Minimise costs. Maximise uptime and productivity.

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

"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

Why Red Rock?

At Red Rock, we keep your systems stable, secure and performing optimally and add value to your business through our strategic innovation and continuous delivery commitment.

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.

Plus we keep you up to date and informed the latest technology and where it can take your business.

ORACLE | **Platinum Partner**
Cloud Premier
Asia Pacific

Oracle Cloud Managed Service Provider

DXC Red Rock

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.

The DXC Red Rock Difference - Our Offerings

Inspire me
Leverage events/ webinars, PoCs/trials, strategic roadmap sessions & more

▶

Innovation Services

Support me
Whenever & wherever I need it

▶

Cloud Care Services

On Demand Support
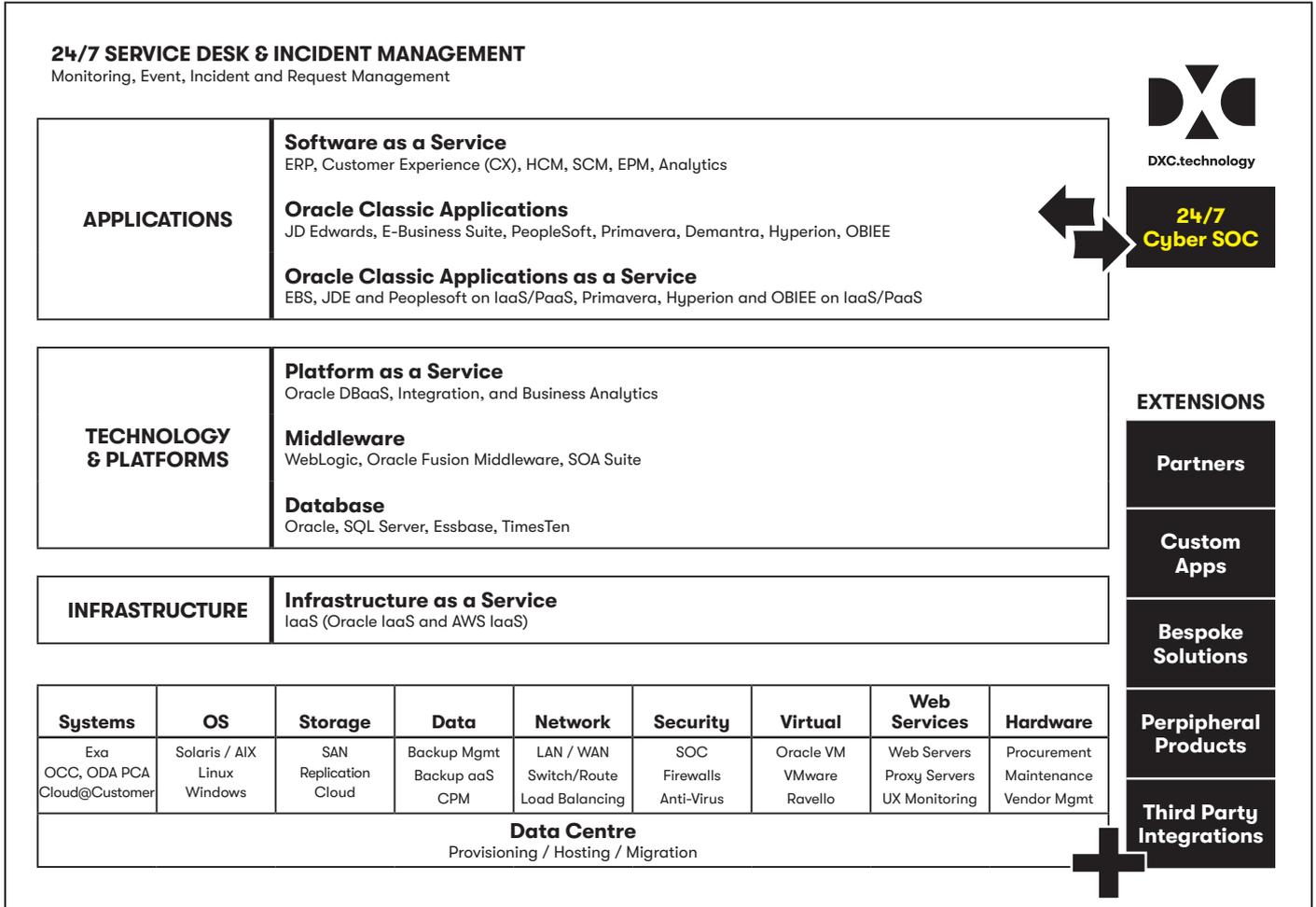
Tailored Managed Services

Update me
Help me stay current

▶

Continuous Delivery

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.

24/7 SERVICE DESK & INCIDENT MANAGEMENT
Monitoring, Event, Incident and Request Management

DXC.technology

24/7 Cyber SOC

APPLICATIONS

Software as a Service
ERP, Customer Experience (CX), HCM, SCM, EPM, Analytics

Oracle Classic Applications
JD Edwards, E-Business Suite, PeopleSoft, Primavera, Demantra, Hyperion, OBIEE

Oracle Classic Applications as a Service
EBS, JDE and Peoplesoft on IaaS/PaaS, Primavera, Hyperion and OBIEE on IaaS/PaaS

TECHNOLOGY & PLATFORMS

Platform as a Service
Oracle DBaaS, Integration, and Business Analytics

Middleware
WebLogic, Oracle Fusion Middleware, SOA Suite

Database
Oracle, SQL Server, Essbase, TimesTen

INFRASTRUCTURE

Infrastructure as a Service
IaaS (Oracle IaaS and AWS IaaS)

EXTENSIONS

Partners

Custom Apps

Bespoke Solutions

Perpipheral Products

Third Party Integrations

Systems	OS	Storage	Data	Network	Security	Virtual	Web Services	Hardware
Exa OCC, ODA PCA Cloud@Customer	Solaris / AIX Linux Windows	SAN Replication Cloud	Backup Mgmt Backup aaS CPM	LAN / WAN Switch/Route Load Balancing	SOC Firewalls Anti-Virus	Oracle VM VMware Ravello	Web Servers Proxy Servers UX Monitoring	Procurement Maintenance Vendor Mgmt

Data Centre
Provisioning / Hosting / Migration

▶ # Support me:

Cloud Care Services

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.

Unleash the full potential of your Oracle® Cloud solution.

With a tailored Cloud Care 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 Care 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.
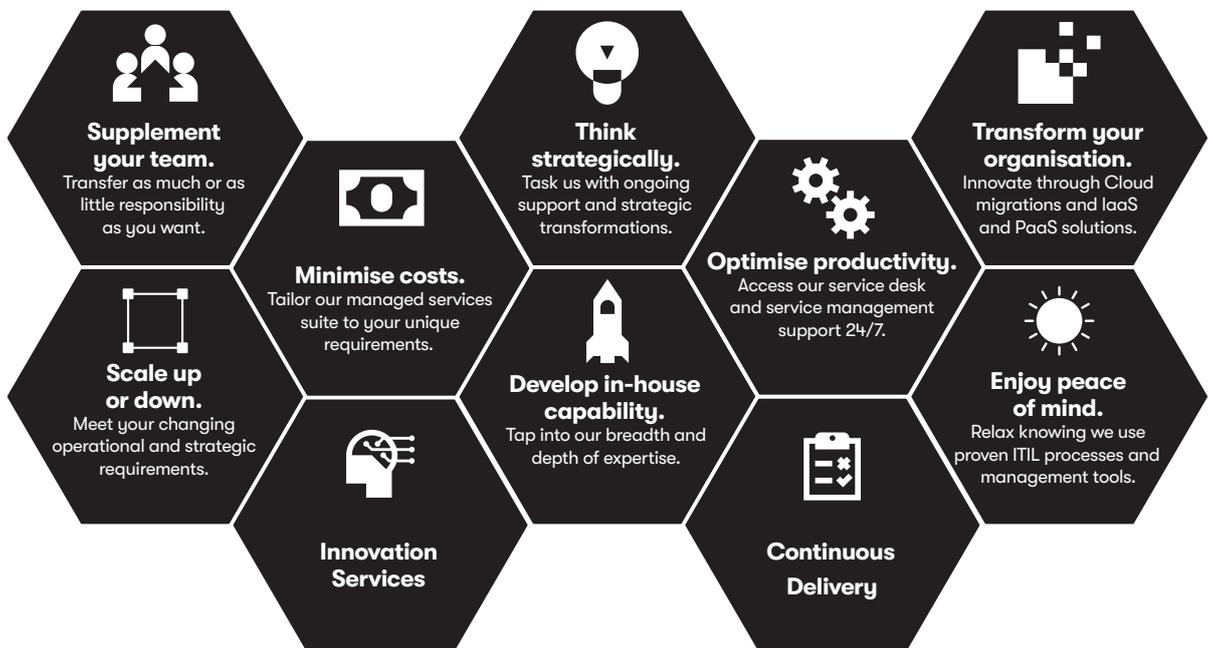- Adopt and integrate other Oracle Cloud solutions easily.
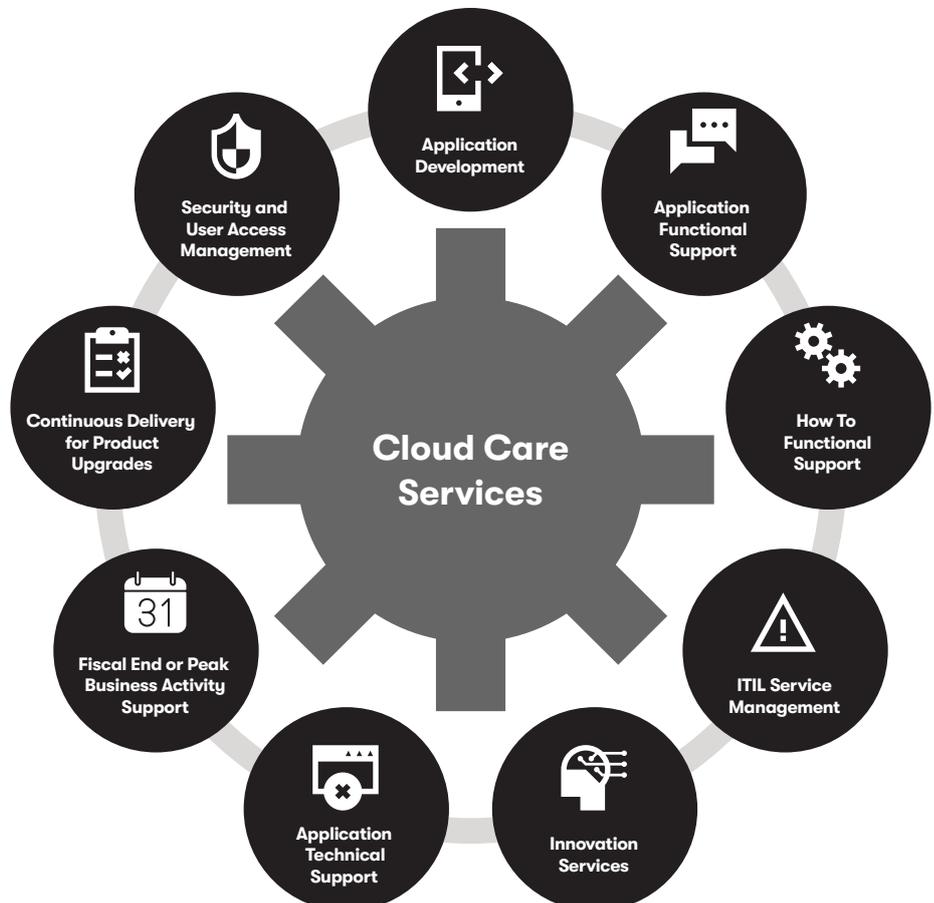
▶ Support me:
Tailored Managed Services

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.

Supplement your team. Transfer as much or as little responsibility as you want.

Think strategically. Task us with ongoing support and strategic transformations.

Transform your organisation. Innovate through Cloud migrations and IaaS and PaaS solutions.

Minimise costs. Tailor our managed services suite to your unique requirements.

Optimise productivity. Access our service desk and service management support 24/7.

Scale up or down. Meet your changing operational and strategic requirements.

Develop in-house capability. Tap into our breadth and depth of expertise.

Enjoy peace of mind. Relax knowing we use proven ITIL processes and management tools.

Innovation Services

Continuous Delivery

▶ Support me:

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 costeffective 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.

Insurance cover	**24/7 backfill support**	**Holiday cover**
Specialist advice	**Innovation Services**	**Project assistance**
Prepaid support	**Monitoring services**	**Business support**
	Continuous Delivery	

▶ Update me:

Continuous Delivery

If you already use or are planning to use an Oracle solution, you may have asked yourself questions such as the following:

What is the Release Schedule across the Oracle products? Are they major releases or minor updates and how often?	How will your business be notified on the updates?	What is the business impact of new updates across product functionality, regulatory or technical requirements.	Will the updates require Regression, Integration, Penetration, Automated, Functional or Non-Functional testing?

increase productivity by

60%

Look no further than DXC Red Rock's Continuous Delivery services model, a release management framework tailored to deliver scheduled updates or "Upgrades-as-a-Service". Enjoy the benefits of an evergreen platform, continually updated with the latest innovations and best practices, with none of the risk or change management overhead.

Enjoy a risk-free roll out of your Oracle application updates, all the way from an initial impact assessment, to final go-live.
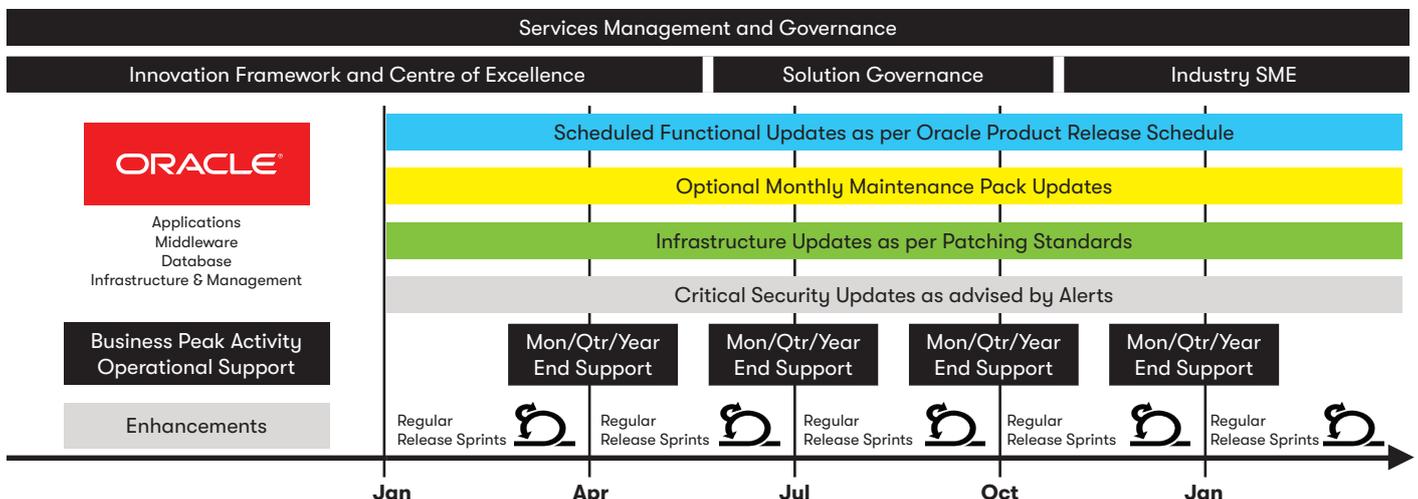
Leverage DXC Red Rock's knowledge and expertise of Oracle's product release schedule of rolling out the same updates across the breadth and depth of our customer base.

Reduce costs of testing, shorten test cycles, increase test coverage and frequency of runs with DXC Red Rock's extensive suite of 1000+ automated test scripts.

Continuous Delivery Framework

Services Management and Governance			
Innovation Framework and Centre of Excellence		Solution Governance	Industry SME

ORACLE®

Applications
Middleware
Database
Infrastructure & Management

- Scheduled Functional Updates as per Oracle Product Release Schedule
- Optional Monthly Maintenance Pack Updates
- Infrastructure Updates as per Patching Standards
- Critical Security Updates as advised by Alerts

Business Peak Activity Operational Support

Enhancements

Mon/Qtr/Year End Support	Mon/Qtr/Year End Support	Mon/Qtr/Year End Support	Mon/Qtr/Year End Support

Regular Release Sprints · Regular Release Sprints · Regular Release Sprints · Regular Release Sprints · Regular Release Sprints · Regular Release Sprints

Jan · **Apr** · **Jul** · **Oct** · **Jan**

▶ # Inspire me:

Innovation Services

The move from traditional to digital requires a fundamental change in the way organisations work, learn and deliver, with new and evolving skills and ways of working needed to solve business challenges. DXC Technology's partnerships and innovation programs mean DXC can rapidly solve complex problems for our customers with new solutions and services, and help our clients and employees to co-develop innovative ideas.

As a trusted advisor, our deep experience gives a clear and confident vision to help clients navigate the future.

Bringing **innovation to clients for 60+ years**

Serving **nearly 6,000 private and public sector enterprises across 70 countries**

Our clients benefit from our **technology independence, global talent, expertise and extensive partner network**

We are **uniquely positioned to lead digital transformations**, creating greater value for our people, clients and partners

DXC Red Rock approaches innovation delivery in a multi-faceted and structured approach:

Webinars on Product Improvements and Functionalities

Industry Best Practices, Industry Solutions & Latest Innovations

Proof of Concepts (PoC) & Trials

Technical Demonstrations

Digital Labs & Innovation Centres

Strategic Application Roadmap Planning

Connect with other DXC & Red Rock Customers

Lessons Learned from other Customers & visits to Customer sites

DXC Red Rock's Centre of Excellence (COE)

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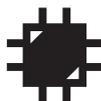
Enhancements/simple supported customizations
- User interface enhancements. For example, renaming a prompt in a page, reordering page contents, hiding a field etc.
- Adding new fields/objects to a page as required

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

Client success

Helping organisations in a diverse range of industries across Australia & New Zealand drive continuous benefits from their Oracle investment.

Supporting over 250 organisations across Australia and New Zealand

- 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

ORACLE | **Platinum Partner**
Cloud Premier
Asia Pacific

Oracle Cloud Managed Service Provider

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 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.