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APPLICATIONS

ORACLE APPLICATIONS UNLIMITED: ORACLE'S COMMITMENT TO OUR CUSTOMERS

ORACLE'S COMMITMENT TO:
- Continuous Investments
- Providing a Practical Path to the Cloud
- Lifetime Support

KEY BENEFITS
- No forced migrations
- No surprises
- Ability to plan, budget and allocate resources
- Enables customers to tailor their enterprise business and IT Strategies
- Get more value from existing application enhancements

Oracle Applications Unlimited is Oracle's commitment to continuously innovate in current applications while also delivering the next generation of Cloud applications.

Continuous Innovation with Applications Unlimited

Oracle provides a secure path for customers to benefit from the latest technology advances. We continue to update our applications in meaningful ways for Oracle customers:

- **Modern User Experience-** Oracle's modern, simplified user experience embraces four themes that are increasingly important for today's knowledge workers: social collaboration, simplicity, security, and mobility. In the current work environment, that means providing the tools needed for users to work on a variety of platforms, from desktop to tablet to smartphone, and tuning the user experience of each to fit the capabilities of that device and the requirements of the user. Oracle delivers applications with rich user experiences via simple designs.

- **Industry and Functional Enhancements**- As part of our commitment to developing best-in-class, industry-specific business solutions and helping our customers successfully transform their businesses; Oracle continues to deliver industry-specific innovations including capabilities for communications, financial services, health sciences, retail, utilities and more.

- **Lower TCO**- Oracle continues to make enhancements to help customers drive down the total cost of ownership. We continue to make upgrades easier and we also provide tools to help simulate what these changes will mean to our customers' business environments. Below are a few examples of our most popular tools for a few of our featured products (My Oracle Support Doc IDs are included and can be accessed by Oracle Premier Support customers via My Oracle Support):

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- o **E-Business Suite**: Oracle E-Business Suite Release 12.2 Information Center [Doc ID 1581299.1], Oracle E-Business Suite Release 12.2 Upgrade Information Center [Doc ID 1583158.1], Enterprise Business Suite Upgrade and Lifecycle Advisor Communities

- o **PeopleSoft;** PeopleSoft 9.2 Proactive Capabilities Portfolio [ID 1378755.1], MOS Welcome Center for PeopleSoft [ID 762211.1], the PeopleSoft Information Portal at www.peoplesoftinfo.com, PeopleSoft Upgrade Advisors, PeopleSoft Update Manager (PUM) [ID 1464619.1], PeopleTools Testing Framework [ID 1453640.1], PeopleSoft Change Assistant [ID 1432584.2], Oracle PeopleSoft YouTube Channel www.youtube.com/user/PSFTOracle

- o **Oracle Siebel:** Proactive Capabilities Portfolio, Index of Information Centers for Siebel CRM [ID 1476285.2], Siebel Upgrade Advisor Overview of upgrades from Siebel 7.8.x or 8.0.x to Siebel CRM 8.1.1.x [ID 259.1] , Migration Advisor: Siebel SEA to Siebel SIA [ID 1478375.1, the Install & Configure Advisor: Siebel 8.1.1.9/8.2.2.2 and 8.1.1.10/8.2.2.3 [ID 1511247.1], Siebel Patching and Maintenance Advisor [ID 308.1], Siebel CRM 8.1.1.10+ and 8.2.2.3+ Incremental Repository Merge (IRM) - FAQ and troubleshooting [ID 1549478.1], and http://www.oracle.com/siebel

- o **JD Edwards EnterpriseOne:** Proactive Capabilities Portfolio JD Edwards [ID 1389028.1], JD Edwards EnterpriseOne Information Center Index [ID 1440111.2]. Release Content Documentation (RCD) is now available includes the Statement of Direction for the next release of JD Edwards EnterpriseOne and JD Edwards World [ID 1310896.1]. The Technical Catalog for both the JD Edwards EnterpriseOne and World products [ID 1361438.1], Upgrade Advisor: JD Edwards EnterpriseOne 9.1 [ID1426033.1]

- o **JD Edwards World:** JD Edwards Capabilities portfolio [ID 1389028.1], Index of Information Centers for JD Edwards World [ID 1447180.2], Upgrade Advisor: JD Edwards World A9.3 [ID 1488502.1], Release Content Documentation (RCD) includes the Statement of Direction for the next release of JD Edwards EnterpriseOne and JD Edwards World [ID 1310896.1] , The Technical Catalog for both the JD Edwards EnterpriseOne and World products for net structural changes across releases [ID 1361438.1]

- **Coexistence with Oracle Applications Cloud –** The Oracle Applications Cloud portfolio delivers services that extend the capabilities of on-premise applications, and augment existing Oracle

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product lines. Customers do not need to rip and replace their existing business platforms; instead, organizations can incrementally add functionality and value by coupling existing solutions with modular services from the Oracle Applications Cloud.

Practical Path to the Cloud

Oracle provides our customers with modern business practices and technologies, as well as a practical path to the cloud. We realize that getting to the Cloud needs to look different to our various customer organizations. Oracle offers the industry's most complete Enterprise Applications Cloud solution. Whether customers are using our cloud, building their own cloud, or selectively leveraging the Oracle Applications Cloud in conjunction with their existing on premise Oracle applications, Oracle provides the enterprise-class cloud services, technologies and support you need. Customers can define a practical path to the cloud in one of three ways:

- **Coexistence** - Oracle offers cloud services that complement on premise Oracle applications such as JD Edwards, E-Business Suite, PeopleSoft, and Siebel applications. We are constantly releasing new cloud services that work with existing applications.

- **Subsidiary -** Some customers are not ready to move to the Cloud all at once, and prefer to pilot it at a subsidiary or in a particular business unit before they deploy the cloud on a broader scale. Oracle makes it easy for customer to pilot and then deploy on a larger basis.

- **Cloud First**- Many of Oracle customers are ready to move to the Cloud, and are using the Oracle Applications Cloud as the primary backbone for running their businesses.

A Little at a Time or Transformational

Oracle customers can modernize their businesses in incremental steps; or transform their businesses on a larger scale. Either way, Oracle can help you get there by empowering new ways of doing business in the digital age.

Lifetime Support

No matter what path you take, you can control your upgrade strategy, maximize your Oracle investment, and unlock the full value of your Oracle products—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy

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available, the Oracle Lifetime Support Policy helps drive business success. Oracle's industry leading support policy covers our customers' entire Oracle technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts customers in control of their upgrade strategy. Our flexible support policy stages make it easier to plan and budget for Oracle's exclusive product upgrades. Customers enjoy continued peace of mind, knowing that Oracle will be there to support their business. When it's time to upgrade, customers have rights to major product releases, so they can benefit from Oracle's technology leadership and keep pace with the world of business.

Application Unlimited and Lifetime Support

Expect lifetime support. Expect continuous investment and innovation in new releases of applications from the Industry leader.

For more information:

Oracle.com/applications

Oracle.com/support

Contact Us

For more information about Oracle Applications visit oracle.com/applications or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

Hardware and Software, Engineered to Work Together

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