



# Minimise costs. Maximise uptime and productivity.

“DXC Red Rock have been our preferred Oracle support vendor for 9 years and over this time they have always maintained a high standard of Managed Services for Ballarat Health Services critical Patient Administration system. The relationship has been built based on trust and their ability to deliver excellence results. They achieve this by being proactive and diligent in their quality service management of our Oracle environments and we are extremely confident in their abilities.”

**Chris Reeve**  
Manager, Information Technology  
Ballarat Health Services

Create an agile managed services solution to suit.  
Create the time and space you need to innovate.

## Why Red Rock?

At Red Rock, our objective is to keep your systems stable, secure and performing optimally. As the largest independent Oracle consulting and managed services provider in Australia and New Zealand, our expertise across the region allows the flexibility and scale to deliver exactly that. Proactively. Cost effectively. 24/7.

## Choose Red Rock Managed Services.




**Proven.**

Over 300 clients in a diverse range of industries across the Asia Pacific region.


**Onshore +.**

Local support with global scalability managing every aspect of your managed services solution.


**Accessible.**

Speak directly to your dedicated Service Delivery Manager and the relevant domain expert.


**Responsive.**

Because we're local, our consultants can be on-site at short notice.


**24/7.**

Around-the-clock service desk, web-based customer portal and monitoring.


**Scalable.**

Leverage our pool of over 100 dedicated support specialists and more than 600 consultants tailored to suit your needs.


**Experienced.**

Consultants averaging 16 years' domain and sector-specific experience.


**Accredited.**

We're Oracle Platinum, Cloud Select and Cloud Managed Service partners.


**Cost-effective.**

Flexible solutions and service delivery options, with pay-for-use pricing.

## Cloud First services

### Unleash the full potential of your Oracle® Cloud solution.

With a tailored Cloud First managed services solution, you can leverage every ounce of your Cloud solution's scalable real-time functionality and cost-saving potential. You'll minimise support timeframes and TCO from day one, while maximising business value and ROI long term.

### Your strategic Oracle Cloud partner

Our Cloud First specialists will work as a natural, scalable extension of your managed services solution and in-house team, driving end-to-end management to ensure your organisation is able to:

- Accelerate the path to adoption, business value and optimal ROI.
- Harness the full spectrum of Oracle Cloud functionality.
- Improve collaboration, innovation and performance.
- De-risk and fast-track higher ROI and lower TCO.
- Ensure business process and compliance best practice.
- Tap into our market-leading cloud IP and thought leadership.
- Optimise Cloud testing, configuration and integrations.
- Integrate new users, fields, structures and validations seamlessly.
- Adopt and integrate other Oracle Cloud solutions easily.

### Our Cloud First approach

At Red Rock, we have a clearly defined Cloud First Strategy focusing on the entire lifecycle of Oracle's Cloud offering, from assessments and implementations, to continual support and ongoing improvements, to licensing and software asset management.

This market-leading breadth and depth of capability includes seamlessly integrated support from trusted third-party partners delivering expertise spanning every conceivable area of Cloud capability.

## Service Catalogue

### Innovation



- Cloud adoption roadmap, including extend/coexistence planning
- Continuous improvements
- Complex enhancements & integrations
- Licensing
- Training: delivery & creation

### Product and business support



#### How-to/functional usage

- Assistance to the Business with Ad-hoc queries/clarifications
- Onsite assistance to the Business with more complex queries/clarifications



#### Break-fix

- Analysis and resolution of configuration or data related incidents
- Root cause analysis of product defects and liaising with Oracle to resolve them
- Providing Work-Arounds for product bugs/defects



#### Standard configurations:

- Access Management configuration, including new role set-up etc.
- Setup and configuration of Cloud modules based on new business needs.



#### Upgrade

- Upgrade planning and impact analysis
- Preparation of test cases/scenarios as required
- Regression testing
- Implementation/configuration of new features



#### Enhancements/simple supported customizations

- User interface enhancements. For example, renaming a prompt in a page, reordering page contents, hiding a field etc.
- Adding new fields/objects to a page as required



#### Reporting

- Creation of/Assistance in building Ad-hoc reports
- Development of more complex custom reports
- Development of financial statements



#### Integrations

- Building Inbound and Outbound integrations with external systems



#### Business Process Support

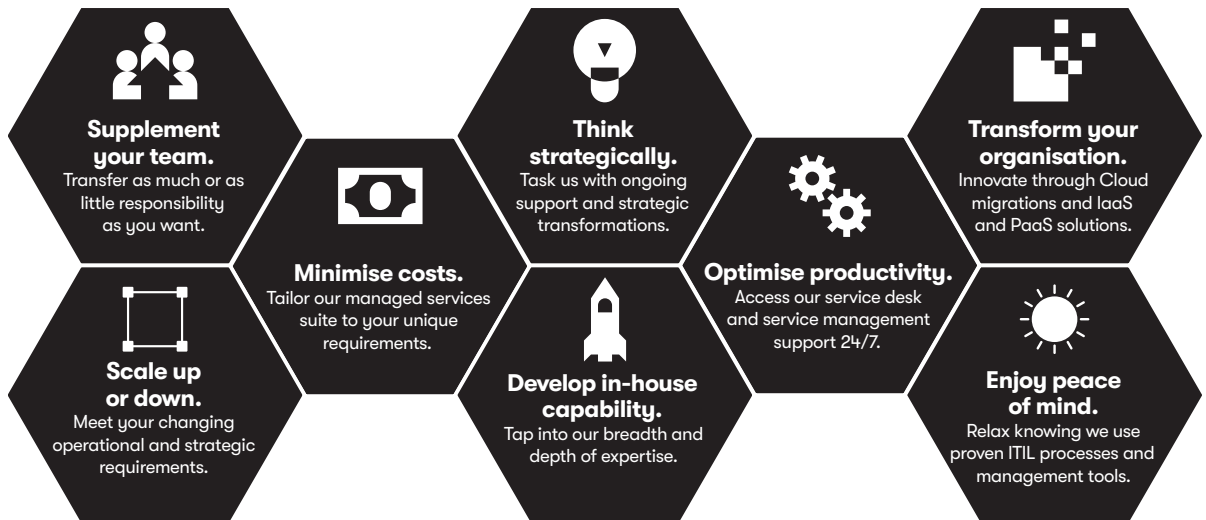
- Financial Month-End-Close and Year-End-Close processes support
- Process best practice and knowledge store

## Tailored Managed Services

**Choose the services you want, then reap the benefits.**

Whether you want to hand responsibility for your entire environment to our Managed Services team, or you need a solution you can tailor and scale to supplement your in-house capabilities, we can provide the integrated, end-to-end support you need.

With a dedicated account and service management team overseeing your bespoke managed services solution, you're free to focus on your work and business.



## On Demand Support

**All the support you need, whenever and wherever you need it.**

With over 100 local support specialists backed by more than 600 consultants spanning the Oracle application, infrastructure, middleware and infrastructure spectrum, we're ideally placed to provide highly targeted and, therefore, highly cost-effective on-demand support.

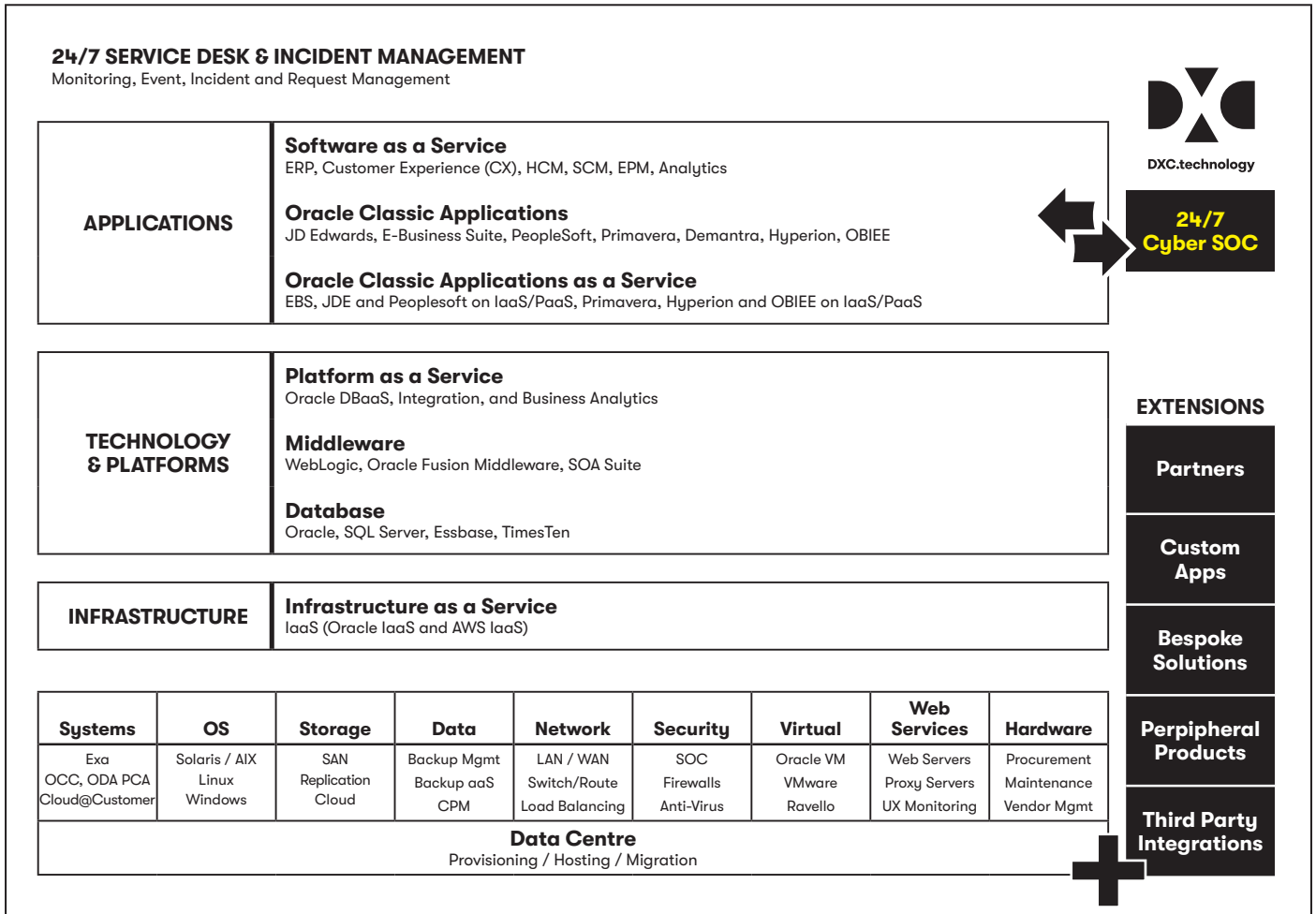
Tap into the breadth and depth of expertise within our team, from functional consultants and developers, to DBAs and infrastructure engineers, complementing and supplementing your in-house resources to fulfil any strategic or operational requirement.



## Environments

**We've got you covered.**

Whether you want to hand responsibility for your entire environment to our Managed Services team, or you need a solution you can tailor and scale to supplement your in-house capabilities, we can provide the integrated, end-to-end support you need.



- ▶ Australia and New Zealand's largest Oracle partner practice
- ▶ 20+ years' delivering Oracle solutions
- ▶ Hundreds of successful ERP implementations
- ▶ Small start-ups to tier-one enterprises
- ▶ Proven methodology and governance
- ▶ Market-leading ERP insights and IP



### About DXC Red Rock

DXC Red Rock is the largest independent provider of Oracle consulting and Managed Services in Australia and New Zealand. Red Rock provides dynamic technology leadership in delivering Oracle Cloud solutions, with a full continuum of services around Oracle's integrated suite of applications, platform services, and engineered systems.

As part of DXC Technology, Red Rock offers speed and agility with thought leadership and global scale. This allows us to design and deliver innovative market-leading solutions that enable clients to transform their businesses and the broader market.

Oracle has globally recognised Red Rock's expertise and skills by accrediting us as an Oracle Platinum Partner, Oracle Cloud Select Partner and Cloud Managed Service Provider.

**Find out more about our end-to-end managed services capabilities. Discover how we'll tailor a team and solution to suit your environment and requirements – a solution that will flex and grow with your organisation and changing needs. Email [redrockenquiries@dxc.com](mailto:redrockenquiries@dxc.com) to arrange a no obligation consultation.**

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### About DXC Technology

DXC Technology (NYSE: DXC) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognised among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).