

Market Guide for Oracle Cloud Infrastructure Professional and Managed Services

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Moving enterprise workloads to Oracle Cloud Infrastructure requires expertise, strategy, planning, migration and management. Sourcing, procurement and vendor management leaders can use this guide for a nonexhaustive list of managed and professional services providers with such experience.

Overview

Key Findings

- Clients focused on achieving successful business outcomes look for expert and specialized providers to aid their transition to an Oracle Cloud environment.
- Oracle Cloud Infrastructure (OCI) continues to make progress as a multicloud strategy participant in the race to become a major public cloud hyperscaler.
- Before moving away from legacy environments, clients with customized and complex Oracle on-premises solutions need experienced service providers that fully understand the OCI options available.

Recommendations

As a sourcing, procurement and vendor management (SPVM) leader seeking providers that support Oracle workload and OCI services and solutions, you should:

- Work with cloud architects to align your cloud sourcing strategies to their digital plans and to the outcomes prioritized by business stakeholders.
- Increase the likelihood of migration success by identifying service providers that can bring both specific Oracle workload experience and foundational OCI expertise to each stage of your cloud project — plan, build and run. Focus on provisioning, monitoring, optimization and multicloud capabilities.

- Optimize ongoing efficiencies, costs, performance and reliability by conducting a total benefit analysis across three alternatives: IaaS/PaaS on OCI (or other authorized public clouds); on-/off-premises Oracle solutions; or Oracle Cloud Applications (OCA) SaaS.

Market Definition

This Market Guide focuses on services for Oracle Cloud Infrastructure (OCI), including consulting, implementation and ongoing management services for Oracle and non-Oracle workloads hosted on OCI. Service providers in this market combine expertise in Oracle solutions and OCI with skills in managing private infrastructure, hybrid IT, multicloud and distributed cloud to provide strategic and operational assistance as clients define and realize their cloud goals with OCI.

Market Description

The uncertainty, complexity and increased rate of change associated with the shift to cloud and multicloud are progressively driving organizations to service providers for assistance in navigating the associated opportunities, risks and threats. Moreover, the COVID-19 pandemic has significantly exacerbated the need for elasticity, accelerating the proportion of IT spending that is shifting to cloud. These two drivers of cloud managed and professional services are in addition to, and complemented by, requirements to support new and existing digital initiatives.

When launching the business now known as Oracle Cloud Infrastructure, Oracle originally focused primarily on a platform designed for and dedicated to Oracle solutions. It built a differentiated compute and network service designed to run applications that vertically scale and cluster (see [Is Oracle Cloud Infrastructure Ready for Use in Your Multicloud Strategy?](#)). OCI service providers specialize in planning, implementation, migration and management, particularly for Oracle workloads. OCI's sustained growth, as mentioned in [Solution Scorecard for Oracle Cloud Infrastructure IaaS+PaaS](#), makes staying on top of the latest OCI services and functionalities difficult for cloud leaders and even service providers. In addition, organizations continue to face an Oracle Cloud skills shortage, generally due to the overall global market skills gap and the lengthy pandemic.

ACS also manages workloads on ExaC@C, which is OCI as a distributed cloud. ACS installs the hardware wherever the customer chooses, fully enabling the OCI solution at a client's preferred location. ACS is the only provider in this research with install capabilities, though other third-party service providers may plan and build the ExaC@C environment as well as manage it once installed. ACS also offers managed DevOps and CI/CD, managed analytics, and managed security services.

Key verticals include financial services, healthcare and public sector. Notable customers include Vodafone and Deutsche Bank.

SpearMC

Corporate Information:

- Headquarters: Pleasanton, California
- Founded: 2004
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 70

Overview: More than 95% of SpearMC's business focuses on Oracle ERP/BI/EPM. The company specializes in PeopleSoft workloads and migrating them to the cloud. SpearMC also provides its clients with integrated technical and functional roadmaps, PeopleSoft Update Manager (PUM) services, and a business process pain point evaluation. SpearMC reports that it fully leverages Oracle Cloud platform tools to early-detect performance degradation and to save costs through downtime scheduling and autoprovisioning.

SpearMC is a global provider. It primarily supports MSE customers in North America, but retains several key accounts in APAC and Latin America. SpearMC supports Oracle workloads on-premises and in the public cloud, including AWS and Azure, and is also a customer of OCI. Its CloudShift program offers cloud migration sizing and assessments, lift-and-shift services, and full management of PeopleSoft systems, as well as the option to move to a PaaS solution if more favorable to the client.

SpearMC is one of three authorized Oracle global partners providing PeopleSoft Training and the only OCI-certified partner. SpearMC offers guided learning, providing step-by-step instruction in widget form.

SpearMC has a strong focus on the healthcare, higher education, public sector, financial services and nonprofit verticals. Notable customers include Capital One, Kaiser Permanente and Hackensack Meridian Health.

Version 1

Corporate Information:

- Headquarters: Dublin, Ireland
- Founded: 1996
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 50

Overview: A heritage service provider of Oracle products and projects for over 25 years, Version 1 has cultivated OCI experience since 2017. It has 400 dedicated Oracle service professionals across the U.K., Ireland and India delivering Oracle EBS, JDE, PeopleSoft, OCA, and other solutions and services to more than 300 Oracle customers. It has numerous OCI project implementations and 25 managed OCI service customers.

Version 1 supports on- and off-premises Oracle workloads, mainframe management and migration, and hybrid cloud solutions. While it is certified as an AWS, Azure and Oracle partner, it primarily uses OCI for Oracle workloads, with 50 Oracle Cloud technical professionals managing 25 live production customers (225 instances) on OCI.

Version 1 has partnerships with, and claims expertise in, New Relic, CloudCheckr, Druva CloudRanger, Terraform and Ansible, the last two being the primary configuration and logging tools used by OCI. Version 1 was the first Oracle partner to lead a client to implement ExaC@C and Exadata Cloud Service for DR. It takes a business solution approach, appreciating its clients' requirements while nudging them to the cloud for best results.

Version 1 works across all verticals, with concentration in the public sector and higher education for implementation of Cloud EPM, Cloud ERP and Cloud HCM, on top of OCI IaaS and PaaS solutions. Notable customers include Ferguson, Irish Cattle Breeding Federation (ICBF) and Barts Health NHS Trust.

Table 1: Representative Vendors in Oracle Cloud Infrastructure Professional and Managed Services

Company Name ↓	Geography ↓	Oracle Workload Supported Platforms	Top Supported Products ↓
Birlasoft	North America, EMEA, APAC	OCI, on-premises, ExaC@C	EBS, ERP, JDE
Centroid	North America	OCI, ExaC@C, on-premises/off-premises, AWS, Azure, GCP	EBS, ERP, OBIEE, custom applications, DB, middleware, OS and hardware
Cintra	North America and EMEA	OCI, AWS, GCP, Azure, ExaC@C	RAC, DR, EBS, APEX, Azure Interconnect
Claremont	EMEA (mostly U.K. or Ireland)	OCI, on-premises, private proprietary cloud, AWS, Azure, mainframe migration	EBS, Oracle technologies, mainframe migrations
Deloitte	Global	OCI, on-premises/off-premises, AWS, Azure, GCP, IBM, Alibaba	EBS, non-Oracle workloads, mainframe migrations
Denovo	North America	OCI, ExaC@C, on-premises/off-premises, AWS, Azure, GCP	JDE, EBS, mainframe migrations, IBM i
DSP-Explorer	EMEA	OCI, on-premises, GCP, Azure, ExaC@C, Exadata	DB, APEX, OBIEE, EBS, Primavera, Hyperion
Hitachi Vantara	Global	OCI, ExaC@C, ExaCS, OIC, on-premises/off-premises, AWS, Azure	EBS, JDE, PeopleSoft, PLM, DB, Hyperion

Company Name ↓	Geography ↓	Oracle Workload Supported Platforms	Top Supported Products ↓
IBM	Global	OCI, AWS, GCP	EBS, DB, Siebel, IBM i
Inoapps	Global	OCI, on-premises/off-premises, Azure, AWS, Exadata	EBS, PeopleSoft, mainframe services, Hyperion, JDE, RAC, DR, APEX, DB
Inspirage	North America, EMEA, APAC	OCI, ExaC@C, DRCC, on-premises, AWS, Azure	EBS, mainframe services, hosting, Azure Interconnect
IT Convergence	Global	OCI, Azure, AWS, on-premises/off-premises	EBS, RAC, DR, APEX, OBIEE
Jade Global	Global	OCI, Azure, on-premises	EBS, ERP, DB, Hyperion, SCM, Demantra, middleware
LTI	Global	OCI	EBS, JDE, PeopleSoft, Siebel, OBIEE, Hyperion, APEX
Navisite	North America, Europe, Australia and New Zealand (ANZ)	OCI, Azure, AWS	EBS, JDE, PeopleSoft, Hyperion
Oracle Advanced Customer Services	Global	OCI, ExaC@C, DB cloud services, DRCC	EBS, JDE, PeopleSoft, DB, OIC
SpearMC	Global	OCI, on-premises, Azure, AWS	PeopleSoft, mainframe services

Company Name ↓	Geography ↓	Oracle Workload Supported Platforms	Top Supported Products ↓
Version 1	U.K. and Ireland	OCI, ExaC@C, DRCC on-premises/off-premises, AWS, Azure	ERP, EBS, JDE, PeopleSoft, mainframe migrations
Vigilant Technologies	North and South America, APAC	OCI, AWS, Azure, GCP, on-premises/off-premises, ExaC@C	ERP, DB, OPCA, OIC
Wipro	North America, EMEA, Latin America	OCI	DB (including RAC), EBS, PeopleSoft, JDE, Siebel and custom-made applications

APAC = Asia/Pacific; APEX = Oracle Application Express; AWS = Amazon Web Services; DB = Oracle Database; DR = disaster recovery; DRCC = Oracle Dedicated Region Cloud@Customer; EBS = Oracle E-Business Suite; ERP = Oracle Enterprise Resource Planning; ExaC@C = Oracle Exadata Cloud@Customer; GCP = Google Cloud Platform; JDE = Oracle JD Edwards; OBIEE = Oracle Business Intelligence Enterprise Edition; OCI = Oracle Cloud Infrastructure; OIC = Oracle Integration Cloud; OPCA = Oracle Private Cloud Appliance; PLM = Oracle Product Life Cycle Management; RAC = Oracle Real Application Clusters; SCM = Oracle Supply Chain Management

Source: Gartner (March 2022)