CAREERS WITH
ORACLE LICENSE MANAGEMENT SERVICES

ORACLE®
LICENSE MANAGEMENT SERVICES

WELCOME TO ORACLE LICENSE MANAGEMENT SERVICES

This is a brochure designed to help you answer a number of questions. For example, is Oracle License Management Services (LMS) the right career choice for you? What's the type of person we are on the lookout for? What skills and experiences could be gained to help meet your wider career aspirations?

To provide such insights, we'll offer you an introduction into some of the roles available and the skillsets we look for to fill them. There's also detail on a range of other topics, from the type of working environment you'll find to our financial packages and standard benefits. In other words, it's a story of opportunity for those candidates we select to enter into a global business operating within many different countries (including an extensive presence inside North America). Yet equally, however, it's a story of potential, and the ability of new entrants to gain invaluable experience across nearly every component of enterprise software—from IT infrastructure and software design to legal and contract negotiations.

In fact it's this pursuit of such transferable skills that helps make Oracle LMS an intellectually stimulating workplace to enter. At the same time, however, it's also an environment of dynamic customer interactions, of independence and self-sufficiency, as well as collaborative and supportive co-workers. This is the human dimension behind the role, and to help bring this to life the brochure also includes real-life insights from current employees located across our global operation. With these stories you'll gain a practical understanding of the day-to-day reality of life with Oracle LMS: the breadth and scope of the challenges faced, the diversity of the role, and the factors that make for an inspiring and rewarding career.

"My personal value increased dramatically throughout my time at Oracle LMS. The technical knowledge, plus an ability to build strong relationships, has opened doors to many other roles."

Christopher,
LMS Germany

"This is about as flexible a role as I've seen in my entire work life. The expectation is to get your work completed and on time. You are left to make that happen and given the flexibility to balance your family life and other responsibilities as needed."

Ramsey,
LMS North America Central Team

THE INSIDER'S VIEW

SEAN, ORACLE LMS PUBLIC SECTOR NORTH AMERICA

"Why Oracle LMS? Well, to start with, it's a role where you'll certainly be challenged. But at the same time you'll be fully supported, and encouraged to grow, to learn, and to hone existing skills. For example, I've improved tremendously my project management, people management, and relationship-building skills over the last three years. I've also been able to significantly improve my communication skills, which means I now have the confidence to hold more technically focused conversations with customers in a way that helps drive individual projects forward.

For me, the core skills for the role start with project and time management, and the ability to handle different projects—and differently paced projects—simultaneously.

People management is also essential, dealing with different personalities to build consensus, and persuading client stakeholders to go from a steadfast 'no' to a 'yes' based on the perceived value. This is where the wide-ranging nature of our role helps, particularly when it comes to understanding a customer's goals, what they're trying to achieve, their issues and concerns, and how licensing fits into their broader corporate objectives.

The last point to mention is the flexibility of the role, which I believe is central to how I approach my day-to-day activities, as well as the broader working patterns within both LMS and Oracle. Getting the work/life balance right is very important to me, and generally speaking LMS is a very remote-friendly working environment, with tasks that can be done anywhere you'll find a phone and an internet connection."

"I've improved tremendously my project management, people management, and relationship building skills over the last three years."

Sean,
LMS Public Sector North America

A CAREER WITH A PURPOSE

Oracle LMS are licensing experts, and extend this knowledge and support to any organization that has invested in products from across Oracle's complete technology stack. Our mission statement is to promote the management, governance, and awareness of the proper use and distribution of Oracle solutions.

Tactical: Working with customers to generate an in-depth and transparent view of their total deployed assets and usage patterns to help ensure an optimized, cost-effective, and compliant license estate.

Strategic: Consultative advice, insights, and guidance that helps customers align their investments in Oracle with the current and future needs of their business—thereby reducing any potential risks and supporting more informed decision-making.

Core roles in LMS: As a Consultant or Principal Consultant, you will be the licensing expert working directly with customers and teams across Oracle.

> "What really makes a difference here is being able to draw upon a familiarity with all kinds of Oracle products—as well as expertise on the licensing dimension—which I know will benefit me throughout the rest of my career."

Barbara,
Oracle LMS Greater China

THE INSIDER'S VIEW

BARBARA, ORACLE LMS GREATER CHINA

"You'll find an interesting and challenging role when joining LMS. To start with, you'll get to know a lot of people fast, as different licensing questions and issues will soon have you talking to different functions within both the customer's operation and Oracle. In fact, everything moves at a fair pace. Take progression: my first role was field consultant where I was responsible for analyzing and profiling business data as part the LMS Audit Service. Next I was assigned to supporting the Oracle Direct team, which I did for a year before becoming a qualified LMS consultant—having over-achieved on my personal objectives. Since then I have been in charge of China North and West regional commercial business for over two years. In other words, prove your worth and you'll soon find yourself rising up the organization.

As for the work itself, location and hours are flexible—including remote working when required. Key skills start I would say with business and data analysis capabilities, followed closely by customer-facing communications and the ability to work (and often lead) a virtual team. This last point is important because the role demands good relationships with a host of teams, including contract, legal, and sales. And finally there are the negotiation skills, and working with customers to help them fully understand their Oracle licensing polices. What really makes a difference here is being able to draw upon a familiarity with all kinds of Oracle products—as well as expertise on the licensing dimension—which I know will benefit me throughout the rest of my career."

THE INSIDER'S VIEW

RAMSEY, ORACLE LMS NORTH AMERICA

"At the time of writing, I've been with Oracle LMS 10 months. My biggest highlight to date: the people! Previously, I'd been with the Air Force for 20 years, and it was exciting to find a new team that has the same feel and atmosphere of the flying squadron I left behind. It's also great for my future career prospects. LMS gives me a credible background in the tech industry that will make me marketable pretty much anywhere. The combination of being exposed to Oracle technology, Oracle's customers, and the reputation of Oracle will also help me leverage my skills in an industry that is not going to go away.

In fact, over the last ten months I've learnt more about IT than I had in my entire life before Oracle. I can now confidently talk about 'tech' with just about anyone—including my two brothers, who have been in the tech industry for 20-plus years! It's also knowledge I get to put to work.

Every audit I've conducted is treated as an opportunity to help customers understand licensing and how to stay compliant long after an audit is over. My goal is to build a relationship with my customers so that they'll come back to me with questions. This helps with credibility in my role and ensures Oracle stands out as a 'customer experience' company.

Finally, I would add that this is about as flexible a role as I've seen in my entire work life. The expectation is to get your work completed and on time. However, you're left to make that happen and given the flexibility to balance your family life and other responsibilities as needed. That's why I think the role attracts people who require minimal supervision and yet are Grade-A problem-solvers, negotiators, and bring with them an analytic, outgoing nature."

"The reputation of Oracle will also help me leverage my skills in an industry that is not going to go away."

Ramsey,
Oracle LMS North America

EMPLOYEE BENEFITS

As well as a rewarding career, Oracle LMS offers clear benefits and development opportunities to inspire your growth as an employee—and as a person. Below are some examples of our US benefits.

MEDICAL BENEFITS

These include Oracle medical plans for you and your family, nurse concierge, Stanford Healthcare navigators, 24/7 mobile consultations—with dental and vision included from day one.

FINANCIAL BENEFITS

Oracle 401(k)
Our savings and investment plan offers you a way to plan for retirement, contribute to your long-term financial goals, and decide where to invest your money.

Employee Stock Purchase Plan
Oracle's Employee Stock Purchase Plan lets you purchase Oracle common stock at a discounted market price.

QUALITY OF LIFE BENEFITS

Time Off
With several recognized paid holidays, paid vacation, a flexible sick-leave policy, and flexible work schedules, work/life balance is more than just a catchphrase at Oracle.

Employee Assistance Program (EAP)
To help you address problems that threaten to upset the stability of your life at home or at work, Oracle EAP offers referral services and confidential, personal assessment.

Live and Work Well
Free advice, useful materials, and referrals to resources in areas such as locating childcare and elder care, parenting, adoption, selecting schools, and chronic condition support.

For more info, visit:
oracle.com/corporate/careers/work-at-oracle/benefits.html
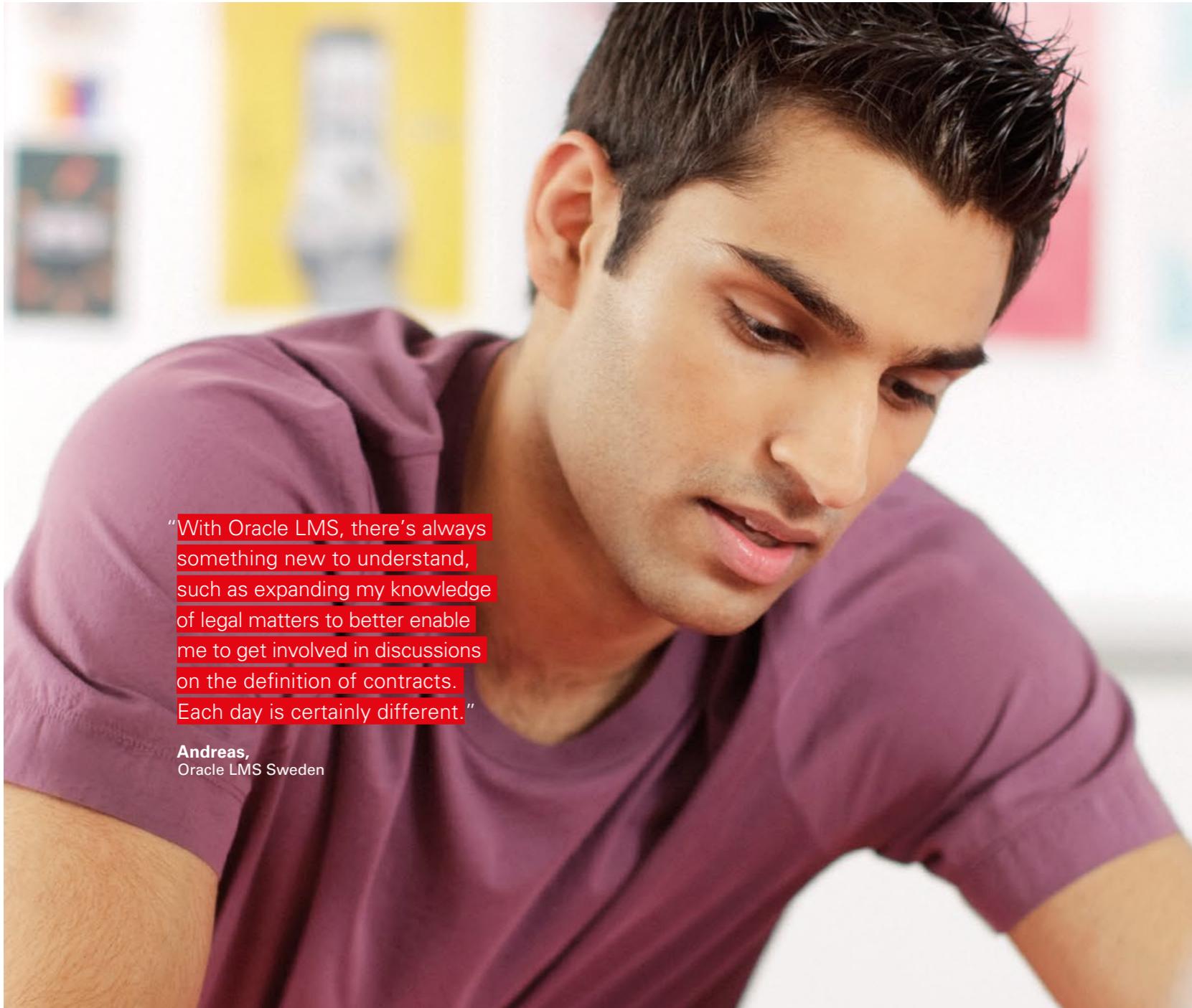
"With Oracle LMS, there's always something new to understand, such as expanding my knowledge of legal matters to better enable me to get involved in discussions on the definition of contracts. Each day is certainly different."

Andreas,
Oracle LMS Sweden

THE INSIDER'S VIEW

ANDREAS, ORACLE LMS SWEDEN

"I joined Oracle LMS over six years ago, and at the time the position was described to me as containing a mix of consultative and auditing elements—and primarily customer-facing. Coming from a back-office position I thought this sounded very interesting, and was quick to take advantage of the opportunity. Since then I have learnt and mastered a variety of skills that have enabled me to move beyond my basic core responsibilities, toward a more supportive role in a number of areas regarding licensing and usage.

What do I think are the core skills for Oracle LMS? Attention to detail and being a good listener are certainly important. But I'd also add the importance of being trustworthy, fact-oriented, and able to communicate information in a clearly structured way. The LMS consultant should always strive to bring clarity and understanding to any engagement, and to adapt their responses to multiple customer scenarios.

However, this does not mean a deep technical skillset is required—a healthy interest in technical subjects, a 'feel' for business needs, and grasping the 'big strategic picture' are the competencies that matter most.

As for career development, I've gained extensive experience engaging with customers, and in better understanding their needs and concerns. It's helped me both from a technical and soft skills perspective, and in managing different deployment scenarios—including those that initially started out hostile. That's not to say I've learnt all I'm going to. With Oracle LMS, there's always something new to understand, such as expanding my knowledge of legal matters to better enable me to get involved in discussions on the definition of contracts. Each day is certainly different."

THE SKILLS THAT MATTER

Oracle LMS is on the lookout for people who combine intelligence, integrity, and analytical mindsets, with excellent negotiation skills and an attention to detail. An in-depth technical background is an advantage, but more important are project and people management skills—alongside the ability to understand complex situations and propose creative solutions. Our most successful people are energetic, self-motivated, quick-thinking problem-solvers who can work independently or as part of an extended, collaborative arrangement.

Key skills as defined by existing Oracle LMS employees

- Communication skills
- Perseverance
- Negotiation skills
- People management
- Customer first

- Detail focused
- Emotional intelligence
- Curiosity
- Project management
- Quick thinking

- Self-motivated
- Collaborative
- Problem solving

THE INSIDER'S VIEW

ARNALDO, ORACLE LMS BRAZIL

"I started with Oracle LMS over five years ago as a consultant responsible for small and medium-sized customers. I was determined to take advantage of every training opportunity, and soon found myself applying this newly acquired knowledge to real-life situations. In no time I became the Latin American reference consultant for any customer engagements involving virtualization, and maintain a particular focus on the public sector.

I've also found during my time with the team that the position of an LMS consultant is very dynamic. It's a multidisciplinary role, and one that demands several skills to be developed: technical knowledge, relationship building, conflict management, strategic thinking, and project management. As for the values needed, integrity is certainly number one.

Working as closely with customers as we do, it's vital that we're seen to be acting fairly, and not getting caught up in any conflicts of interest. Also good negotiation skills, and the ability to find creative solutions to complex situations, are talents that will stand you in good stead for the journey ahead.

I would also state that working in license management is not a repetitive task full of 'may do' and 'may not do' announcements. Blindly applying documents and rules can lead to a well-licensed environment, but what about offering the best, most cost-effective solution to a customer? Knowing the full Oracle technology stack allows me to actively seek this optimal arrangement. That's because a licensing risk is not always solved by purchasing more, but by helping a customer comprehend the different options open to them—that's how I can make a real difference in terms of improving performance and decreasing overall costs."
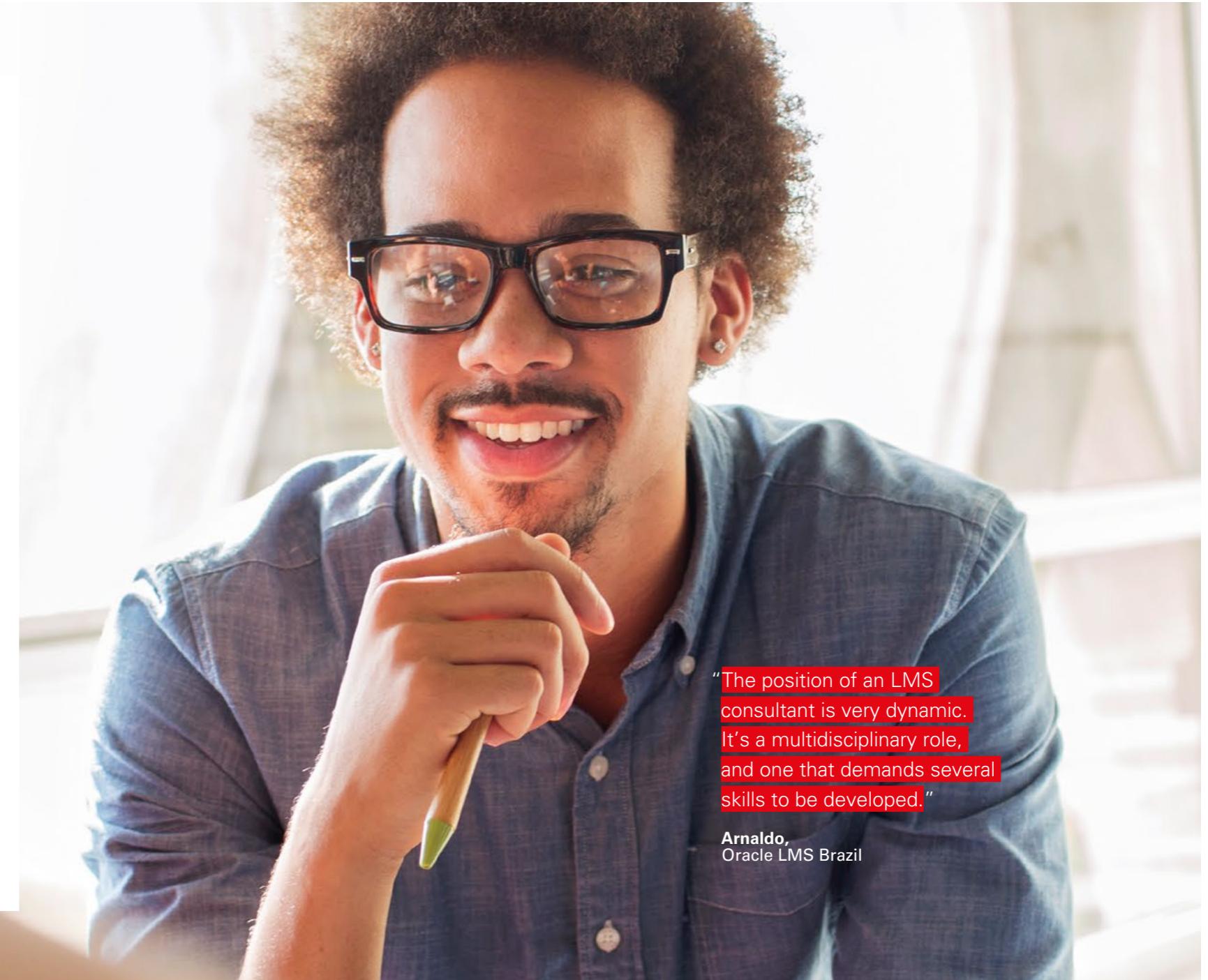
"The position of an LMS consultant is very dynamic. It's a multidisciplinary role, and one that demands several skills to be developed."

Arnaldo,
Oracle LMS Brazil

OUR
VALUES

Oracle, as a corporation, has identified a range of values that form a solid and reliable foundation on which to develop and enhance a global operation.

For Oracle LMS, this focus on values is even more critical given the nature of our role, and the obligations that are expected of us in the way we perform our work.

Integrity: Oracle LMS employees should demonstrate honesty and sound ethical behavior in all customer interactions, as well as personal integrity in face-to-face dealings, to help ensure a fair outcome.

Objectivity: We should look to maintain our independence as an organization focused exclusively on license management best practice, and offer customers an impartial and trusted service.

Innovation: Every single customer engagement should be approached in a manner that encourages the identification of creative, mutually beneficial solutions.

Respect: Our work involves close cooperation with many people both internally and externally. The expectation is that the highest levels of sincerity, reliability, and respect define such interactions.

Expertise: We pride ourselves on engaging with the customer as an expert on Oracle license management, and of using this knowledge appropriately for the benefit of all.

Customer satisfaction: All Oracle LMS employees should maintain a clear focus on customer satisfaction, and seek continuous improvements in the quality and excellence of their delivered outcomes.

Accuracy: Accuracy is vital for our credibility, as it is the foundation on which we can protect Oracle's IPR—which is why we must always place it at the top of our list of priorities.

Compliance: Oracle LMS employees are expected to comply with all laws, regulations, and Oracle policies that govern Oracle's business and employees' actions on behalf of the company.

Communication: We should always strive to be clear and transparent when communicating with customers. That means there should be no surprises in conducting the engagement, and that communication and project updates should be clear and timely in follow-up.

Confidential and secure: As Oracle LMS has direct access to customer data, we have a clear obligation to keep sensitive information confidential and access restricted to relevant parties.

Ethics: Oracle employees will observe the standards that have been established by Oracle and act ethically in their approach to business decisions.
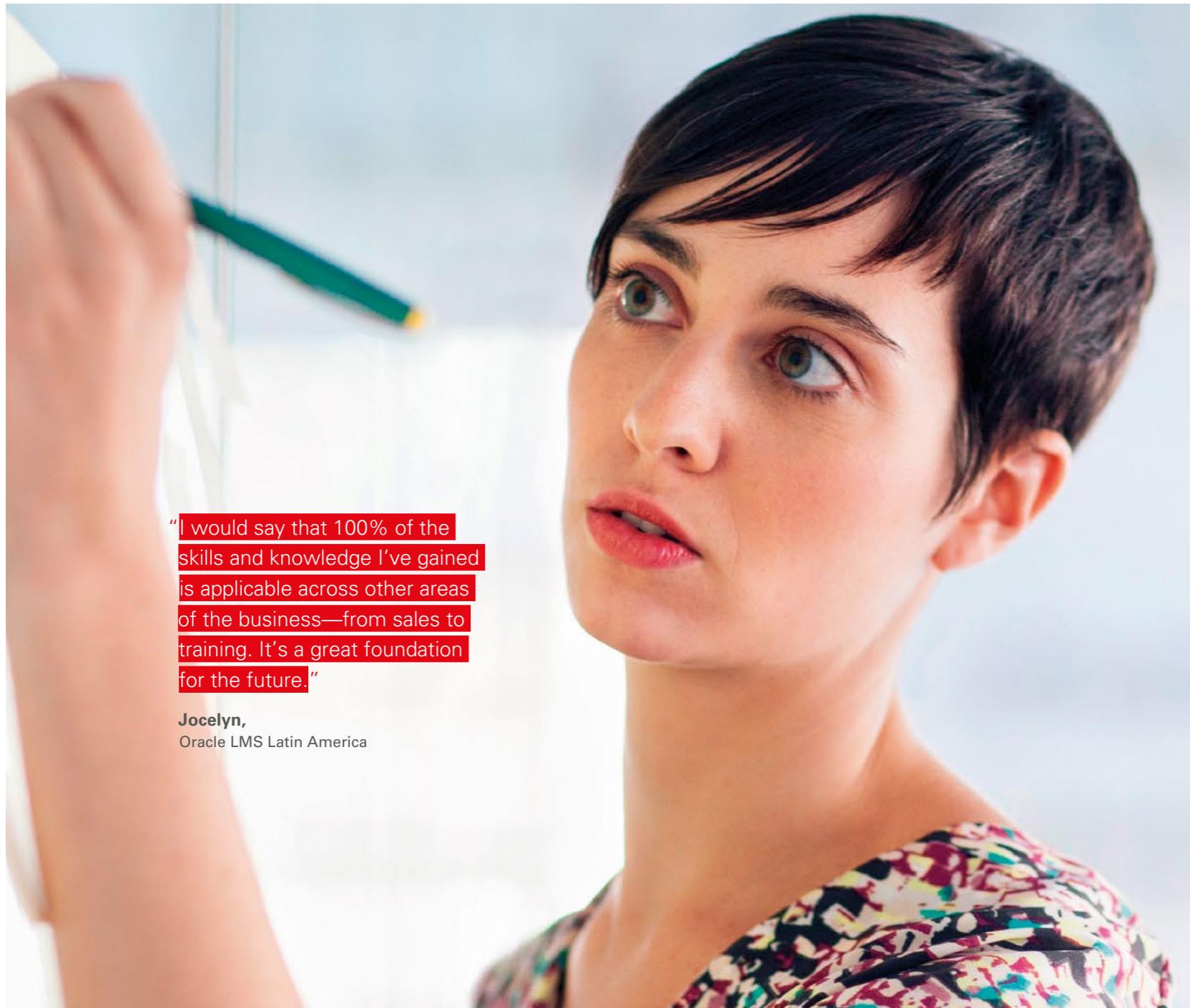
THE INSIDER'S VIEW

JOCELYN, ORACLE LMS LATIN AMERICA

"I joined Oracle LMS with the challenge of starting up an LMS operation in Mexico, the Caribbean, and Central America. It's been a fascinating journey ever since, and I've progressed from being an LMS consultant, to a team manager, Director, Senior Director of Latin America, and finally to Global Partner Office Director Worldwide. Today, I lead teams in Latin America and Europe, as well as standalone projects with multiskilled teams drawn from our global business.

I would say to any potential new recruit that it's a result-oriented culture, and one for quick learners able to work across a range of constantly evolving customer engagements. It's an environment where your knowledge and expertise will grow quickly as you are exposed to many of the business and operational factors behind license management. This of course also helps with career development, as the knowledge you'll pick up has a broad range of commercial applications.

As for the personal development I've experienced during my time with Oracle LMS, the role provides multiple opportunities to learn through experience: international exposure; conducting business at the highest corporate levels; being relied upon to develop high-level strategic planning; managing large, multidisciplinary groups; building and maintaining business relationships—and turning them into business partnerships. What's more, I would say that 100% of the skills and knowledge I've gained is applicable across other areas of the business—from sales to training. It's a great foundation for the future."

"I would say that 100% of the skills and knowledge I've gained is applicable across other areas of the business—from sales to training. It's a great foundation for the future."

Jocelyn,
Oracle LMS Latin America

THE INSIDER'S VIEW

SABINE, ORACLE LMS GERMANY

"Before Oracle LMS I worked for a big data center, and I joined because I wanted to get a better understanding of the 'other side', meaning licensing from a software vendor's point of view. I also believe in the need to educate and equip customers and partners with proper licensing knowledge. Since then I haven't stopped learning and adapting to change, making decisions, and respecting people for what they're doing. Equally, this respect flows both ways and I'm left alone to complete my tasks— being personally responsible for the how, where, and when I do this.

As well as being relatively self-sufficient, to me a good LMS employee should also be able to think ahead. You should be interested in learning and adapting, and being prepared to challenge established processes in order to drive continual improvements. To do this requires a strong, supportive team structure behind you, which is exactly what you'll find.

But also, you need to be high-spirited, with the confidence to drive change yourself when conversing at a senior executive level.

As for my own experiences, I'm now in a senior role having started out as a consultant, then becoming the leader for Europe North and a 'subject matter expert' for all things partner-related. During this time, my technical background has proven useful, but arguably more important has been my project and people management capabilities. That's because for all the great insights we can offer into a license estate, Oracle LMS is fundamentally about providing reliable assessments in support of strategic licensing decisions— and we need to be as aware of enabling business continuity and customer satisfaction, as we are of the technical dimension of our craft."

"I haven't stopped learning and adapting to change, making decisions, and respecting people for what they're doing."

Sabine,
Oracle LMS Germany

WANT TO
FIND OUT
MORE?

If you're a tech-savvy individual looking for a stimulating work environment and a new career challenge, then Oracle LMS could your ideal destination.

You can find the details behind new, emerging opportunities by visiting:

www.oracle.com/goto/lms

Or by emailing:

lms-global_ww@oracle.com