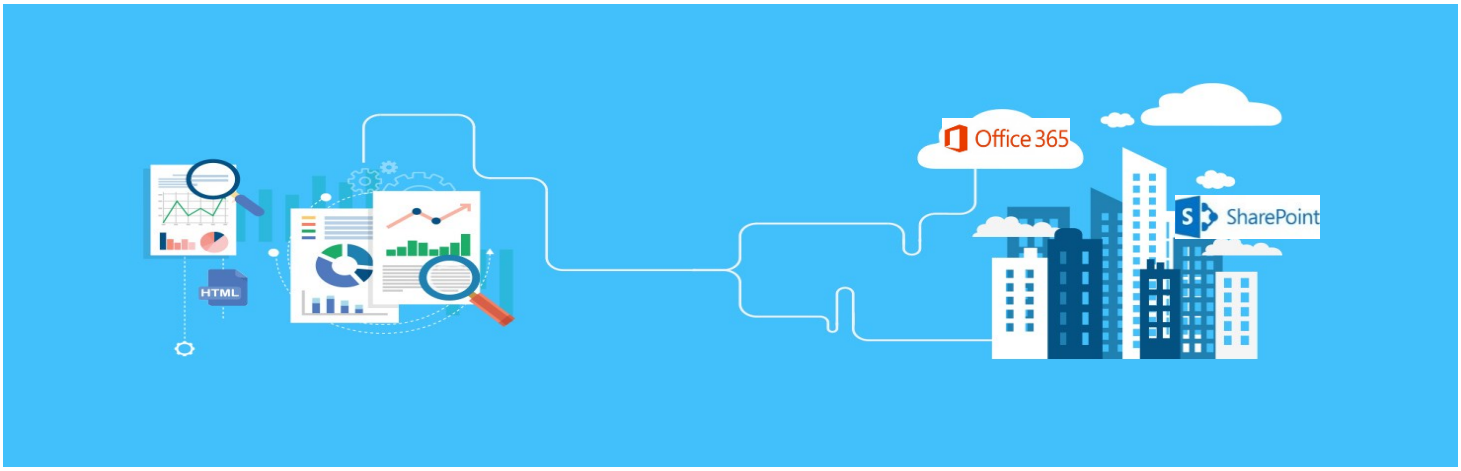

Oracle Cloud Application Migration Services

Proventeq Limited

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1. SERVICE DESCRIPTION

1. Introduction

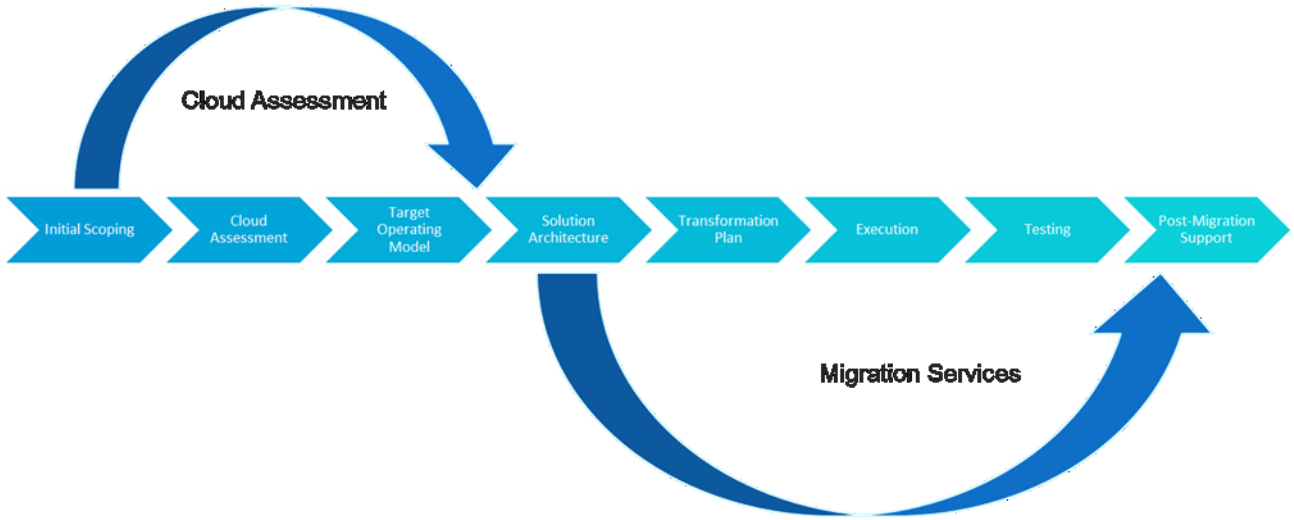
Proventeq understand the Transformational Power of Cloud based Computing to harness Digital enablement in Enterprises to offer Growth and Operational Agility.

Proventeq is a specialist provider of content and application migration solutions to Oracle Cloud applications platforms and re-engineer on premise Oracle Java applications to take advantage Oracle's Java Cloud application development & deployment services such as Database as a Service, Java Cloud Service, Oracle Cloud PaaS & SaaS, Mobile application development, integration services to reduce complexity and on-going operational costs. Established in 2007, Proventeq is a UK based SME with global customer base.

Proventeq customers include UK Government departments, Australian Government, US City Government and organisations in wide range of domains including research, space, financial services, defence services, education, pharmaceutical and recruitment services.

2. Proventeq Application Migration Service

Proventeq provides expert application migration service to Oracle Cloud platforms, utilising its proven migration implementation methodology and DevOps solution accelerators. The migration service is delivered using a well-defined methodology. The key stages which form part of the migration service are shown in figure below.



Proventeq offers a phased Application migration approach.

Phase 1 - Initial engagement plan with customer to review their existing technology stack for cloud migration and propose an operating model in weeks' time rather than months to give a clear indication of their current landscape and cloud roadmap, time & cost impact options.

Phase 2 - Following approval from stakeholders, solution design phase will be commenced to detail the cloud transformation plan – in weeks rather than months.

Phase 3 - Project execution phase covering cloud migration implementation, testing, infrastructure provisioning, DevOps based automation, release/deployment & go-live to cloud environment followed by post-migration support.

2.1. Key features

- **Build on Oracle Cloud Solutions**
  Take advantage of Oracle Cloud solutions to achieve to harness Digital enablement in Enterprises to offer Growth and Operational Agility.
- **Simplified Data Management**
  Data Management Cloud services provide a complete and integrated set of capabilities for building, deploying and managing data driven applications.
- **Cloud based application development**
  A comprehensive suite of products and services for simplified development and rapid deployment resulting in a more agile development lifecycle
- **Reduce cost by migrating from on premise applications**
  Cost savings when migrating from on premise hosting solutions to cloud based work load management and OPEX based cost model
- **Flexibility to meet bespoke migration requirements**
  The service can be configured to meet custom migration requirements
- **Reporting and Analytics**
  Integration with cloud based business analytics tools.
- **Cloud based content hub**

  Oracle Content and Experience Cloud is a cloud-based content hub to drive Omni-channel content management and accelerate experience delivery.
- **Content Sync**

  Proventeq Content Sync capability to offer Hybrid ECM with your chosen ECM platform
- **Security**

  Enables organizations to implement and manage consistent security policies across the hybrid data center.

2.2. Key Benefits

Key Benefits are the following:

- Cloud based Mobile application development integrated with ERP platforms
- Migrate from various Java applications into Oracle Cloud hosted platforms
- Maximum ROI as a result of migration tailored to requirements
- Simpler systems, reduction in support costs through legacy consolidation
- Prompt support and expert consultancy for best practices Cloud application migration
- Option of hassle free end-to-end application migration service

3. Service Options

The available service packages are described below. Pricing for the migration service is provided in the separate Pricing document.

3.1. Cloud Readiness Assessment Programme

Evaluate existing enterprise applications for cloud readiness and provide transformation approach to migrate cloud using tools & techniques.

3.2. Cloud First (& Mobile First) Application Development

Applications developed to take advantage of cloud infrastructure & micro services over dedicated resources and automated using Oracle Developer Cloud service provided DevOps tools or other widely used open source (chef, puppet, etc..) or commercial tools like Ansible Tower.

Oracle Mobile cloud framework to build native, hybrid, and no-code development, including Mobile SDKs for native apps, JavaScript Extension Toolkit (JET), and Mobile Application Accelerator (MAX).

Applications integrated with both cloud & on-premised platforms using integration service cloud, IoT, API, Process, SOA platforms.

Applications are integrated with Oracle Content and Experience Cloud is a cloud-based content hub to drive Omni-channel content management and accelerate experience delivery. Powerful collaboration and workflow management capabilities streamline the creation and delivery of content and improve customer and employee engagement.

Applications are integrated with Cloud based Business Analytics that enable you to leverage a wide range of information to operate more efficiently and make better decisions. Gain insight into every aspect of the business and discover new ways to strategize, plan, and optimize your business.

Applications integrated with Oracle's security solutions enable organizations to implement and manage consistent security policies across the hybrid data center. Oracle security cloud services make leading security technologies available everywhere to organizations large and small.

3.3. E2E Cloud Migration Services

Migrate traditional applications to cloud computing environment and enable them to take advantage of cloud infrastructure services by re-factoring some part of the custom application components where applicable.

On-premise based Oracle database and WebLogic workloads can be migrated to Oracle Java Cloud Service to take advantage of cloud based elasticity and automated using Oracle Developer Cloud

service provided DevOps tools or other widely used open source (chef, puppet, etc..) or commercial tools like Ansible Tower.

Any ad hoc requirements for best practices migration consultancy can be ordered on a T&M basis, as per SFIA rate-card.

4. Service On-boarding and Off-boarding

4.1. Service On-boarding

Our on boarding process will include an initial assessment to gain the knowledge to fully grasp your requirements. This can be conducted remotely or on-site and will vary in length based on your requirements. A comprehensive Schedule of Work will be completed before any work commences to ensure both parties are happy the service is appropriate to proceed.

For further information or to discuss receiving any of the Proventeq G-Cloud service offerings contact the Proventeq G-Cloud Service Office by:

Telephone: +44 118 907 9296

E-mail: gcloud@proventeq.com

4.2. Service off-boarding

When the service is no longer required, customers may terminate their service with 30 days' notice by contacting Proventeq on:

Telephone: +44 118 907 9296

E-mail: gcloud@proventeq.com

5. Service Management

We will provide you with a dedicated contact. This will be your point of contact to raise issues with our service or escalate problems as you see appropriate.

6. Service Constraint

None

7. Service Levels

As standard our engineers work 8 hour days, Monday to Friday UK time. By prior arrangement any out-of-hours work can be fulfilled.

Severity Level 1: Critical service affecting Incidents having severe impact on customer business operations. All or some business-critical functions cannot proceed or degrade the application to such an extent that use of the essential functions is impossible.

Severity Level 2: Medium service affecting Incidents indicating that an essential function becomes inoperative but the incident has minimal effect on other aspects of the functionality and most particularly on other essential functions.

Severity Level 3: Minor service affecting Incidents indicating that an essential function becomes inoperative but customer has identified a practical workaround, a non-essential function becomes inoperative.

Severity Level 4: Technical or functional clarifications or fault on a non-critical functionality.

Proventeq proposes the following service levels to measure service quality:

	Severity	Level 1	Level 2	Level 3	Level 4
Acknowledge	Response Time	1 hour	3 hours	1 BH	1 BH
Incidents	Workaround Time	6 hours	24 hours	5 BD	8 BD
Problems	Final Resolution	5 BD	10 BD	15 BD	Best Effort

BD- Business days; BH- Business Hours Service Levels are only applicable to Live environments

Proventeq proposes to **monthly evaluate** the Service Levels compliance.

8. Pricing

Pricing for Search Migration Service is available in the separate Pricing document.

9. Training

Where you have requirement to train your team, we will work with you to create a suitable ad-hoc or ongoing training strategy to fulfil your business requirements. All training is bespoke to your needs and will be priced as per the rate card.

10. Ordering and Invoicing Process

Customers wishing to place an order for any Proventeq G-Cloud Services must complete Schedule 2 of the G-Cloud Framework Agreement (including Order Form and Call-Off Terms) and send to:

Proventeq Limited, Reading Enterprise Centre, Earley Gate,

Whiteknights Road, Reading, RG6 6BU, UK

Or email to gcloud@proventeq.com

Any order placed shall constitute an offer to contract upon the Proventeq Terms and Conditions provided. Proventeq will produce an invoice on a monthly basis in advance with payment due within 30 days. Invoices will be dated from the service commencement date. Agreed services will be scheduled on acceptance of a Purchase Order.

11. Technical requirements

The migration service is based on the assumption that there will be suitable connectivity between existing hosting environment and the new cloud service. It is the consumer's responsibility to make sure that this connectivity is in place. Proventeq can provide advice and management of this setup if required.

12. Trial

We do not offer any form of trial service for professional services.

2. About Proventeq

Proventeq is a specialist provider of cloud and content migration solutions. Proventeq is a UK based company with international presence. Proventeq helps organisations discover, analyse, enhance and migrate web content, documents, emails, digital records and other assets into leading Cloud and On-premise ECM/CMS/Collaboration systems like Drupal/Acquia, Invotra, Oracle Cloud, Oracle WebCenter and Microsoft Office 365/SharePoint.

Proventeq has a global customer base and partner network, including UK and Australian government departments, US City Government and organisations in wide range of domains including research, space, financial services, defence services, education, pharmaceutical and recruitment services.

At the heart of Proventeq content migration solutions is the flagship product 'Proventeq Migration Accelerator' and a team of highly experienced content migration consultants. Proventeq consultants have an in-depth knowledge of the leading Enterprise Content Management Systems and related technologies. And our tried and tested methodology translates into a series of transparent stages, which create a comprehensive road map for successful content migration.

FORRESTER®

Proventeq has been recognized as a leading provider of Content Migration solutions by independent analyst Forrester in the report Maximize The Business Value Of New ECM Deployments With A Clear Migration Strategy