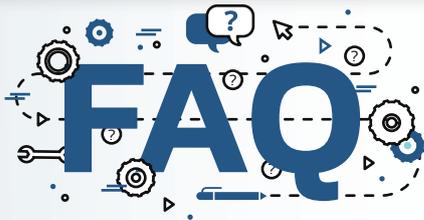# Zero Cost
PeopleSoft Migration to Oracle
Cloud with Managed Services

FAQ | Frequently Asked Questions

- **To take advantage of the Zero Cost Migration to Cloud must I sign a Managed Service Agreement?**

  Yes, the short answer is that in order to justify our significant investment in labor cost to move your workloads to OCI, we require you to sign a managed infrastructure and/or application services contract with us.

- **What workloads can I move to the Cloud at no cost?**

  At this time, Astute Business Solutions is offering Zero Cost Migrations for PeopleSoft, Hyperion, OBIEE, and Oracle Database workloads at no cost when the customer agrees to a managed infrastructure and/or application services contract.

- **What is the term of the Managed Services Contract in order to obtain a no cost migration to OCI?**

  The term is 3 years. Additional options are available upon request.

- **How long will it take for a migration to OCI?**

  The answer to this question depends greatly on the workloads, complexity, size and other related factors environment. On average, we estimate each application migration to take up to 8 weeks which includes production, disaster recovery, and up to 5 non-production environments. Your migration might take less or more time. This is something we work together to determine during our discovery workshops. For multiple application workloads such as FSCM and HCM, we are able to combine them into one project and execute the migration in 12 to 16 weeks.

- **What is the time commitment and agenda for a complementary cloud strategy workshop?**

  PeopleSoft v9.2 applications qualify for this offer. Based on customer specific version requirements, we can provide application version upgrade, PeopleTools upgrade, PUM image update, Database upgrade and Infrastructure upgrade services for an additional fee.

- **What are Astute's Managed Services?**

  We prefer to look at Managed Services as a spectrum of tasks, where the customer helps to determine where they would like a Managed Service Provider to help them, where responsibilities should be shared, and where they would like to remain in complete control. A managed service can be defined for any aspect of the application. Astute has created some packaged Managed Services, they can be found here **https://beastute.com/service/cloud-managed-services/.**

- **Does Zero Cost Migration include any upgrades or improvements as you migrate to Cloud?**

  The Zero Cost Migration Solution is primarily for lift and shift to Oracle Cloud, which means we will move our application stack as-is. However, we do offer services to right-size your infrastructure and application stack as part of the Cloud discovery and design process and we can recommend solutions and services to suit your need. v9.2 applications qualify for this offer.

- **Is Disaster Recovery included in the Zero Cost Migration to Oracle Cloud?**

  Yes. Disaster Recovery solutions on Oracle Cloud are included.

- **Is Cloud monitoring included in the Zero Cost Migration to Oracle Cloud?**

  Yes. Monitoring of all workloads migrated to Oracle Cloud is included.

- **What is the Service Level Agreement (SLA) you offer?**

  For your Oracle Cloud Infrastructure (OCI) components, the SLA is Oracle's SLA described here: **https://www.oracle.com/cloud/iaas/sla.html**. For your applications managed by Astute and hosted on OCI, Astute's SLA for Application Service Availability is 99.5% based on hours of uptime divided by the total number of hours in the month less hours of unplanned downtime. Astute's service desk SLA is defined as follows:

Priority	Clock Hours	Acknowledgement	Resolution
Severity 1	24x7x365	15 minutes	4 hours
High	0800 - 1700 CT M-F	1 hour	72 hours
Low	0800 - 1700 CT M-F	24 hours	72 hours

- Measurement Period: Calendar Month in which the incident was opened
- 99.5% of all incidents will be acknowledged within the Acknowledgement SLA
- 99.5% of all incidents will be resolved within the Resolution SLA