Everest Group®

Provider Compendium | Enterprise Platform Services

Oracle Cloud Applications (OCA) Service Provider Compendium 2022 – Global

April 2022: Complimentary Abstract / Table of Contents

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Background of the research

- Organizations are increasingly adopting Oracle Cloud Applications (OCA) for various reasons, including legacy modernization, cost optimization, and improved stakeholder experience
- With industry-specific solutions, enterprise expectations have shifted beyond traditional back-office modernizations using ERP and SCM modules to innovations around customer and employee experience
- To help enterprises adopt OCA effectively, providers are skilling talent across products and forming partnerships with Oracle, leading cloud vendors, and specialist technology partners to develop innovative solutions
- In this research, we present an assessment of 15 service providers featured on the Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2022 – Global
- The assessment is based on Everest Group's annual RFI process for calendar year 2021, interactions with leading services providers, client reference checks, and an ongoing analysis of the OCA services market

This report includes the profiles of the following 15 leading service providers featured on the OCA services PEAK Matrix:

- **Leaders:** Accenture, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Birlasoft, Capgemini, Cognizant, DXC Technology, Evosys, HCL Technologies, and Tech Mahindra
- **Aspirants:** 4i Apps Solutions, Inoapps, and Jade Global

Scope of this report

Geography
Global

Service providers
15

Services
Oracle Cloud Application services

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Everest Group's definition of the scope of Oracle Cloud Applications services

NOT EXHAUSTIVE

Key functions considered for assessment
Oracle Cloud associated with respective function

Oracle Cloud Applications services

Advisory/Consulting services

Oracle Cloud platform strategy and roadmap formulation, mapping of existing technology landscape, product(s) selection, feasibility and readiness assessments, security assessment, integration strategy, governance, program management, change management, and CoE setup advisory

Implementation services

Requirement gathering, technical and functional design, configuration design, workload migration, platform setup, customizations, application development and testing, integration, and deployment. Includes three types of implementation – greenfield, brownfield, and bluefield

Maintenance and support services

Help desk management, monitoring, incident management, issue resolution, emergency fixes, environment management, ongoing customizations and integrations, compliance and regulatory support, new feature addition, minor and major usability enhancements, and ongoing application reengineering

Enterprise Resource Planning (ERP)	Customer Experience / Customer Relationship Management (CX/CRM)	Supply Chain Management (SCM)	Human Capital Management (HCM)	Enterprise Performance Management (EPM)
Oracle ERP Cloud	Oracle CX Cloud	Oracle SCM Cloud	Oracle HCM Cloud	Oracle EPM Cloud

Oracle Cloud Industry Solutions

Assessment excludes

Oracle on-premise E-Business Suite, PeopleSoft, JD Edwards, and Siebel	Oracle NetSuite application	Oracle PaaS Oracle Data Management Cloud, Oracle Application Development Cloud, Oracle Integration Cloud, Oracle Content and Experience Management Cloud, Oracle Business Analytics Cloud, Oracle IoT platform, Oracle blockchain platform, and Oracle security platform	Oracle IaaS Oracle Compute Cloud Service, Oracle Storage Cloud Service, and Oracle Network Cloud Service

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The OCA service provider compendium 2022 report has 15 provider profiles

Oracle Cloud Applications (OCA) Service Provider Compendium 2022 – Global

Service Provider | OCA services profile (page 1 of 5)
Everest Group assessment – Major Contender

Market impact		
Market adoption	Portfolio mix	Value delivered

Strengths

- Service Provider is a relevant SI for enterprises looking for n effective implementation and maintenance & support service
- It has demonstrable proof points in executing transformation domain knowledge in construction, healthcare & life science
- Its ability to consistently win relevant Oracle partner awards OCA market
- Clients can benefit from its investments in certain industry-s Solution 1, Solution 2, and Solution 3
- Unlike most of its peers, Service Provider has demonstrated around HCM transformations

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Service Provider | OCA services profile (page 2 of 5)
Overview

Number of projects completed in 2020 and H1-2021: 558
Number of OCA experts: 10,250

Proportion of OCA services revenue by industry			
		Low (<10%)	
Energy and utilities		Public sector	
Retail, distribution, and CPG		Electronics, hi-tech, and technology	
Telecom,		Travel and transport	
Media, and entertainment		Others	

Proportion of OCA services revenue by business function			
		Low (<15%)	
Consulting		Implementation	

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Service Provider | OCA services profile (page 3 of 5)
Key solutions

Proprietary solutions (representative list)

Solution name	Industry in focus	Focu
Solution 1	Healthcare	HR
Solution 2	Healthcare and construction	Acros
Solution 3	Retail	Acros
Solution 4	Education	Acros

Oracle-certified solutions on Oracle marketplace compatible wit

Solution name	Industry in focus	Focu
Solution 1	Engineering & construction	Acros
Solution 2	Across industries	HR
Solution 3	Across industries	HR

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Service Provider | OCA services profile (page 4 of 5)
Investments and partnerships

Key investments (representative list)

Investment theme	Focused OCA module
Cloud labs in the US and India	ERP, SCM, HR, and EPM
Oracle think tank	ERP, SCM, HR, and EPM
Acquisition 1	ERP, and SCM
Acquisition 2	Pharma and LSH focus
Acquisition 3	OCM & business change

Key partnerships (representative list)

Partner ecosystem
Cloud Ascend
Project Partners
Trinamix

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Service Provider | OCA services profile (page 5 of 5)
Case studies

Case study 1 | **Client 1**

Business challenge
Client 1 involved in customized manufacturing for large clients in Oman. It required a system to handle the configure to order to manufacturing process. Every customer requirement was unique. abc was having disparate systems and were looking for automating their operations with a new-age ERP.

Solution
Implemented the following modules:
- Fusion Financials
- Fusion SCM – fusion procurement cloud service and self-service procurement cloud service
- Fusion Order Management Fusion Global Order
- Fusion Manufacturing – fusion manufacturing cloud service, inventory cloud, maintenance cloud, and planning central cloud service

Impact
- The order-to-manufacturing process was completely handled within the system
- Their complex manufacturing was handled by Oracle manufacturing cloud
- The inventory was integrated to their third-party LFS warehouse system using Oracle SOA Cloud service

Case study 2 | **Client 2**

Business challenge
Client 2 based out of Nigeria was looking to upgrade its Oracle on-premise system to Cloud ERP. With 100+ entities and multi-country operations, the consolidation was complex.

Solution
With a set of accelerators, Service Provider was able to migrate them from their Oracle EBS to Oracle Fusion Cloud. A leadership workshop was conducted to explain the benefits and things to watch out while migrating to Cloud.
Implemented the following modules:
- Fusion Financials
- Fusion HCM – hcm base, hr help desk, whs, talent review and succession management, learning, performance management, and goal management recruiting
- Fusion SCM – inventory; EPM– planning and budgeting, fccs
- Fusion Procurement – purchasing, sourcing, supplier portal, self service procurement, and supplier qualification management
- SRM – social cloud standard and cloud standard messaging

Impact
- The new system was able to handle the organizational restructuring
- The FCCS solution was able reduce the consolidation time of their 100+ entities from weeks to days
- Historical data was selectively maintained in a dedicated Oracle PaaS environment

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Research calendar
Enterprise Platform Services (EPS)

Published | Planned | Current release

Reports title	Release date
Cloud Management Platform Trailblazers: Top 10 Start-ups Creating Buzz in the Market	October 2020
SAP S/4HANA Services PEAK Matrix® Assessment 2021	May 2021
Assessment of the Niche ServiceNow Services Partner Ecosystem	May 2021
SAP S/4HANA Service Provider Compendium 2021	June 2021
Microsoft Dynamics 365 – Digitizing Customer Experience	September 2021
Microsoft Dynamics 365 Service Provider Compendium 2021	September 2021
SAP S/4HANA Services – Rise with Industry Transformations	November 2021
Microsoft Dynamics 365 – Digitizing Customer Experience	November 2021
Collapsing the Supply Chain: Top 14 Start-ups Redefining Real-time Transportation Visibility	January 2022
Oracle Cloud Application (OCA) Services PEAK Matrix® Assessment 2022 – Global	March 2022
Sustaining Client Satisfaction: Pivot from Implementation to Transformation Partner	March 2022
Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2022 – Europe	April 2022
Oracle Cloud Applications (OCA) Service Provider Compendium 2022 – Global	**April 2022**
ServiceNow Services PEAK Matrix® Assessment 2022 – Global	Q2 2022

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