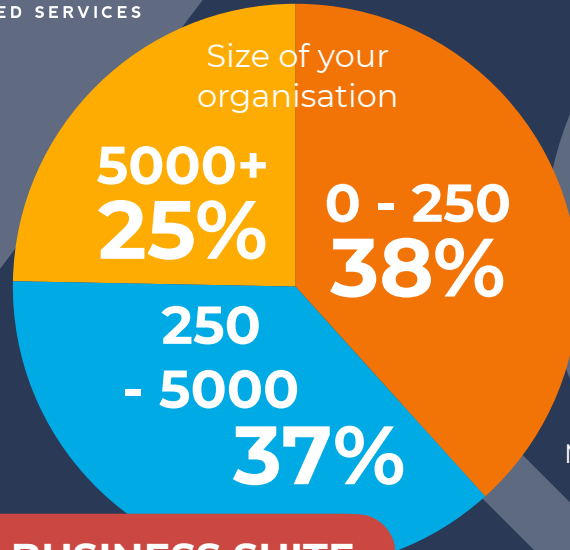
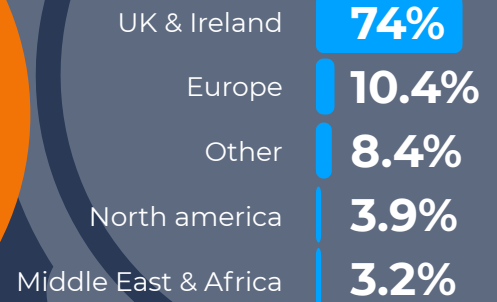


The Oracle E-Business Managed Services Survey 2020

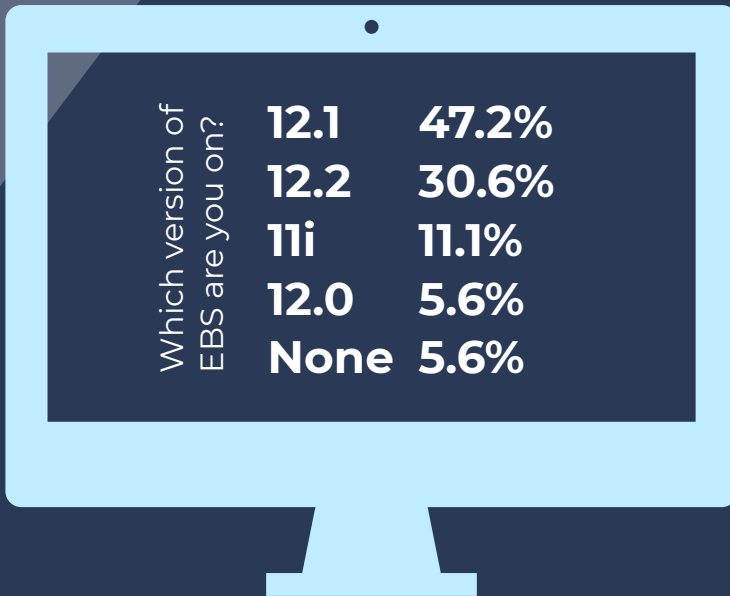


YOUR COMPANY

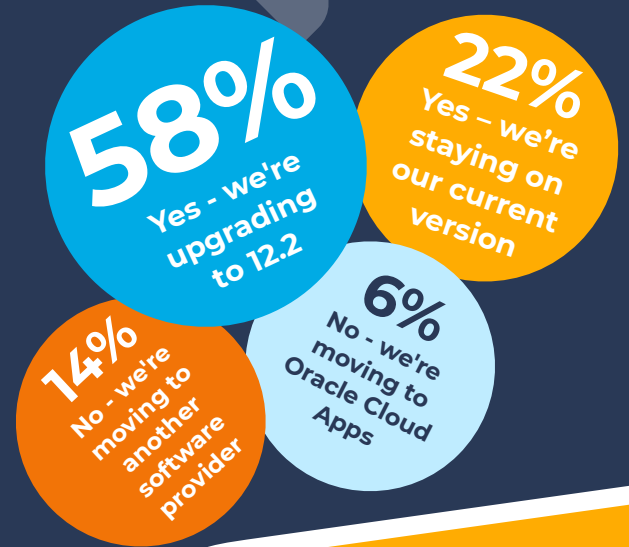
Where are you located?



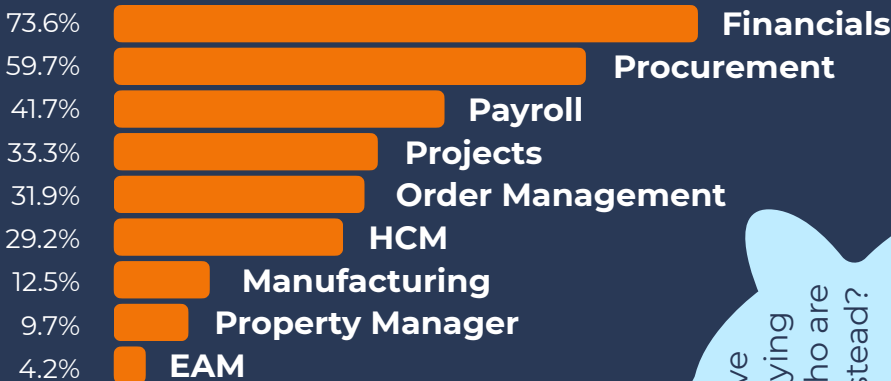
USE OF ORACLE E-BUSINESS SUITE



Are you planning to stay with Oracle EBS?



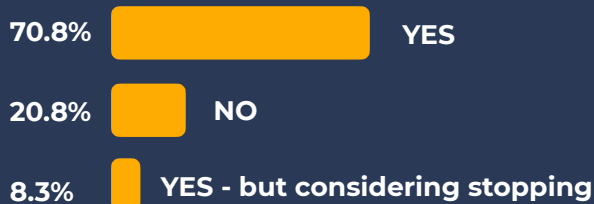
Which modules do you use?



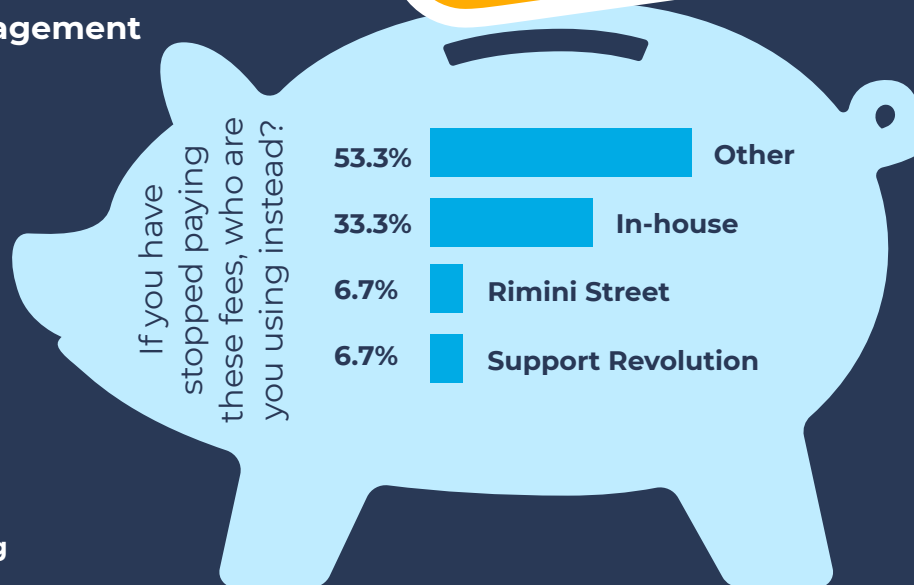
How is your current support provided?

All in-house	40.3%
Hybrid model	40.3%
All outsourced	19.4%

Are you paying support and maintenance fees to Oracle?



If you have stopped paying these fees, who are you using instead?



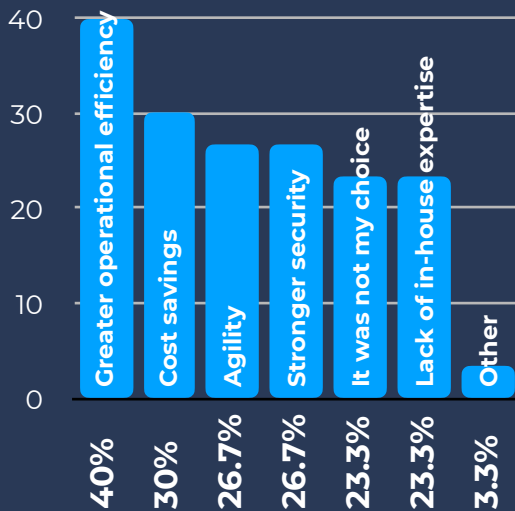
USE OF INFRASTRUCTURE CLOUD

Do you currently host E-Business Suite on a cloud?

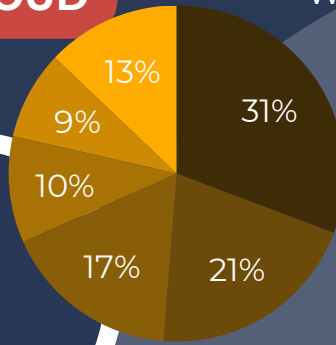
NO 69.4%
(Physical Servers)

YES 30.6%
(Public or Private cloud)

Why have you chosen the mode of product support that you have?

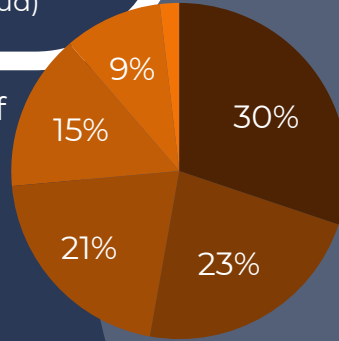


Which cloud provider(s) are you with or considering for E-Business Suite?



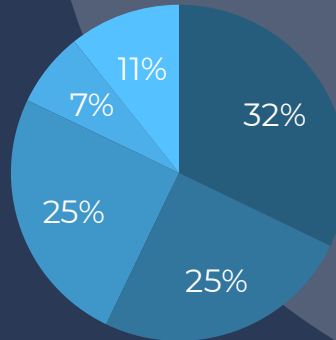
- Oracle - OCI (IaaS / PaaS)
- Microsoft Azure
- Claremont Cloud
- Oracle - OMCS
- AWS
- Other

How did you select your new cloud provider?



- Price
- Greater agility and flexibility
- Stronger support from company
- More secure
- Easier to use
- Other

If you aren't moving, what is the main reason?



- Cost
- Information Security
- Timing
- Data sovereignty
- Other

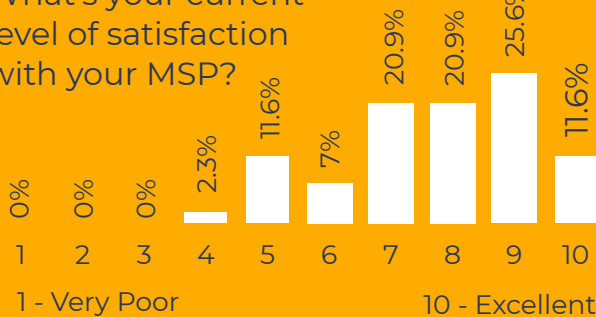
MANAGED SERVICES

What type of MSP do you use?

60.5% Specialist provider
23.3% Global SI / Outsourcer
16.3% Mixture

If you outsource all or some of your support, what sort of Managed Service Provider (MSP) do you use?
62.8% Single MSP
37.2% Multiple MSPs

What's your current level of satisfaction with your MSP?



What are the characteristics of a Managed Service Provider that matter to you most?

Great service **Ease of use**
Fast and efficient response time
Responsiveness and reliability
Friendly, Responsive, Knowledgeable

Source: 154 UK IT professionals surveyed across multiple industry sectors – July 2020

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