

# Oracle Managed Cloud Integration Service – Making the Cloud more “Plug and Play”

## ORACLE® MANAGED CLOUD SERVICES

### KEY FEATURES

- Portfolio of pre-built integrations for immediate use as-is or customizable for your business requirements for Sales Cloud, HCM Cloud, Taleo and Service Cloud from Oracle
- Complete lifecycle management across design, development, management and enhancement stages
- Proprietary business transaction monitoring capabilities across clouds
- Functional Services for Cloud and ERP
- Standalone deployment option independent of Managed ERP services

### KEY BUSINESS BENEFITS

- Delivered reliably at a predictable cost and time
- Post Go-Live support, implementation, patching, reporting and break-fix
- Faster issue resolution and higher availability for cloud integrations
- Close connections with Oracle product development to resolve issues faster
- Minimal disruption to existing business

Enterprises today are keen on adapting public cloud applications for their business and face many challenges in integrating cloud applications to their private cloud to create a hybrid cloud. Without proper integration strategy and design considerations, integration lifecycle management and centralized monitoring are difficult to achieve across multiple clouds. Oracle Managed Cloud Integration Service (MCIS) offers pre-built integrations and entire lifecycle management for cloud integration from design to enhancements and removes key barriers for enterprises looking to adopt public cloud applications.

### Managed Cloud Integration Service (MCIS)

Cloud integrations represent the biggest hurdle to realizing the benefits of adopting a Cloud Delivery Model. Choosing a partner who can engage and work with you from the concept phase to throughout the lifecycle of the systems will greatly increase chances of a successful deployment. It is imperative that the partner have deep and broad skills across Oracle products including managing SOA based integration solutions integrating multiple applications globally.

Managed Cloud Integration Service has been designed to help enterprises overcome challenges in adopting public cloud applications such as Oracle HCM Cloud and integrating with existing ERP such as Oracle E-Business Suite or Oracle PeopleSoft. Although MCIS is available as a standalone service at customer's datacenter, when deployed at Oracle along with managed ERP service from Oracle Managed Cloud Services (OMCS), customers can benefit from cross-cloud business transaction monitoring (BTM) and the Cloud Automation Platform (CAP) capabilities. CAP allows customers to view various service quality metrics on iPad® or a web browser. Following are key features and benefits of using MCIS:

- **Lifecycle Management.** To address on-going challenges related to regular updates, managing and reporting for cloud integrations, OMCS provide setup and configuration, monitoring, ongoing management and enhancement services. During the design stage data extraction process from EBS or PSFT is defined and performed from a pool of options that include file based loading techniques, spreadsheet loading and specialized loading to suit customer specific needs. Web services would be used to programmatically exchange data with external systems along with extract, transform or loading procedures as needed
- **Pre-built Integrations.** We have a portfolio of existing prebuilt integrations with the flexibility to customize as needed. These services have been designed to be implemented in a repeatable fashion at a reliable and predictable cost and time frame
- **Cross-Cloud Business Transaction Monitoring.** Cross-cloud BTM allows

customers to monitor Login and Batch transactions between clouds such as EBS and Taleo. With these capabilities, customers benefit from higher availability SLAs as network performance can be monitored across the entire chain using synthetic transactions and faster issue identification and resolution across clouds.

#### RELATED SERVICES

The following services support the Managed Cloud Integration Service

- Managed Application Services for E-Business Suite, PeopleSoft, OBIEE, Hyperion
- Functional Services for ERP
- Managed Security Services

## Layered Services For Adopting Public Cloud Applications

INTEGRATION LIFECYCLE OF SERVICES TABLE

| Services                            | Availability @Oracle | Availability @Customer |
|-------------------------------------|----------------------|------------------------|
| Cross-cloud BTM                     | Yes                  | No                     |
| Cloud Integration                   | Yes                  | Yes                    |
| ERP Management                      | Yes                  | Yes                    |
| Platform Management – SOA, FMW      | Yes                  | Yes                    |
| Functional Services                 | Yes                  | Yes                    |
| Managed Single Sign-On/ API Gateway | Yes                  | No                     |

## Oracle Managed Cloud Services

Oracle Managed Cloud Services (OMCS) is a key pillar of Oracle's strategy for Cloud. OMCS builds and manages private clouds for customers who want to leverage their existing investments in Oracle applications, acting as the On Ramp to public cloud for Oracle customers.

- **Expertise.** With over fourteen years of experience securely managing customer environments in Oracle datacenters, partner datacenters and at customer's premises, Oracle has developed a strong expertise in helping customers implement and manage application integrations between ERP and other applications.
- **Certified Configurations.** Certified configurations define specific configurations for the entire technology stack that customer's environments will be deployed on. This results in better availability through monitoring capabilities, reliability, higher levels of security and faster provisioning times.
- **Breadth and Depth of Service Portfolio.** OMCS has a very broad portfolio of CEMLI management services. Services are designed to help customers build and manage customized integrations, enable use of cloud services and integrate with ERP.

#### CONTACT US

For more information about Oracle Managed Cloud Integration Service, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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#### Hardware and Software, Engineered to Work Together

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