

Q1: Whose Cloud?

Oracle Cloud is the industry's broadest and most integrated Cloud, offering the lowest cost of deployment. Cloud 9 is hosted on Oracle Cloud Infrastructure and built on physically diverse (regional) data centres, offering credit guaranteed, 100% application availability. Oracle Cloud differs from Amazon Web Services and other Cloud providers:

- It is a complete and integrated infrastructure engineered to run Oracle Applications, including JD Edwards in the Cloud, and is also perfect for other Oracle and non-Oracle workloads.
- Oracle Cloud has enterprise-grade infrastructure enabling vastly improved performance, resilience and security compared to other Cloud providers.



Q2: What do I need to supply?

- You supply your Oracle EnterpriseOne software and we supply the rest - CPU's, Storage, Memory, Anti-Virus, backup and disaster-recovery.
- We copy and transform objects and data so you can see your system working in the Cloud.
- Business users just need to complete some standard acceptance testing.
- We deliver back your Cloud system - fully managed and fully serviced.

Cloud 9 has been specifically developed to ensure a smooth migration of JD Edwards to the Cloud. Our approach ensures minimal disruption to the business.



Q3: Will I lose my customizations and configuration?

No. While the solution is built and hosted on the Oracle Cloud, it is **unique to you**.

All your customizations, configuration and data will be retained, although we offer complementary solutions to help improve security, data management and reporting.



Q4: Do I need in-house technical skills to administer my JD Edwards solution?

- No. Everything is managed for you - from migration to ongoing support.
- As part of the Cloud 9 service we take full responsibility for your system and this includes all package builds and deployments, Tools Release changes and even future upgrades.
- A single, monthly subscription fee based on the number of users keeps budgeting simple.
- Your users are 100% supported across the entire user experience – for JD Edwards and all third-party applications.



Q5: Am I better to upgrade before, during or after we move to Cloud 9?

Upgrades are easier to achieve once you are on Cloud 9.
You'll be in the right place and importantly, have the right team.



Q6: Do I need an Oracle Maintenance Agreement?

With support for EnterpriseOne 9.2 now extended through until 2030 and the new JD Edwards 'Continuous Delivery' model, there has never been a better time to have an active Maintenance Agreement with Oracle.

You do not have to be on Oracle Maintenance to take advantage of Cloud 9 but if you would like to be, we can help.



Q7: I run my application today on IBM iSeries and DB2/400. Is this a problem?

We cannot host IBM iSeries / DB2/400 platforms but our Cloud 9 migration methodology allows us to move your applications and data.

In fact, regardless of where you are coming from, a key part of our migration methodology includes re-platforming your system, if only to allow us to provide you with the highest levels of service and application availability.



Q8: What about security?

No one will have access to your systems without your approval and knowledge and all of your current security rules will remain in place.

Typical access to the systems is provided over a dedicated and private encrypted network (VPN) and provides full and unrestricted support for printing, bar-code scanning and application integration.

Redfaire Global Support is an ISO27001 certified company and externally and publicly audited.



Q9: What are the hours of support?

Redfaire Global Support operates a 24x7x365 multi-language service desk:

- We provide full support for both Oracle and non-Oracle applications.
- 100% guaranteed uptime delivered against a 'Credit Guaranteed' Service Level Agreement (SLA).
- We also provide the ability to add on complementary application support services.



Q10: Can you host non-Oracle and legacy applications?

Yes. While Cloud 9 is built to an optimized architecture in order to take advantage of the Oracle Public Cloud, we also welcome non-Oracle workloads such as reporting, integration, process automation and forms management.

If you require more information about non-Oracle workloads then please get in touch with our team who will be happy to help.



Find Out More

See our pricing calculator at www.redfaire.com/cloud9 or contact a member of the Cloud 9 team:

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