

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.

While multicloud strategies are becoming more common, they remain complex. ¹ Cloud strategies and cloud providers/platforms – including OCI – need to be flexible yet focused on continuous high performance, efficiency and optimization. Many of these questions are answered in Gartner research, such as [Move From Cloud First to Cloud Smart to Improve Cloud Journey Success](#), [Solution Scorecard for Oracle Cloud Infrastructure IaaS+PaaS](#), and [Vendor Rating: Oracle](#). However, this guide will help SPVM leaders evaluate and select a partner specifically for their OCI cloud journey.

Clients can partner with third-party OCI managed service providers to smooth their journey. These providers offer automation capabilities, migration expertise and years of Oracle workload experience to achieve their clients' business outcomes successfully. Before you embark on an OCI migration, Gartner recommends bringing in one of these providers to facilitate the plan, build and migration stages, and to ensure the most seamless managed cloud project possible.

Although key selection issues vary by organization, below are several critical areas that Gartner analysts have found to be the most important to consider when you are evaluating a service provider to work on an OCI project:

- **Oracle and OCI skills bench strength.** The quantity, quality, depth and experience of resources vary widely in the service provider landscape. Focus on the number of individuals who are certified in Oracle Cloud Infrastructure, their experience with equivalent services, and their distinct service differentiations. Don't fixate on partner awards, which are confusing due to the numerous changes Oracle has made in its partner strategy over the last three years.
- **SLAs and business outcomes.** How do the providers guarantee SLAs and, more importantly, business outcomes?
- **Geographic coverage.**
- **Track record.** The service provider should have a track record of implementing similar projects and, ideally, within a similar vertical (banking, manufacturing, retail, etc.).
- **References.** Request at least three references from current clients for whom the potential partner – or the specific consultant (for key roles) – has provided similar implementations and management.

- **Challenges.** Encourage the provider to share failures or challenges with past initiatives to understand potential roadblocks and build trust in the relationship early on.
- **Management tools.** The service provider should have an excellent understanding of, and ability to, use platform management tools – preferably ones that manage multienvironment (including on-premises), not just multicloud.

Market Direction

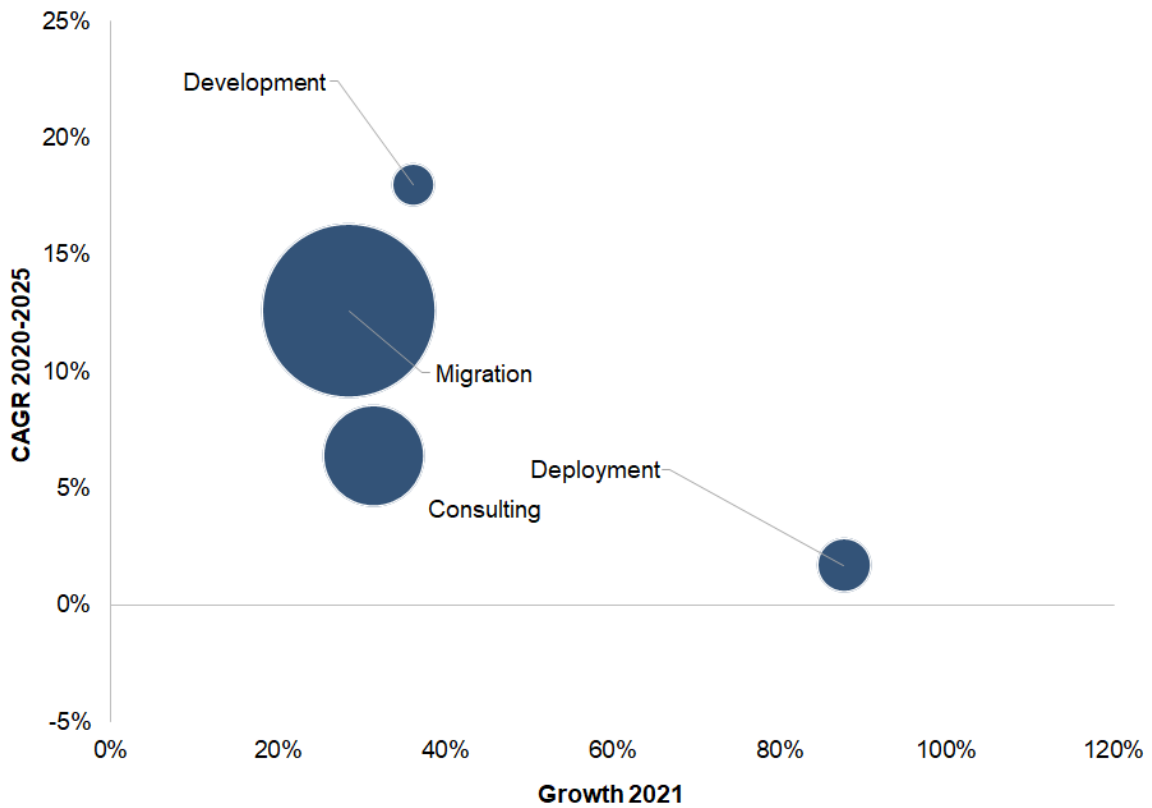
The market for OCI consulting, migration and managed services is growing, with Gartner seeing an increase in inquiry volume of approximately 33% year over year (YoY) in 2021² from organizations looking specifically for OCI expertise.

While most organizations understand the benefits of cloud, and have a desire to move to cloud, they lack sufficient expertise to plan, build, and/or run and manage their workloads on a cloud platform. Gartner is seeing a rise in interest from clients looking to move Oracle workloads to Oracle Cloud Infrastructure, possibly due to the continued capability growth of the OCI offering in 2021. Although Oracle's achievement in Gartner's [Solution Scorecard for Oracle Cloud Infrastructure IaaS+PaaS](#) over the past two years has been significant, it still faces perception challenges. It is often viewed with distrust and skepticism,² directly affecting its ability to sell services to showcase its technological efforts. Gartner believes this overall lack of knowledge about cloud operations, as well as an ingrained skepticism around Oracle in general, is pervasive among most of our clients and a major contributor to the growth of OCI third-party experts.

Gartner is seeing a continued increase in smaller cloud service providers emerging in the marketplace to fill clients' needs, competing with the big global managed service providers (MSPs). These smaller providers are competing across multiple capabilities, including consulting on, developing, deploying, migrating and managing workloads in the public cloud. As shown in Figure 1, the market for cloud IT services grew above 20% in all four areas of professional and managed services.

Figure 1: Cloud Consulting and Implementation End-User Spending by Segment

Cloud Consulting and Implementation End-User Spending by Segment



Note: The size of each bubble represents 2020 end-user spending by public cloud service segment in current U.S. dollars.
 Source: Gartner (May 2021)
 ID: 749277



Every organization heading down the public cloud path must weigh all the internal and external risks before moving any significant Oracle workload. Preparation prior to the move, especially expertise from a specialized service provider, can help strengthen the overall strategy, drive a successful migration and ensure a positive management experience.

Gartner speaks with many organizations that are following a “one public cloud provider” strategy and trying to fit their Oracle workloads onto an alternative public cloud platform, such as Amazon Web Services (AWS) or Microsoft Azure. AWS and Azure are currently supported to run most Oracle workloads,³ and for those organizations heavily concentrated on Microsoft applications, for example, with very large spend as well, this approach may make the most sense. The MSPs in this Market Guide saw increased activity from clients using the OCI/Azure Interconnect service to enable better interoperability between their applications and, especially, Oracle Database.

Gartner clients asking whether Oracle Database can run on Google Cloud Platform (GCP) or other public solutions are also being helped by a small number of providers, but this cohort of clients remains small. Oracle will not guarantee support for this type of deployment from a licensing or service/support standpoint. Moreover, our research shows that it is not a recommended strategy. Less performance is certain, and there are no “bells and whistles,” such as backup or easy installs.

The cost of software support and maintenance is also an important consideration for Gartner clients (see [3 Steps to Negotiating Strategically With Oracle](#) for more context). If your roadmap includes Oracle workloads three to 10 years out, you will need to prove how the ROI, as well as the technical functionality and performance, will benefit the business. A number of vendors in this guide can help with licensing management and ROI considerations.

Many Gartner clients, especially in the public sector, are looking for expertise to guide the migration of heavily customized legacy solutions, often still running on mainframes, IBM i or even Oracle Solaris. While not all providers listed in this research manage mainframes, they all do have experience migrating off of them. Also, some of the providers listed offer IBM i expertise.

Most larger global MSPs support AWS, Azure or GCP, with the aim of being multicloud providers. However, Oracle Cloud Infrastructure demands expertise that very few MSPs outside of Oracle’s internal teams – Oracle Consulting Services (OCS) and Advanced Customer Services (ACS) – possess. This Market Guide focuses on the market of service providers that specifically have an expert understanding of OCI and Oracle workloads. This list includes two larger MSPs and one of the major consultancies, but the majority of the providers are Oracle-workload-focused.

The majority of Oracle-focused suppliers included in this guide were founded by, or employ, ex-Oracle employees; thus, they understand Oracle and OCI complexities. Also, to accommodate the best workload placement for their clients, the external service providers in this guide recognize the need to understand and encourage hybrid cloud environments. Therefore, most of them have experience with the other two supported public cloud providers for Oracle workloads: AWS and Azure. Some even have limited experience with GCP, as noted in the Representative Vendors section.

Market Analysis

When selecting a provider, SPVM leaders need clarity on the providers' differing capabilities to help identify the ones best-suited for their use cases or requirements. The selection should be based on an understanding of the provider's background, business focus, established competencies, and plans and execution for future growth.

Oracle solutions and OCI are core to the strategic roadmap of each provider listed in this Market Guide. The strategic roadmap doubles as selection criteria when you are choosing a provider. All providers selected for this Market Guide:

- Have additional capabilities running Oracle workloads on the only other Oracle-recognized cloud platforms for Oracle workloads: Microsoft Azure and Amazon Web Services
- Provide customers with remotely delivered services
- Are experts in the following aspects of Oracle and OCI environments:
 - Planning/assessment
 - Building/migrating workloads
 - Running/managing platforms
 - Optimization and innovation
- Have OCI Gen 1 and Gen 2 experience
- Utilize a multitude of observability management tools
- Have Oracle partner certifications and/or are upgrading to the latest Oracle PartnerNetwork (see [Oracle Partner Finder](#))

- Overcome OCI hurdles such as Microsoft SQL Server or immaturity of disaster recovery in all availability domains

In addition, many providers in this Market Guide have Oracle Database, Exadata Cloud@Customer (ExaC@C) or Exadata Cloud Service experience.

All of the providers listed below engage with customers using their niche Oracle knowledge advantageously, competing by being more flexible and agile. However, for complex multiplatform projects, more than one provider may be necessary, depending on requirements.

E-Business Suite (EBS) continues to be the most migrated application to OCI. Compared with 2021, JD Edwards (JDE) is making some gains, and Gartner clients are asking about database options and ExaC@C more often. The providers differ significantly in terms of capabilities, due to their roadmaps, business focus, and experience with the migration and management of Oracle workloads, not only on OCI, but also on other public cloud platforms.

According to data provided to Gartner, ⁴ these OCI-specialized service providers are showing YoY growth based on their number of customers and revenue from 2020 to 2021. Gartner expects these providers to continue to evolve over the next few years, mostly due to customer demand, as 80% of existing Oracle clients are currently still running their workloads on-premises.

Based on client conversations, Gartner estimates that at least 50% of the North American higher education agencies still run their PeopleSoft environments on-premises and on mainframes, and we continued to see very little shift in 2021. If providers have a strong vertical focus on higher education, it may encourage Oracle to give back with higher incentives to upgrade and migrate the majority of higher education agencies in North America.

This research will help SPVM leaders choose from a nonexhaustive list of service providers when assessing, migrating and managing Oracle and non-Oracle workloads on OCI.

Representative Vendors

The vendors listed in this Market Guide do not imply an exhaustive list. This section is intended to provide more understanding of the market and its offerings.

Market Introduction

In 2021, Oracle recognized 100 OCI cloud service partners (CSPs) on its partner website, [Oracle Partner CSPs](#). Gartner compiled this research to help clients identify potential Oracle workload and OCI migration and management partners. The following analysis is based upon publicly available information from Oracle and from service provider websites, as well as briefings from all of the providers.

Table 1 summarizes this analysis. It lists service providers in alphabetical order with their respective geographies, Oracle workload supported platforms and products. The providers included here do not represent an exhaustive list; rather, this guide offers a summary of providers that Gartner has reviewed (see Note 1). This research aims to help SPVM leaders identify the type of providers best-suited for their use cases. However, there are many additional service providers not included in this list that may be viable candidates for your organization, such as the larger MSPs and consultancy firms that provide similar services on a different scale.

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

(Enlarged table in Appendix)

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
Dencvo	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
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
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)

Vendor Profiles

Birlasoft

Corporate Information:

- Headquarters: Pune, India
- Founded: 1995
- Private/Public: Public
- Number of Permanent Employees in OCI Services: 400

Overview: Birlasoft has over 25 years of experience with Oracle solutions. Of its 2,200 Oracle professionals, over 55 are certified OCI IaaS/PaaS experts. It has completed more than 60 OCI projects and has over 150 active OCI customers. Globally, it has approximately 375 JDE and 250 EBS/edge customers. Birlasoft's customers are primarily in North America (60%), with fewer accounts in EMEA (20%) and Asia (10%).

Birlasoft's focus is ERP, but it also serves clients needing expertise in master data management (MDM) and e-commerce. Birlasoft uses its proprietary Cloud Plus PaaS approach specifically to help clients with Oracle Applications Unlimited. Birlasoft says it starts with an unbiased platform assessment and proof of concept (POC) for all workloads to determine the best placement of the clients' workloads. Birlasoft offers clients webinars for upskilling and a distinct OCI migration methodology. Birlasoft works with its proprietary tool, ProVue, as well as a multitude of partners, including Splunk, Terraform and RackWare.

Key verticals include manufacturing, healthcare and high tech (energy).

Centroid

Corporate Information:

- Headquarters: Troy, Michigan
- Founded: 1997
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 200

Overview: Centroid has over 24 years of experience with Oracle solutions and is the largest OCI CSP in North America. It has performed thousands of cloud migrations, earned more than 155 cloud certifications and has over 200 active customer projects. With customers primarily in North America, Centroid has support offices in the U.S. and India.

Centroid extends beyond professional and managed services to help clients with continuous cloud optimization, including license assessment and support renewal management. It uses a cloud cost optimizer platform that predicts/forecasts clients' workloads 24/7 and scales as needed, enabling customers to better manage cloud spend. Centroid has multicloud expertise, providing Oracle enterprise workload services on OCI, AWS, Azure, GCP and IBM Cloud. Yet, as an Oracle-recognized CSP, Centroid prefers using OCI for all Oracle workloads, with 90% of its clients' managed services running on OCI.

Approximately 40% of Centroid's clients are midsize enterprises (MSEs). Centroid reports that a typical lift-and-shift, end-to-end migration lasts three months, with the initial planning taking three to four weeks. Centroid does not support management of mainframe applications.

Centroid works with customers across all verticals, but is heavily invested in manufacturing, financial services and fast-moving consumer goods (FCMG). Notable customers include HID Global, Toshiba and Globe Life Sciences.

Cintra

Corporate Information:

- Headquarters: New York, New York
- Founded: 1996
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 46

Overview: Since its inception, Cintra has been a dedicated Oracle partner. It has 70 fully managed clients with over 50 cloud projects delivered. It has customers in North America and EMEA (primarily the U.K.). Cintra says 2021 allowed it to develop automation (RapidCloud) that turns assessments around in weeks or even days.

Cintra has expertise in Oracle Exadata, ExaC@C and Exadata Cloud Service, with more than 100 clients moved or running on Exadata. Cintra also offers distinct and relatively rare APEX services and Azure Interconnect. Further, Cintra offers its multicloud professional and managed services on OCI, AWS, GCP and Azure.

Through its licensing expertise, Cintra provides soft audits and audit protection strategies for customers, with license governance included as part of the service. For example, its knowledge of PaaS services on ExaC@C can enable clients to eliminate licensing costs. Cintra also offers a monthly OCI cost optimization report as part of its standard managed services.

Key verticals include financial, travel and transportation, and retail. Cintra also partners with independent software vendors (ISVs), as well as government, healthcare and education establishments. Notable customers include JetBlue Airways, Virgin Money and Targetbase.

Claremont

Corporate Information:

- Headquarters: Newcastle upon Tyne, United Kingdom
- Founded: 2004
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 40

Overview: Claremont is a boutique Oracle MSP with 40 clients and over 18 years of Oracle experience. Claremont specializes in EBS professional and managed services, including cloud workload migrations in the U.K., Ireland and some other parts of EMEA. It utilizes its own infrastructure cloud offering, Claremont Cloud, and third-party clouds, including OCI.

Claremont states that, like OCI, its Claremont Cloud private cloud solution was built specifically to host Oracle technology workloads. A significant number of its clients have moved to Claremont Cloud in the last five years. Claremont reports that EBS workload migrations, for both offerings, take anywhere from three to nine months, depending on the complexity of the transition. For some clients upgrading while migrating, Claremont offers a distinct approach.

Claremont utilizes a proprietary methodology and believes that its strong customer focus is a competitive differentiator. It notes high client retention and satisfaction, reporting a 100% client retention rate over the last five years and emphasizing client feedback that it exceeds expectations.

Key verticals include public sector/nonprofit, transportation and retail. Notable customers include City of Edinburgh Council, the National Trust and Sony.

Deloitte

Corporate Information:

- Headquarters: New York, New York
- Founded: 1845 (OCI practice started in 2002)
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 500

Overview: In 2021, Deloitte saw a prodigious 335% increase in its OCI services. It also acquired BIAS, more than doubling the number of dedicated OCI professionals delivering professional and managed services to its approximately 100 customers globally.

Utilizing its proprietary OpenCloud OMCP tool, Deloitte takes a move-and-approve cloud engineering approach to offer its services, such as custom IaaS/PaaS implementations on OCI. Deloitte believes its service offering is unique in its additional focus on migrating and managing non-Oracle workloads on OCI, as well as in its breadth. Clients can access a bench of more than 25,000 practitioners with multicloud expertise.

Deloitte supports Oracle workloads on-premises or off-premises. It supports Oracle Autonomous Database/Data Warehouse, as well as mainframe migrations to OCI. Deloitte reports strategic relationships with OCI, Azure and AWS, as well as with GCP, Alibaba and IBM, which it claims differentiates it from its competitors. Deloitte also offers a cloud institute for clients wanting to upskill.

Deloitte works with customers in all industries, with key OCI migrations mainly in the financial services, retail, and public sector (state/local) verticals. It notes that simple (lift-and-shift) migrations typically take anywhere from eight to 16 weeks. Notable customers include Atlantic Lottery.

Denovo

Corporate Information:

- Headquarters: Boulder, Colorado
- Founded: 2002
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 250

Overview: Denovo has over 20 years of experience managing Oracle products and projects, with OCI being its primary cloud solution for 70 remotely managed customers. Denovo is a specialized Oracle provider, delivering over 400 mostly managed service projects in 2021. Denovo's target client markets range from MSEs to larger organizations, with a focus on existing Oracle customers. Denovo presents customers with a flexible "ERP life cycle approach" using a proprietary tool, Denovo PremiumCare for Oracle Cloud, as well as third-party products.

JDE currently represents 75% of Denovo's services, but Denovo claims to have seen an increase in EBS ERP workloads from clients looking to OCI as a stopgap solution to SaaS. Denovo also offers niche IBM i services and JDE legacy services on private cloud. Denovo emphasizes a client-centric approach to workload placement design, and attributes this focus to its peripheral Azure, AWS and GCP experience and knowledge.

Denovo does not support PeopleSoft or mainframes. However, to help with management and observability issues, it does offer proprietary tooling, such as quick calculators, and Equipment IQ. This add-on functionality is sold as SaaS or licenses.

Denovo is heavily focused on customers requiring 24/7 mission-critical performance, particularly in the manufacturing environment.

DSP-Explorer

Corporate Information:

- Headquarters: London, U.K.
- Founded: 1999
- Private/Public: Private

- Number of Permanent Employees in OCI Services: 100

Overview: DSP-Explorer is an Oracle CSP Advanced Enterprise partner with global capabilities, but its clients are primarily in EMEA. DSP-Explorer is both an Oracle and a Microsoft partner, but its primary focus (70%) is Oracle. It has over 30 company-level Oracle specializations and over 50 cloud-specific employee certifications covering architect, data management, autonomous, cloud operations, integration and APEX. DSP-Explorer prefers OCI for Oracle workloads. AWS and Azure require extra time and money for refactoring, scripting, IOPS and throughput, making them suboptimal for most of its clients.

DSP-Explorer claims it was the first Oracle CSP partner in EMEA and currently holds more Oracle certifications for Oracle Database and OCI specializations than any other Oracle partner. DSP-Explorer also runs its own ISV program focused on increasing customer agility through improved time to market, cost reduction and platform stability.

For clients running Oracle workloads, DSP-Explorer can deliver Oracle Database migrations within weeks. It has created solutions to enable both upgrades and migrations with minimal downtime for multiterabyte workloads. DSP-Explorer believes it differentiates through its work with Oracle Forms clients, enabling them to rebuild their apps and move to OCI in a way that best fits their needs.

DSP-Explorer's key verticals include financial services, travel and transportation, and government. Notable customers include Alveo, Travelopia and the NHS.

Hitachi Vantara

Corporate Information:

- Headquarters: Santa Clara, California
- Founded: 2017
- Private/Public: Private (wholly owned subsidiary of Hitachi)
- Number of Permanent Employees in OCI Services: ~250

Overview: Hitachi Vantara supports customers across more than 70 countries in North America, Europe and Asia/Pacific. Hitachi Vantara has more than 100 Oracle Cloud go-lives globally. It supports Oracle on-premises, in private cloud and in public cloud. Hitachi Vantara believes its main differentiator from competitors is that it's strategic, rather than task-oriented, spending the required time to plan and build sustainable business processes and adoption mechanisms to ensure a successful run.

Hitachi Vantara prefers using OCI for Oracle workloads such as EBS. It highlights OCI's performance, scalability and easier migration as strong advantages when compared with other public clouds for Oracle workloads.

Hitachi Vantara supports migration and management of Oracle environments, including migration off of legacy applications. It has reseller capabilities and will offer clients POCs during assessment. It states that the average plan/build for a lift-and-shift migration completes within three months. To ensure this time frame, it uses automation and migration accelerators, such as Oracle Zero Downtime Migration for Oracle Database migrations. Hitachi Vantara currently manages 95% of its customers' workloads that migrated to OCI.

Hitachi Vantara offers industry solutions and digital innovation practices to every major vertical, including energy, manufacturing and public and government sectors (excluding federal). Notable customers include Reiter Affiliated Companies (RAC), Minerals Technologies and albelli.

IBM

Corporate Information:

- Headquarters: Armonk, New York
- Founded: 1911
- Private/Public: Public
- Number of Permanent Employees in OCI Services: Unavailable

Overview: IBM has over 35 years of experience partnering with Oracle. It is an OCI CSP offering a global reach. It has over 400 Oracle go-lives, 750 OCI certificates and 70 OCI customers. Approximately half of IBM's Oracle workload clients include managed services.

IBM states that its OCI strategy begins with maximizing its customers' digital transformation before their move to cloud. Its goal is to help them innovate through the use of cloud-native technologies while providing zero-trust security at each level. Its range of offerings is underpinned by Garage, an IBM methodology to facilitate innovative solutions. IBM is investing heavily in its integrated management platform, which includes analytics and dashboards, IT service management, APIs, microservices, automation, and monitoring.

IBM supports EBS and mostly Oracle Database services, citing that, while open-source databases may be better in some ways, its clients find them too expensive to rewrite, limiting their ROI. IBM also supports JDE customers, especially in manufacturing, where its clients still find the SaaS solutions immature.

IBM's primary target verticals include government, manufacturing/mining and transportation. Notable customers include Informa, Cook County and Minor International.

Inoapps

Corporate Information:

- Headquarters: London, U.K.
- Founded: 2006
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 500

Overview: With roots in the oil and gas industry, Inoapps has more than 15 years of experience as a service provider for Oracle products and projects. Inoapps has expertise delivering EBS to OCI in North America and Western Europe, supporting customers in more than 120 countries across the globe.

Inoapps supports on-premises/off-premises Oracle workloads, plus hybrid cloud solutions and mainframe migrations. It does not manage on-premises mainframes. Inoapps concentrates on moving Oracle workloads, such as EBS, Oracle Business Intelligence Enterprise Edition (OBIEE), Fusion Middleware, and Hyperion to OCI. It can also migrate and manage Oracle workloads on Azure and AWS. Its database customers increased in 2021, as did customer interest in Exadata Cloud Service.

Through client collaboration, it ensures proper use of universal service credits and scales to peak, rather than sizes to peak. Inoapps also shares its contractual expertise to close unforeseen gaps.

In 2021, Inoapps saw client recognition of OCI capabilities increase. While it believes running Oracle workloads on OCI remains a key benefit, it is increasingly moving non-Oracle workloads to OCI. Inoapps typically migrates customers within 12 to 16 weeks. It claims clients see up to 30% savings soon after switching from on-premises infrastructure to OCI, alongside performance gains and service improvements by adopting ongoing managed services.

Inoapps' key verticals include energy, public sector and higher education. Notable customers include OASIS Group, SEGA and Skanska.

Inspirage

Corporate Information:

- Headquarters: Bellevue, Washington
- Founded: 2007
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 30

Overview: Founded by ex-Oracle product leaders, Inspirage helps global customers solve business-critical challenges across the integrated enterprise. Inspirage delivers end-to-end consulting and implementation solutions that link ERP, product life cycle management, supply chain management, logistics management and service solutions. Inspirage offers a solid go-to-market relationship with Oracle and remains an Oracle co-development partner.

Inspirage's service solutions are differentiated with over 100 PaaS solutions. It has extensive experience with OCI Gen 1-to-OCI Gen 2 migrations. Inspirage exclusively supports Oracle workloads on-premises and in the public cloud, but it does not privately host. Inspirage's cloud- and ERP-certified team can manage all aspects of Oracle deployment, application administration and support.

Inspirage can migrate and manage Oracle workloads (with the exceptions of JDE and PeopleSoft) to OCI, Azure and AWS. Inspirage can also provide hosting on its Oracle tenancy, giving clients that don't want to deal directly with Oracle an option. Inspirage focuses primarily on EBS migrations, but is also seeing an uptick from clients interested in ExaC@C and Exadata Cloud Service.

Inspirage focuses on specific industry verticals, such as life science, consumer goods and retail, and industrial manufacturing. Notable customers include NorgesGruppen, SIJ Acroni and GKN.

IT Convergence

Corporate Information:

- Headquarters: Irving, Texas
- Founded: 1998
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 600+

Overview: IT Convergence (ITC) has over 24 years of experience as a service provider of Oracle products and projects, with more than 1,500 OCI certifications. It is a cloud solution provider focusing on Oracle workloads, with limited expertise for migrating or managing Oracle workloads on Azure or AWS. In ITC's experience, most customers elect to migrate to OCI, because running Oracle on AWS or Azure often incurs additional costs for scripting and licensing.

ITC not only supports Oracle workloads on-premises, off-premises and in multicloud solutions, but also supports migrations and management. It believes a main differentiator is its strong focus on EBS/Advanced Supply Chain Planning (where it has deep technical and functional knowledge), RAC, DR and APEX custom migrations. ITC claims expert knowledge of cloud-native tools like Red Hat Ansible, Puppet and Nagios. Its enterprise monitoring software is custom-built for enhanced event management, with automation in the creation of event and incident tickets for managed services.

ITC seeks to migrate its customers to OCI within three to four months, including tenancy build-out, in-flight database upgrades and OS migrations. ITC provides a performance baseline to prepare for the migration and a postmigration health check, claiming to meet or exceed best-practice critical success factors. ITC also states it has Azure Interconnect customers and offers a methodology for PaaS.

Key verticals include retail, manufacturing and finance. Notable customers include McGrath RentCorp, Willis Towers Watson and Thoma Bravo.

Jade Global

Corporate Information:

- Headquarters: San Jose, California
- Founded: 2003
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 45+

Overview: Jade Global has offered Oracle services for the last 18 years, with over 650 Oracle projects delivered, including over 140 cloud projects. It has over 600 Oracle associates, over 500 Oracle certifications, over 19 Oracle specializations, and 10 offices worldwide with four global delivery centers.

Jade Global is experienced in ERP, NetSuite, Hyperion, PaaS, SCM, EPM, and Analytics Cloud. It moves Oracle workloads, such as EBS and Hyperion, to OCI, and it has experience migrating and managing Oracle workloads on Azure. Jade Global also claims its OCI migration tools and accelerators can help reduce planning and migration efforts by up to 43%.

Jade Global claims an “Oracle 360-degree services” offering. It has a portfolio of technology and industry accelerators running 25% of its managed services on OCI.

Key verticals include high tech, manufacturing, retail and distribution, and life sciences. Notable customers include ORBCOMM, Essilor of America and OMNIVISION.

LTI

Corporate Information:

- Headquarters: Mumbai, India
- Founded: 1997
- Private/Public: Public
- Number of Permanent Employees in OCI Services: 700

Overview: LTI is an Oracle Worldwide Partner in nine regions and offers an end-to-end OCI portfolio. It has approximately 50 clients on OCI, over 150 global Oracle workload clients and 180 validated tools.

LTI concentrates on helping its customers meet priorities when investing in Oracle, including PaaS and SaaS services. It helps its clients transform their environments for digital commerce and digital field services, among other services. LTI focuses on its clients' journey to the cloud. It reimagines their enterprises on Oracle, digitizes their cores, or helps prepare their legacy cores for digital surround and the transformation of industry clouds, such as utility cloud and retail cloud.

LTI primarily supports JDE and PeopleSoft and has competencies with all hyperscalers, including OCI. It is the only partner with complete JDE OCI certifications and is a member of the Oracle Communications Customer Advisory Board with capital investments in Oracle Unified Communications Suite, OIC and security. LTI also supports clients migrating to ExaC@C in as little as five months.

LTI's key verticals include manufacturing, utilities, life sciences and retail. Notable customers include Dexcom, Alliance Data Systems and Nynas.

Navisite

Corporate Information:

- Headquarters: Andover, Massachusetts
- Founded: 1996
- Private/Public: Public
- Number of Permanent Employees in OCI Services: 400+

Overview: Navisite has 20 years of experience with Oracle solutions, supported by its global team of Oracle experts. Navisite has expanded its services beyond managed infrastructure/private cloud to cover public cloud services, including OCI, in the last few years. Navisite believes a key differentiator is its complementary PaaS analytics team, which uses automated migration and orchestration capabilities to push customers toward continuous improvement, modernization and optimization throughout the term of the contract.

Navisite offers end-to-end services for migrating Oracle applications, including EBS, JDE, PeopleSoft and Hyperion. Navisite asserts that its clients benefit from a high level of SAP, Azure and AWS experience as well. Navisite claims an aggressive solution-focused pricing model, and it has recently increased its coverage to eight regions. It uses a proprietary tool to measure application performance and managed services.

Some of Navisite's vertical industries include manufacturing, healthcare and technology. Its notable customers include Cleveland Golf, TruGreen and F5.

Oracle Advanced Customer Services

Corporate Information:

- Headquarters: Austin, Texas
- Founded: 1977
- Private/Public: Public
- Number of Permanent Employees in OCI Services: 3,800

Overview: Oracle Advanced Customer Services (ACS) has over 21 years of global Oracle solution experience. ACS currently manages over 270 clients on OCI. The ACS roadmap focuses on mission-critical support, business agility, faster innovation, standardization, reduced costs and risk, security, and hybrid cloud.

ACS supports Oracle and non-Oracle workloads in "run" phase only. For migration and coding work, ACS works directly with Oracle Consulting Services or Oracle partners. In 2021, Oracle Services, including OCS and ACS, simplified the customer engagement model in a project called Oracle Services Reimagined. Within Services Reimagined, ACS focuses on postimplementation services, including advanced support, run and maintain solutions.

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.

Vigilant Technologies

Corporate Information:

- Headquarters: Troy, Michigan
- Founded: 1999
- Private/Public: Private
- Number of Permanent Employees in OCI Services: 75

Overview: Vigilant Technologies is an experienced MSE Oracle partner currently delivering over 22 OCI projects to Fortune 1000 clients in North America, South America and APAC.

Vigilant Technologies has been delivering end-to-end Oracle-based solutions that accelerate data, create business agility and reduce operating costs for over 20 years. Vigilant Technologies is an Oracle Cloud partner certified with extensive experience in Oracle EBS/analytics, OCA (SaaS) and OCI. It offers tailored solutions that guide clients from on-premises to the cloud, and then provides value-priced managed support services.

Vigilant Technologies also offers a proprietary data conversion tool, allowing clients in certain business verticals to extract data through prebuilt e-business queries. This capability may help clients accelerate conversion tasks, migrate to the cloud faster and reduce team workloads.

Vigilant Technologies offers flexible pricing models with milestone-based payments. Vigilant Technologies' main industry verticals are manufacturing, retail and utilities. Notable customers include BISSELL, Barrick Gold and Worthington Industries.

Wipro

Corporate Information:

- Headquarters: Bengaluru, India
- Founded: 1945
- Private/Public: Public
- Number of Permanent Employees in OCI Services: 220

Overview: Wipro's partnership with Oracle began more than 20 years ago. It has over 675 certified OCI professionals and 40 OCI customers. Wipro's coverage is global, but its primary focus is North America, EMEA and Latin America. Wipro also has capabilities in Azure and AWS to match particular client requirements.

Wipro offers OCI consulting, professional and managed services, including a Cloud Studio approach with one-touch migration and business-led solutions. Wipro offers Oracle Database, EBS, PeopleSoft, JDE, Siebel and custom-made application solutions while also being a customer of OCI. It offers a zero-cost transformation pricing model that includes free migrations (to a certain amount) for clients that have end-to-end service agreements for three or more years.

Management tools include its Boundaryless Enterprise, a unified console to manage multicloud, and its Enterprise Digital Operations Center, a service delivery including toolkits, dashboards and automation. Wipro uses its proprietary Cloud Cost Control Management Tool (C3MT) to provide effective consumption control of OCI, including autoscaling with capacity in beta. Wipro's disaster recovery as a service (DRaaS) on OCI is an alternative to traditional DR models. It avoids the outright purchase of servers, storage and licenses, and eliminates the maintenance costs of these resources.

Wipro's industry verticals primarily include retail, high tech, and manufacturing and engineering services.

Market Recommendations

Gartner recommends the following for organizations with a long-term approved Oracle roadmap:

- Align your Oracle Cloud enterprise strategy by working with stakeholders to understand their digital plans and cloud roadmap.
- Consult with an Oracle expert service provider for OCI planning, migration and management best practices to construct a successful project.
- Use the specific selection criteria in the Market Analysis section to highlight your objectives, the internal skills you can bring to the initiative and the scope of the deal.
- Don't prescribe solutions! Rely on the expertise of the provider to tell you what options are available.

Evidence

¹ **2021 Gartner Technology End-User Buying Behavior Survey.** This survey was conducted to understand how organizations approach large-scale buying efforts for enterprise technology. The research was conducted online from October through December 2020 among 1,500 respondents in organizations with at least \$1 million in revenue and 20 employees. Respondents were from the U.S. (33%), France, Germany, the U.K. (15% each), Australia, India (8% each) and Canada (5%). Industries surveyed include manufacturing and natural resources, banking and securities, retail, government, insurance, healthcare, communications, media, services, education, utilities, and transportation.

Of note, technology vendors across industry categories were excluded from this sample. Respondents were required to be manager level or higher in a role that involves the evaluation or selection of products or services for technology projects. They were also required to be aware of large-scale buying efforts for technology (including net new purchases, renewals and replacements) occurring in the past two years. “Large-scale” purchases are defined as follows:

- *Organizations with fewer than 250 employees:* Purchases of more than \$15,000.
- *Organizations with 250 to 999 employees:* Purchases of more than \$25,000.
- *Organizations with over 1,000 employees:* Purchases of more than \$50,000.

Disclaimer: Results of this study do not represent global findings or the market as a whole, but do reflect the sentiments of the respondents and companies surveyed.

² Based on Gartner client interaction data, year over year, 2020 to 2021.

³ [Licensing Oracle Software in the Cloud Computing Environment](#), Oracle.

⁴ For this research, Gartner conducted briefings with providers. The research is also based on data gathered by Gartner analysts focused on this space, which includes research-related interactions with the Gartner end-user and vendor client community.

Note 1

Representative Vendor Selection

Gartner estimates that there are several hundred providers in this market. The providers named were selected as representative of the market, with a focus on providers for which Gartner has received the most client interest (as measured through searches on gartner.com and client inquiry).

Document Revision History

[Market Guide for Oracle Cloud Infrastructure Professional and Managed Services - 4 January 2021](#)

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

[Is Oracle Cloud Infrastructure Ready for Use in Your Multicloud Strategy?](#)

[Client Question Video: What Are My Oracle Workload Platform Options?](#)

[Managing Cloud Economics: A Sourcing Leader's Guide to Productive Relationships With Cloud Architects](#)

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

<i>Company Name</i> ↓	<i>Geography</i> ↓	<i>Oracle Workload Supported Platforms</i>	<i>Top Supported Products</i> ↓
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

<i>Company Name</i> ↓	<i>Geography</i> ↓	<i>Oracle Workload Supported Platforms</i>	↓ <i>Top Supported Products</i> ↓
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)