



# ASPIRE: Oracle SaaS Managed Service

Delivering measurable value to your organisation

Version 1's ASPIRE Oracle SaaS Managed Service encompasses flexibility, innovation and Oracle cloud expertise to deliver measurable value to your organisation.

## ASPIRE Managed Service Framework

Go beyond simply 'keeping the lights on' and embrace the potential of Version 1's ASPIRE Managed Services that place AI, continuous improvement and business innovation at the heart of everything we do.



## Why Version 1 for Oracle SaaS Managed Service

- ✓ Value-level framework that delivers real organisational benefit
- ✓ Continuous training and skills development for your in-house teams
- ✓ Ensure simplicity with 'adopt not adapt your system' ethos
- ✓ Embrace innovation whilst maintaining business-as-usual service levels and KPIs
- ✓ Depth and breadth of expertise across all Oracle modules and technologies
- ✓ Service evolves with your organisation's needs
- ✓ Clients across multiple industry sectors
- ✓ Complete end-to-end solutions across Oracle SaaS, PaaS and IaaS

## 250+

Oracle Managed Service Consultants

## 100+

Oracle Managed Service Customers

## 100+

Seamless transitions into ASPIRE Managed Services from other Managed Service Providers

## 50+

Oracle Certified Professionals including 7 Oracle ACEs

## Value Level Agreements (VLA)

The key difference between ASPIRE and traditional managed services is that we measure service success not only on hitting SLAs around resolution and response time, but also on tangible 'value adds' to your organisation. We call these VLAs or Value Level Agreements. A VLA is a meaningful KPI that impacts your organisation's bottom line which can be quantified, measured and reported upon.

### SLA + VLA = ASPIRE

With ASPIRE, SLAs are a given. VLAs deliver on-going organisational value.

## Oracle SaaS Release Support Service

- Flexible tailored service
- Automated testing
- Comprehensive service model
- Full support across Oracle's technology stack and modular footprint across SaaS, PaaS and IaaS
- ServiceNow ITSM tool



*"Version 1's knowledgeable consultants work seamlessly with my Team, frequently delivering above and beyond expectations, providing invaluable support to Business-critical systems."* Strategic Product Manager, Public Sector

*"We have recently implemented Oracle Cloud ERP and have been using Version 1 as our managed service provider since February 2023. Transition from project to support was seamless and Version 1 has proven themselves to be a trusted partner."* IS Manager, Private Sector

*"ERP is no longer a "once and done" IT project, but rather a business-driven continuous improvement and process enablement journey."* Gartner

## Why Version 1?

28 years of experience

13 global locations

6 strategic technology partners



12 years as a Great Place to Work



Industry best practice



## Oracle Credentials

**ORACLE** | Service Partner  
Expertise in  
**MSE: Oracle Cloud Platform - Oracle Database to Oracle Cloud**  
in EMEA-UK & Ireland

