPIRE Oracle Cloud 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.”



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Unlock Business Value With a Value Level Agreement (VLA)

Maximising Your Investment in Oracle Cloud Applications

VLA

Businesses that have chosen to migrate to Oracle Cloud Applications have already made the decision to deliver a large scale, transformational project with:



Significant CAPEX and
OPEX Expenditure



Significant Business
Change Affecting
User Population



A Business Case Outlining
Return On Investment
Over Time



An Internal Cultural Shift
Towards SaaS Technology

With this level of investment, our Oracle Cloud 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 Application Managed Services, 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



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Reroute Valuable Resources to Deliver Additional Value

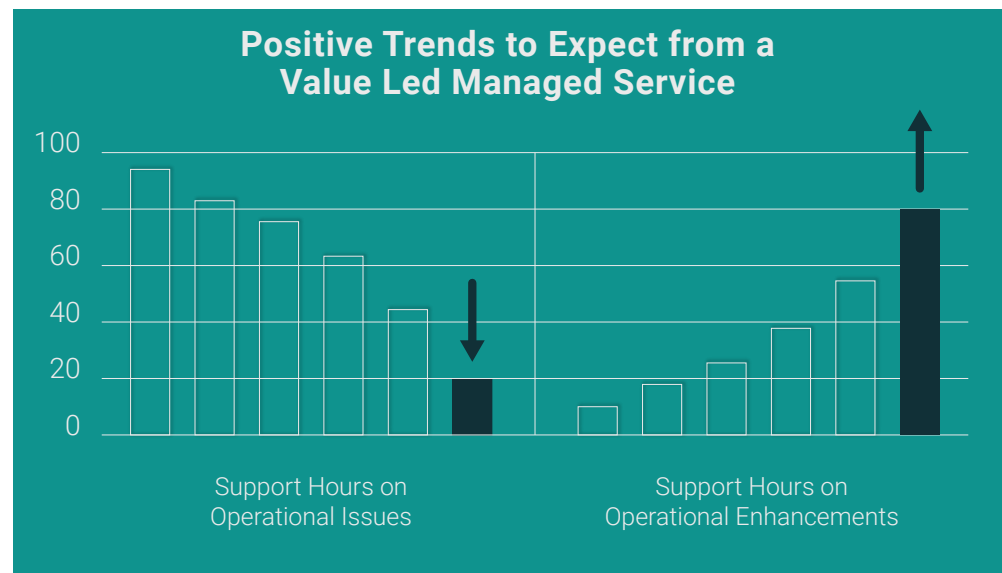
With An ASPIRE Value Level Agreement

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.



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.

Maximising Your Investment in Oracle Cloud Applications

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 Oracle Cloud investment.





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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 Oracle Cloud Application 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

- ✓ Time taken to complete month-end close
- ✓ Month-end processing (finalise before the last day of the month)
- ✓ PO approval process
- ✓ Supply chain processing
- ✓ End to end time spent on procure-to-pay processes
- ✓ Processes for posting job vacancies and hiring employees
- ✓ Time taken to close Payroll

Optimisations Can Result In:

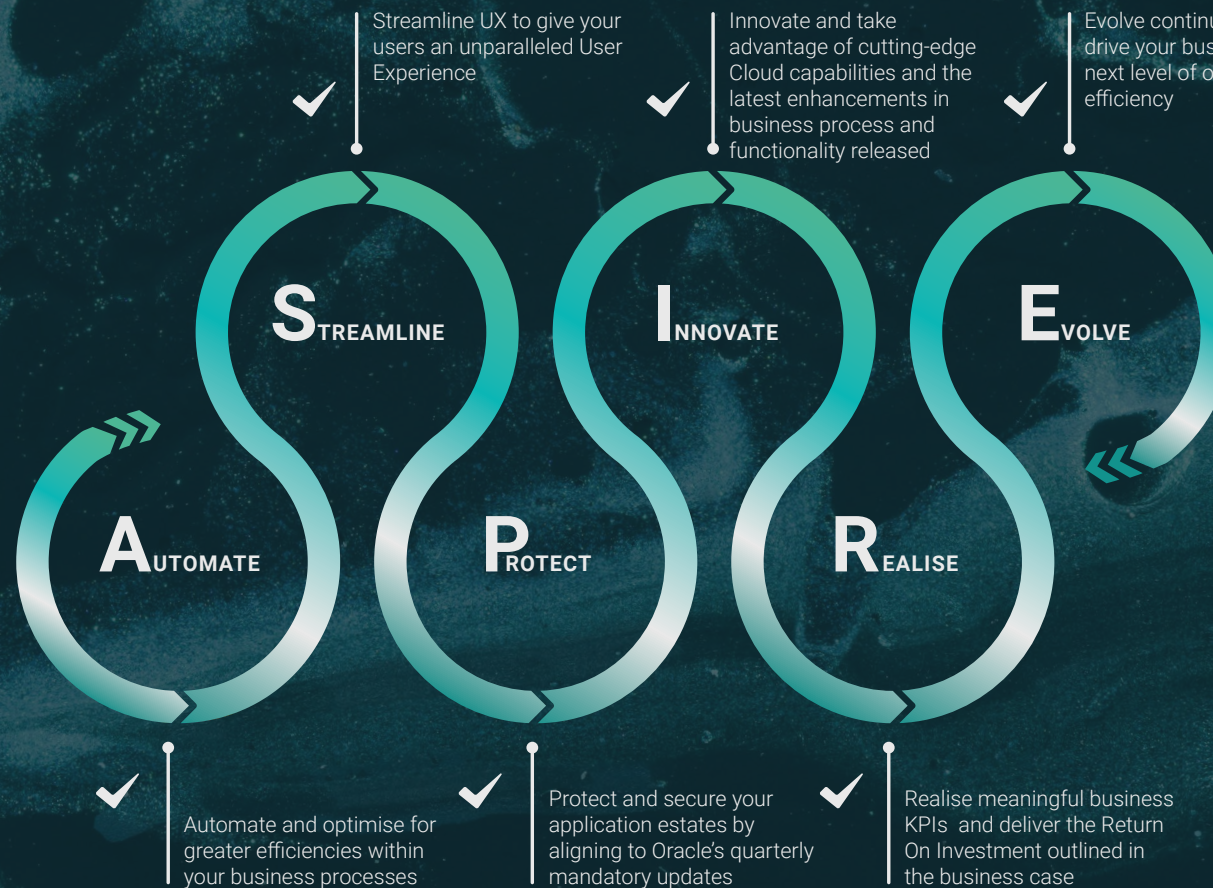
- ✓ More efficient and streamlined processes
- ✓ A reduction in FTE headcount for lower-value repetitive tasks
- ✓ Re-routing of FTE resources to higher-value and strategic activities such as actioning your ERP Roadmap
- ✓ Happier stakeholders and workplace due to streamlined and optimised User Experiences
- ✓ 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 Cloud Application Managed Service can bring to your business.



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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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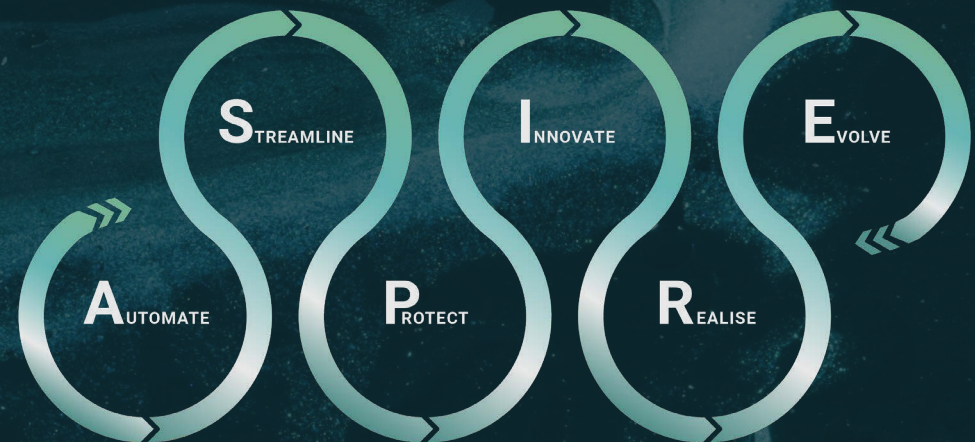
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A Shift in Mindset: ASPIRE to More

Many businesses seek to do two things when implanting an Oracle Cloud Application; to **ADOPT** and **ADAPT**. However, there is a risk of being locked out of the true value inside your new SaaS application if you're missing an import third element – a shift in mindset to **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 new Oracle Cloud 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.





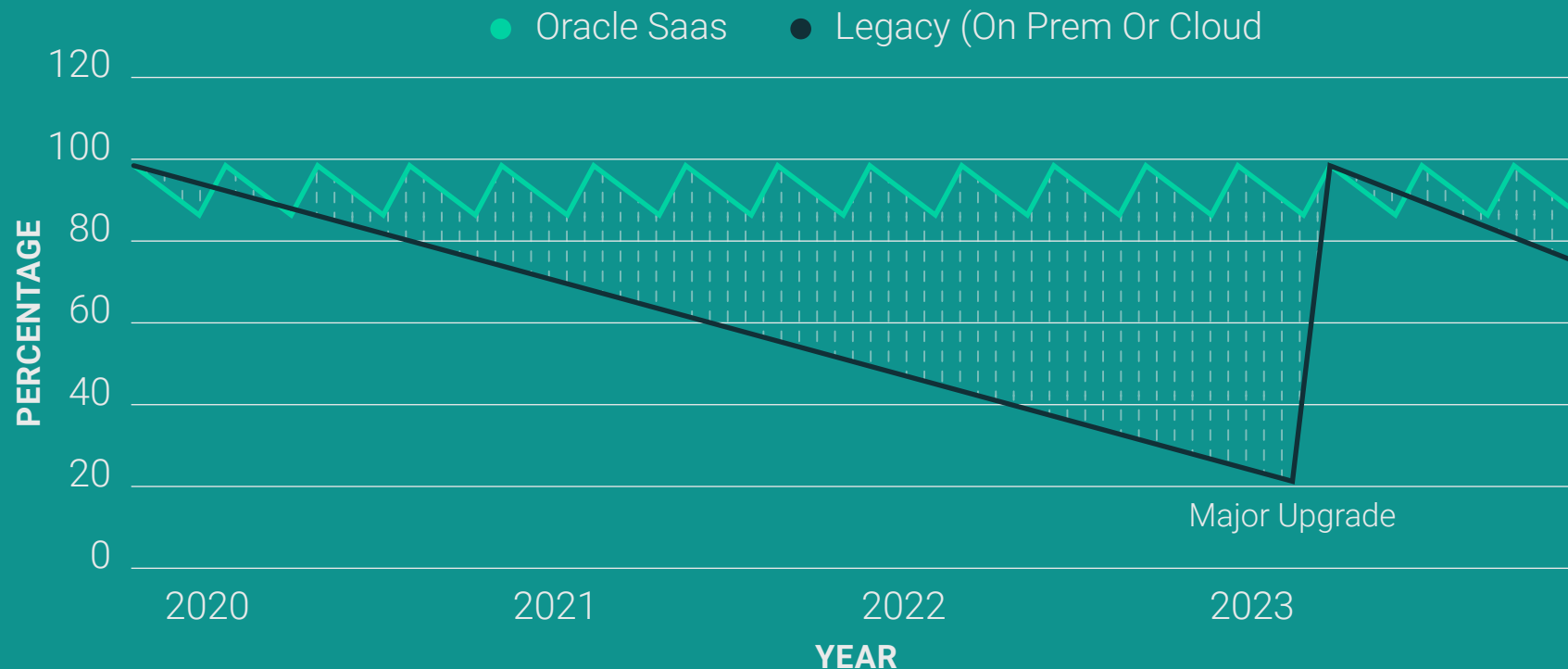
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Leverage the Innovation You Have Invested In

Buying a SaaS solution gives you access to the latest updates and enhancements to your business processes, **but only if you have the delivery framework to support their review and implementation.** If this is not in place, then regardless of the investment that you have made, your processes will quickly become out of date.

INNOVATION





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#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.



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Trust in an Award-Winning Managed Service Partner

The Expertise, Experience and Resources to Deliver Real Differences

Version 1's ASPIRE Oracle Cloud Application 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 Cloud Application 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.

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



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Access a Breadth of Expertise and Disciplines

The Expertise, Experience and Resources to Deliver Real Differences

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



Oracle Cloud ERP and HCM
Applications



PaaS and IaaS Maintenance



Environment Management



Advisory and Consulting
Services



Cloud Cost Control
– Optimising Your Cloud Spend



Licensing Advice and Support
– Dedicated SAM Practice



Innovation – Continuously
Improving Your Cloud 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



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OUR ASPIRE APPLICATION SERVICE MODELS

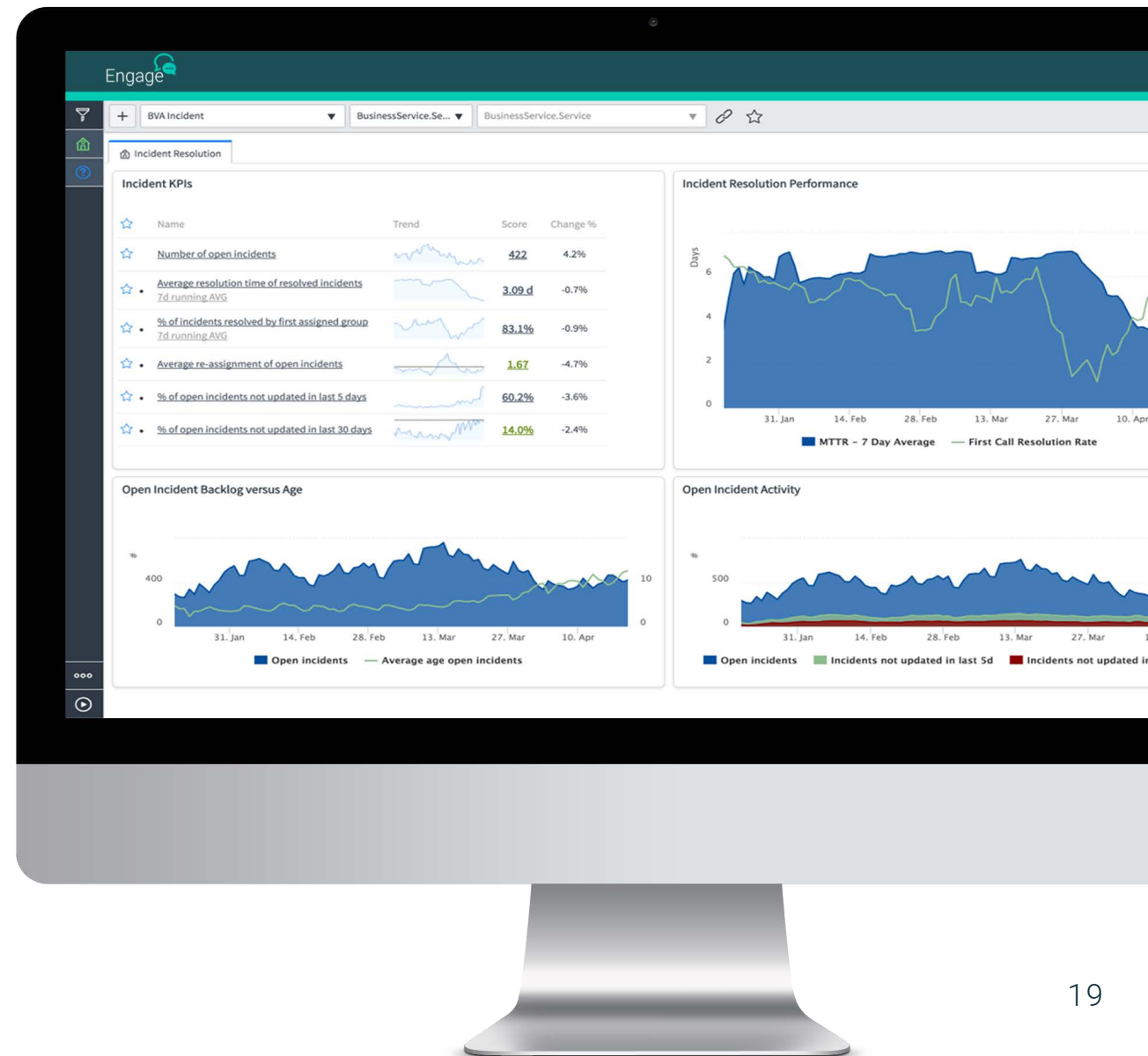
Our **ASPIRE** Oracle Cloud Application Managed Services Model

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.

					
Optimisation & Adoption	Optimisation & Adoption	Quarterly Rhythm	Training & Enablement	Innovation & Value Add	Customisable Support
<ul style="list-style-type: none"> ✓ Extension and Integration ✓ Maintenance and Enhancement ✓ Flexible Service Level Agreements ✓ Customised Value-Led Agreements ✓ Environment Management ✓ 24/7/365 ✓ Complete small changes, one stop shop for all third party supplier 	<ul style="list-style-type: none"> ✓ Roadmap Aligned to Business Priorities ✓ Incident Trend Analysis ✓ On-Site Process Review with End Users ✓ Recommendation Paper and Walkthrough ✓ Underutilised Functionality Review (New Feature Adoption) ✓ ERP Roadmap Support 	<ul style="list-style-type: none"> ✓ Customised Impact Assessment ✓ Walkthrough ✓ Plan and Coordinate Regression Testing ✓ Manual and Automated Regression Testing ✓ Manage Oracle Service Requests ✓ Pre & Post Patching Steps ✓ Manage Oracle Service Requests and Escalations 	<ul style="list-style-type: none"> ✓ Informative New Feature Webinars ✓ Training Packs for New Starters ✓ On-Site/Remote Training for New ✓ Processes and Modules ✓ Customisable Training and Enablement Options ✓ 'How To' Guides ✓ Access to Knowledge Base 	<ul style="list-style-type: none"> ✓ Artificial Intelligence ✓ Blockchain ✓ Robotic Process Automation ✓ Automated Testing ✓ Chatbots 	<ul style="list-style-type: none"> ✓ Fixed Price Annual Fee ✓ Tickets Per Month/Year ✓ Onshore, Nearshore & Offshore Models ✓ Onsite and Offsite Model ✓ Drawdown Days ✓ FTE-Based Service

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.



THE QUARTERLY RELEASE RHYTHM



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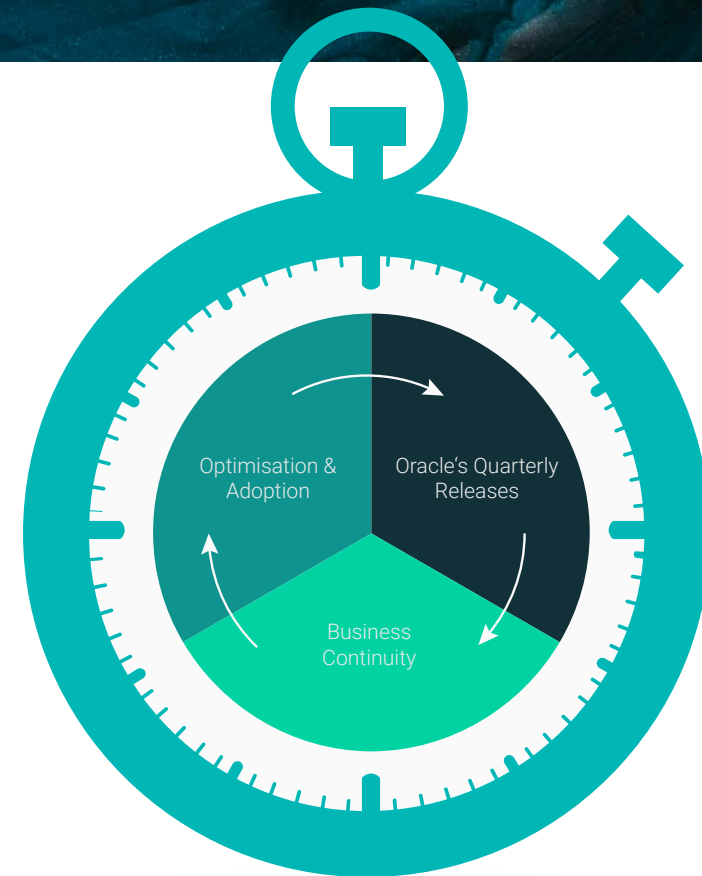
The Quarterly Release Rhythm

Expedite Oracle's Quarterly Updates and Leverage New Functionality

Oracle Cloud Application users benefit from a programme of continuous software delivery through quarterly updates to the service rather than major releases. The flexibility over when the updates are applied means that our customers have the ability to schedule optional enhancements around business-critical activities such as 'year-end'. With over 200 new features and functionality options added in 2020 alone, it can be challenging to know where to look first. As your trusted partner, we will help you understand the benefit, implications and appropriate timelines when assessing new functionality.

The short window between releases being applied to non-production and production environments of just 10 working days can be resource intensive, and therefore it is imperative that your business is fully prepared. Version 1's flexible service can take all or some of this burden away from your users via our proactive end-to-end quarterly release service.

Our Oracle Application Managed Services support you in two key areas as part of our Quarterly Release Rhythm; Optimisation & Adoption and 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 Cloud 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.

Cloud 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 Quarterly Health Check

- ✓ Incident Trend Analysis
- ✓ Quarterly 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 Cloud investment; Optimisation and Business Continuity.



Business Continuity

Ensuring a stable, fully tested solution in line with Oracle's quarterly release cycle to ensure continuity of service to your user community, underpinned by the latest in automated testing technology.

Environment Management

- ✓ Co-ordinate Refreshes With Oracle
- ✓ Pre and Post Release Steps

Impact Assessment

- ✓ Provide Tailored Impact Assessments Across All Modules
- ✓ Tailored Webinar Covering Mandatory and Non-mandatory Updates

Test Planning

- ✓ Define The Scope of Regression Testing
- ✓ Create Test Plan (Environments, Sequence Of Tests, Test Data, etc.)

Regression Testing

- ✓ Manual And Automated Testing Across Key Business Areas Including Integrations
- ✓ Identify, Log, And Resolve Defects

Drive Efficiencies with Automated Testing

Realise the Art of the Possible

As the cycle of Oracle Cloud Applications solutions moves to quarterly updates, extra emphasis is placed on the importance of the software testing process, which needs to be as accurate and time efficient as possible to minimise business disruption.

Version 1 has developed a robust and comprehensive automated testing tool in order to streamline testing cycles and reduce manual effort. The solution was developed to minimise the risk of interruption or impact of the quarterly release cycle on enterprise organisations – allowing them to focus on the benefits the updates provide.

Each customer has a set of bespoke automated regression tests, developed, and maintained by Version 1 – which are executed on your behalf in synch with your update cycle. Version 1 will also intercept, assess, and manage identified issues to conclusion, minimising repetitive tasks for your end users and allowing them to focus on delivering value.

This toolset can be utilised during any testing phase when implementing new functionality and is not restricted to quarterly updates.



Maximise - Automated Testing

Quarterly Testing

Customer Name : ABC Corporation
Release Cycle : 21a
Date : 10th Feb 2021, 07:30 AM

Overview

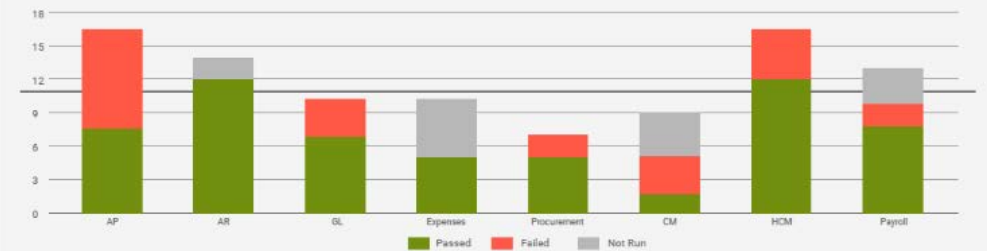
Tests Run:	81
Tests Passed:	60
Tests Failed:	21
Tests not ran:	14

Tests By Area

AP	81
AR	60
GL	21
Expenses	14
Procurement	7
CM	5
HCM	16
Payroll	10



AP AR GL Expenses Procurement CM HCM Payroll



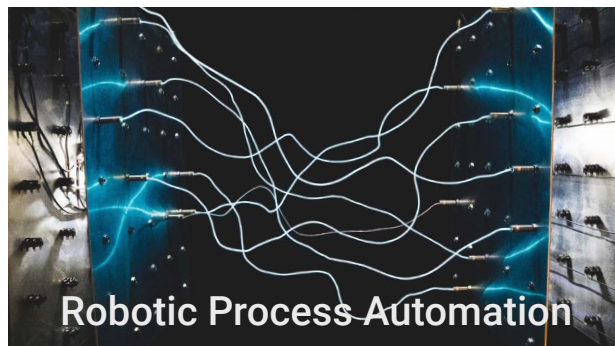
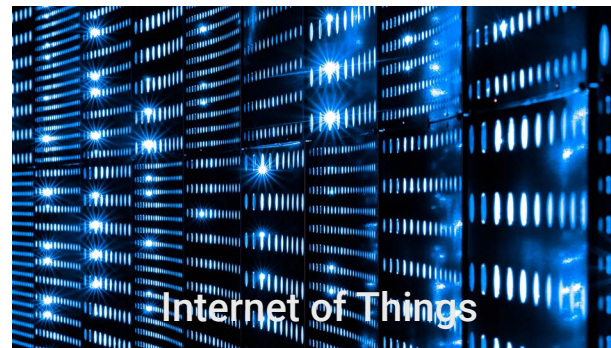
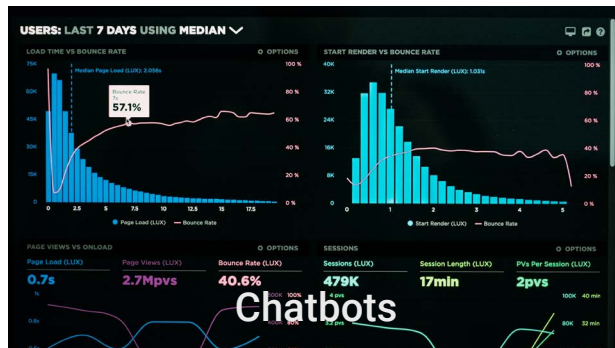


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INNOVATE

With Cutting-Edge Technology



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)



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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.

"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

"Version 1's ability to provide both Oracle Cloud Infrastructure and PeopleSoft expertise without having to bring in third parties was a significant benefit. Version 1 was also able to offer us compelling pricing using an onshore/offshore support model. We benchmarked these costs proposed by Version 1 to other third-party providers as part of the selection process."

Ferguson Plc

Our Difference: Strength in Balance



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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Version 1 at a Glance



€158M
£140M



98%
Customer Retention



1500+
Employees in UK,
Ireland & India



500+
Customers



20+ YEARS
Proving Value of IT



3
Leading Technology
Partners



#1
Customer Success
CX Impact Awards 2019



11
Global Acquisitions

TOP WORKPLACE
in UK, Ireland and Europe





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TALK TO US: INFO@VERSION1.COM

ONE
ZERO
ONE

Podcast: version1.com/one-zero-one

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



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