

“To upgrade your version of Oracle or not to upgrade your version of Oracle, that is the question?”

What do Oracle’s long-term support plans mean for your business applications and operating systems?

Does your Oracle estate require an upgrade to maintain the level of support your organisation demands and minimise any risk to your business as usual operations?

Are you in danger of losing the level of support that you need or is your application portfolio well-placed within Oracle’s long-term support strategy?

Atos has evaluated the options and created a summary of the key issues and decisions that face your business.

Atos can provide your business with a complete upgrade service of your applications and operating system using industry experts with experience of upgrade projects from 11i to R12, R12.1 to R12.2, R12 to Fusion and Fusion Cloud.

Staying on an upgrade path is essential to the support and security of your ERP or CX package. Atos has a deep understanding of Oracle applications as well as the options that are available. Our team of qualified consultants can lead you through a process to evaluate your existing estate and recommend the best approach for your business.



What level of support do you have?

Oracle's Lifetime Support breaks down into three categories of support: Premier, Extended and Sustaining. What do these support categories mean?

The three categories of support clearly define what you can expect as your applications age as each category has implications on the efficiency and security of your business.

Oracle's Lifetime Support provides five years Premier Support from the general availability date for your Oracle application, database and middleware giving comprehensive maintenance and software upgrades for database. Premier Support is an annual % of your licence fee.

Once the five years Premier Support has expired Extended Support can be purchased for an additional fee for a further three years. With Premier or Extended Support, you are well provided for through Oracle's support services, which will continue to release application updates.

When your Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. However, Sustaining Support does not provide the same level of support as Premier or Extended Support.

Already on Sustaining Support?

If you are in Oracle Sustaining support, you may not have access to business critical and security updates as no security or critical patches will be released. In this situation, you need to look closely at your plans for resilience and security.

With Sustaining Support, you will receive technical support, including access to online support tools, knowledge bases, and technical support experts. Sustaining Support does not include such things as:

- ▶ New updates, fixes, security alerts, data fixes, and critical patch updates
- ▶ New tax, legal, and regulatory updates
- ▶ New upgrade scripts
- ▶ Certification with new third-party products/versions
- ▶ Certification with new Oracle products

Why Upgrade?

Upgrading to the next or latest version of your business application can bring significant benefits to your organisation, with the introduction of new features and functionality. You will also be safe in the knowledge that all the latest and critical updates your application needs will be met by Oracle.

The current support windows for Oracle E-Business Suite releases are shown below.

Oracle E-Business Suite

The table below demonstrates what level of support a customer has based on the version of the Oracle application software the customer runs.

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.0.3	May 1999	Feb 2007	Not available	Jan 2009
11.5.1	May 2000	Jul 2006	Not available	Indefinite
11.5.2	Oct 2000	Jul 2006	Not available	Indefinite
11.5.3	Jan 2001	Jul 2006	Not available	Indefinite
11.5.4	Jun 2001	Jul 2006	Not available	Indefinite
11.5.5	Sep 2001	Jul 2006	Not available	Indefinite
11.5.6	Jan 2003	Jul 2006	Not available	Indefinite
11.5.7	May 2002	May 2007	Not available	Indefinite
11.5.8	Nov 2002	Nov 2007	Not available	Indefinite
11.5.9	Jun 2003	Jun 2008	Not available	Indefinite
11.5.10	Nov 2004	Nov 2010	Nov 2013*	Indefinite
12	Jan 2007	Jan 2012	Jan 2015	Indefinite
12.1	May 2009	Dec 2016	Dec 2019	Indefinite
12.2	Sep 2013	Sep 2018	Sep 2021	Indefinite

*For Sustaining Support for Oracle E-Business Suite 11.5.10, provided from December 2013 - December 2015, Oracle will continue to provide severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

Country	2013 Tax Year	2014 Tax Year
United States and Canada	January 1, 2013 - December 31, 2014	January 1, 2014 - December 31, 2014
United Kingdom	N/A	April 6, 2013 - April 5, 2014
Australia	N/A	July 1, 2013 - June 30, 2014

Atos is the UK's leading independent Oracle applications service provider, offering a full Upgrade package that includes project management and considers the entire organisation, covering people, processes and change management as well as technology. We also offer full services to address the underlying application and server management, allowing you to take advantage of the knowledge and experience of our on shore and off shore Oracle professionals.

Why Atos for your upgrade?

Atos has a proven track record in the delivery of upgrades to the E-Business Suite, Database, PeopleSoft Enterprise and Siebel customer base. Our approach is low risk with a rapid return on your investment. The Atos team of Oracle functional and technical consultants will work alongside your subject matter experts during the project, ensuring test cycles are robust and the upgrade process and upgraded application have been extensively tested before your BAU operations commence on the new estate. An upgrade can follow different routes. Atos can advise what the best approach is for your business:

- ▶ **Technical upgrade** - your Oracle applications are upgraded in situ by applying a number of patches and making changes to the technical configuration
- ▶ **Transition and upgrade** - if you are changing hardware or transitioning to another host, Atos will migrate your existing version of Oracle applications to the new hosting environment and then perform a technical upgrade
- ▶ **Re-implementation** - if you are on a particularly old version of Oracle applications, it may be more beneficial to re-implement the latest version of Oracle applications. This will be a clean new install and configuration, migrating data from old to new version. This approach enables you the customer to review the way you use Oracle and implement process and data changes at the same time as upgrading the version.

Atos Upgrade Capability

Examples highlighted illustrate a selection of projects over many years. As is clearly demonstrated, we have remained at the forefront of Oracle's application development, beginning with its earliest versions and running through to the present day. As each new version of the applications has been released, we have helped our clients manage the risk of the upgrade process:

- ▶ Migrated a major UK airport from E-Business Suite 11.5.9 to release 12, including taking advantage of new functionality as well as improving business processes. Atos has subsequently upgraded the same client from 12.1.2 to 12.2.
- ▶ Transitioned a major European logistics company from their current host running 11.5.10 on to Atos estate and re-implemented as version 12.2.
- ▶ Transitioned a major UK Life Assurance company from their current host, major UK bank, running 11.5.10 on to the Atos estate and re-implemented as version 12.1.
- ▶ Delivered a design study for an English City Council whose estate was about to go out of warranty. Atos proposed a new target operating model to upgrade Oracle hardware, operating system and applications to. Atos is now delivering that upgrade and transition project.
- ▶ Recently completed an upgrade from 11.5.10 to R12.2.3 for a major European Transport company. This included providing a full BPO.
- ▶ Currently upgrading a large Local Authority from 12.1.3 to 12.2.3; a complete suite of products including full financials, payroll and asset management.

Why Atos?

- ▶ **Innovation** - Leading from the front with a number of market "firsts" including Right Fit AM and BPS
- ▶ **Cloud Leaders** - the fastest growing enterprise cloud company
- ▶ **Service** - 95% of all Atos Oracle customers renew their contract with us
- ▶ **Market Recognition** - Year on year award winner with over 10 awards in the past three years alone from Oracle and Oracle user groups, including several Gold, Silver and Bronze Partner of the Year recognition
- ▶ **Flexibility** - Flexible and innovative approaches including Cloud solutions and subscription based pricing, freeing up your capex to re-invest in business growth
- ▶ **Experience** - An Oracle Platinum Partner with more than 25 years of experience implementing and supporting Oracle solutions
- ▶ **Track Record** - A safe pair of hands to do business with and a solid history to prove it
- ▶ **Breadth** - A complete range of design, build and operate services for Oracle technology based systems, whatever the sector and size of your company
- ▶ **Capacity** - Over 1,500 Oracle certified Atos business technologists, covering the full range of Oracle Technology and Applications.

Next Steps

For more information about your upgrade options, please email oracle.solutions@atos.com or visit www.uk.atos.net/oracle



About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €10 billion and 86,000 employees in 66 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.