

Fact Sheet: Knowledge Transfer

Demystify the details surrounding your Oracle investments

The Knowledge Transfer service from Oracle Software Investment Advisory (SIA) was built to solve a simple question from Oracle customers: “Can you help us better understand Oracle licensing rules and requirements?”

Learn about Oracle from Oracle

We collaborate with Oracle customers to deliver personalized training in a range of scenarios.

Needing to educate a wide range of teams

In complex organizations there can be many different people who need varying levels of understanding of licensing terms and policies. Oracle SIA customizes interactive education tracks, to bring knowledge that supports better-informed usage and investment decisions.

Seeking clarity on existing agreements

Our starting point is usually to work directly with individual customers, who share their existing knowledge, needs and goals. Oracle SIA then helps them to build up an understanding of key topics around their license and subscription agreements.

Solving specific knowledge gaps

To deliver this education, Oracle SIA brings together the deep knowledge of individual specialists with an extensive library of training materials. Content is growing over time as new courses are developed, and customized sessions are available based on customer requests. Example Knowledge Transfer topics include:

- Database (including Oracle Autonomous Database), Oracle E-Business Suite, PeopleSoft, and Siebel
- Broader areas like data recovery, partitioning, virtualized environments, or cloud contracting

The value of Knowledge Transfer

IT environments are increasing in complexity, which makes it essential to have a good understanding of licensing policies.

Picture an organization with hundreds of products from Oracle, across several business units (and potentially many countries), running in various environments. Combine that with staff new to software licensing, different purchases over time, and different metrics or measurement approaches. In cases like this, educational services from Oracle SIA provide value to customers across four key areas:

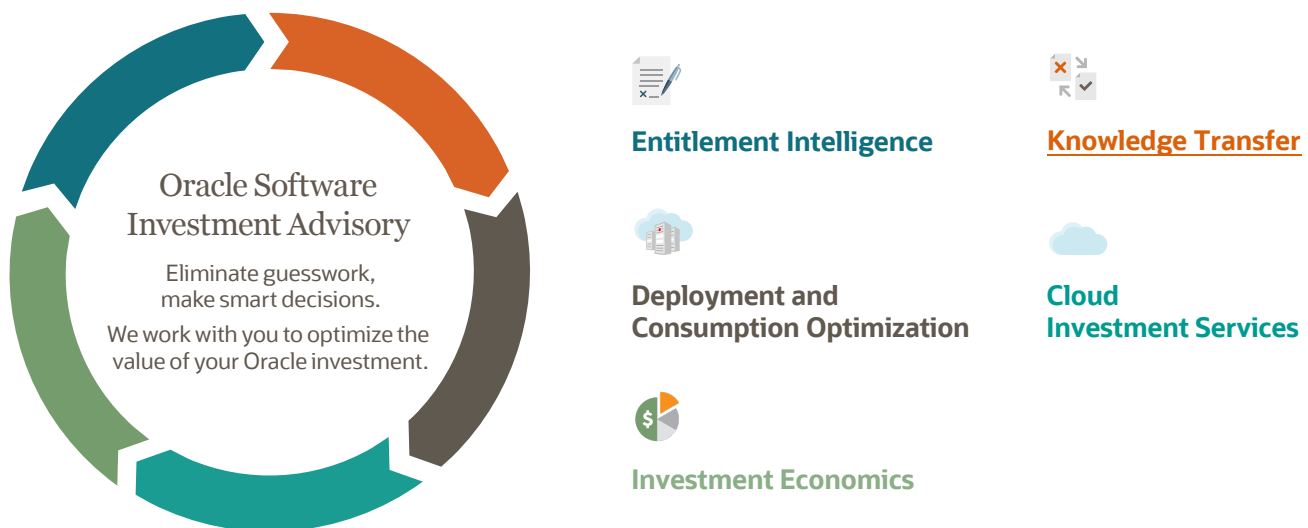


Use case: Knowledge Transfer in action

The new IT procurement and Software Asset Management (SAM) team at a global Oracle customer was tasked with getting a better understanding of their current licensing position as they prepared to make additional software purchases. With more than 260 products and dozens of licensing agreements, ensuring readiness among disparate teams was proving to be a challenge.

Oracle SIA partnered with the new SAM team to develop a comprehensive Knowledge Transfer session to cover their technology products. The first session included detailed insights into their different Database products and requirements for licensing different environments, resulting in greater confidence when initiating new projects. Follow up sessions were scheduled for additional Oracle products.

A complete lifecycle of services for Oracle customers



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