



Service Catalog  
Primaned Support Services

Oracle Primavera Cloud &  
Oracle Primavera P6 EPPM

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## 1. INTRODUCTION

The maintenance and support of a specialist, niche software such as Oracle Primavera is seen by many ICT organisations as a specialty. Unavailability or unreliability of project controls software can disrupt business-critical processes, with all its consequences.

Primaned B.V. has over 20 years of experience in supporting the Primavera software products and has both functional (application) experience in using the Primavera software, and also the IT technical knowledge to make and keep it available.

To help organizations keep the project controls software up and running, Primaned B.V. offers a range of supporting technical and advisory services. These services are offered via various packages (e.g. Bronze, Silver, Gold and Platinum) or personal compositions (with or without management or monitoring). Each with different levels and components. This catalog provides an overview of these services.

## 2. SERVICE PACKAGES

In order to get the most out of the available project controls software, Primaned B.V. offers a number of different support packages. The packages are as follows:

Service Package	Services Provided
<b>Bronze</b>	<ul style="list-style-type: none"><li>• Regular Software Support for Oracle Primavera.</li></ul>
<b>Silver</b>	<ul style="list-style-type: none"><li>• Regular Software Support for Oracle Primavera.</li><li>• Functional and technical support for Oracle Primavera (remote), including annual technical/security advice.</li></ul>
<b>Gold</b>	<ul style="list-style-type: none"><li>• Regular Software Support for Oracle Primavera.</li><li>• Functional and technical support for Oracle Primavera (remote), including annual technical/security advice.</li><li>• Functional management for Oracle Primavera (remote)</li><li>• (optional) User and License Management</li><li>• (optional) Configuration Management (not Oracle Primavera Cloud)</li></ul>
<b>Platinum</b>	<ul style="list-style-type: none"><li>• Regular Software Support for Oracle Primavera</li><li>• Functional and technical support for Oracle Primavera (remote), including annual technical/security advice.</li><li>• Functional management for Oracle Primavera (remote)</li><li>• User and License Management</li><li>• Configuration Management for Oracle Primavera Cloud</li></ul>

Besides these packages additional services are available, such as on-site support, monitoring or support for integrations.



### 3. TECHNICAL SUPPORT SERVICES

Here a further elaboration is given on each of the different software based services intended to provide and support the Primavera software. It is possible to choose a combination of technical support services and additional functional (user) support. A distinction is also made between remote and on-site support.

#### 3.1 Regular Software Support for Oracle Primavera Cloud or Oracle Primavera P6

The Oracle Primavera licenses are accompanied by a “Software Support & Maintenance Contract” with Oracle. This contract entitles you to the latest versions of the software, interim (security) updates and patches of the software itself. Alongside these software benefits Oracle also offers English IT technical support.

##### Extra Support services

Primaned offers additional support services to its Oracle Primavera customers. The extensive and broad experience of Primaned Support also enables it to better understand your project and ICT environment. The advantage of this additional support service is that questions can be asked in both Dutch and English, and that short functional questions are not avoided.

Clients can contact Primaned's Service Desk (via either email or phone) to report technical questions or incidents for both Oracle Primavera Cloud and Oracle Primavera P6. These questions are then examined by the team of (product) specialists in order to provide advice or even to carry out a joint action to solve the problem.



The Primaned Service Desk can use the knowledge of various specialists within its own organization, but it also has quick contacts within Oracle Support. The latter can be used to directly submit unresolvable issues to Oracle's development department and its support departments. Of course, enhancement suggestions can also be sent.

This Primaned technical support service is always provided for active support contracts on licenses purchased/under maintenance at Primaned. Primaned is the only partner in Europe that is allowed to offer this service on behalf of Oracle, due to the long relationship and the proven knowledge and skills of the Primaned technical team.

##### Oracle Primavera Cloud – Extra functional support

With the introduction of Oracle Primavera Cloud (OPC), Primaned aims to provide additional assistance to its customers. Instead of only answering technical questions and incidents, Primaned allows OPC customers to ask additional functional questions. It should be noted, however, that it is not the intention to perform implementation activities through the support service.

This extra addition to the regular support service is included to make the transition from Primavera P6 to OPC easier.





### 3.2 Functional and Technical Support for Oracle Primavera (remote/on-site)

The “Software Support & Maintenance Contract” offers the opportunity to ask technical questions about Oracle Primavera. Issues about its operation and actual use are not covered. Since support for these types of questions can also be of high value to an organization, Primaned has an extra support service with which users can be further unburdened.

This functional support service allows users to also ask small functional questions such as:

- How are the Early and Late Dates calculated for a Level of Effort activity?
- How can I organize user rights within a project?
- How is the Performance % Complete calculated for Earned Value?

In addition to functional questions, more technical requests can also be submitted. For example:

- Our server is stuck, can it be restarted and what limits should we adjust to prevent this?
- How can we restore a backup of part of the database?
- What mechanisms are there to make data available to a Data Warehouse?
- An SSL certificate needs to be replaced, can Primaned assist?



Primaned ensures that the questions are answered or actions are carried out (remotely). Actions are carried out by a team of specialists, coordinated by a central Service Desk.

#### Remote support with response- and handling times

Users may contact Primaned's Service Desk (via phone or e-mail), after which it (remotely) supports the user and tries to answer the questions or resolve the incident. Part of this service is the agreement of response and handling times (service levels). These objectives, including the agreement in terms of priority, are laid down in a Service Level Agreement (SLA).

#### Support on site (On-site)

For organisations where remote access is not always desirable (due to security or communication), there is also a possibility for functional and/or technical support for Primavera at the location of the (end) users or ICT department. A (technical) consultant can visit only once, but a fixed visit frequency (weekly, monthly) on a fixed day is also possible.

A permanent consultant is also a possibility, but this is not recommended by Primaned because it can cause the organization to become too dependent. In addition, Primaned also has specific (technical) knowledge that can be used in a planned way within this service, according to the wishes of the client. With this service, the client can use the broad knowledge of the entire Primaned (Tech) Team.



### Evaluation and preventive security scan

Instead of a supporting role, Primaned believes that preventive actions are also necessary. An important part of the service is therefore the performance of a preventive security scan in which (twice a year) a technical consultant goes through the Primavera installation of the client and checks whether there are any security vulnerabilities (compared to the latest known from Oracle). At these jointly planned times, an evaluation of security scan performed and the delivered support up to that point is done together with the Primaned Support Manager in order to improve.



### Documenting of agreements

Upon starting with the service, agreements about the practical implementation and expectations are recorded in the 'Agreements & Procedures File'. Registration and coordination of the service is done in consultation and uses Primaned's ticket system. Incidents requiring on-site support fall outside the agreed service levels in the SLA. Priority, deployment and actions are determined and planned together with the client.

### Scope

The service is not intended for implementing (new) functionalities of the Primavera environment, only for solving incidents/questions. The training of employees is also not part of this support.



## 4. FUNCTIONAL (APPLICATION) MANAGEMENT SERVICES

### 4.1 Functional management for Oracle Primavera Cloud of Primavera P6 (remote/on-site)

Primaned can assist your organisation in performing functional application management for Primavera environments. Based on agreed management processes, in line with your organizational wishes and/or based on BiSL, a consultant helps you manage your Primavera environment.

Periodic consultations are held with the licensees (key users) to determine whether (application) functionalities are active and/or whether improvements can be made in both the use of the application and the way in which it supports your business processes. An administrator coordinates Primavera incidents/issues and upgrades within your organization. We also pay close attention to security and actively participate in monitoring and evaluating Disaster Recovery Processes (DRP) and cooperating with technical application management.

A short overview of core tasks that are fulfilled:

- Ensure that the knowledge of your Primavera P6 implementation and your working methods are also stored externally.
- Execute and coordinate 2nd line support for functional questions (as primary point of contact) within your organization.
- Initiating escalations of problems and coordinating and monitoring communication to the Oracle. This on behalf of your organisation.
- Investigate causes of recurring alerts and issues.
- Submit fixes for known issues to Release Management.
- Supplying and updating Frequently Asked Questions for your end users.
- Prepare reports for investigations carried out.
- Giving advice for possible changes based on questions and problems related to the clients change process.
- Restore functionality based on the reported issue, if possible.
- Periodic reporting on the performance and quality of the service.
- The supervision and testing of upgrades can be supervised by an administrator, but this entails additional costs in connection with the extra effort for a such a project.

The functional management service is performed remotely or on location. However, while mainly remote, an administrator will be on site periodically to evaluate/discuss usage directly with end-users.

In addition to this service, Primaned can also provide:

- User and license management,
- Configuration management.



## 4.2 User and license management

Primaned can assist in giving and monitoring access to the Primavera environment for users. Adjustments to user access (new or existing) are handled by Primaned in a fixed method that also gives users the correct privileges in the system.

The configuration of the security model (authorisations) is coordinated in advance, including the process for requesting user changes.

Primaned ensures that changes are implemented quickly (next business day) and that users are informed of this.

Licensing and compliance management and also reporting is also part of this service.



For Oracle Primavera Cloud this service is only available in the 'Platinum' Service Package.

## 4.3 Configuration management

Standardizing an environment is important for reporting and uniform working methods. Primaned configuration management can manage the configuration of the Primavera environment for you. The configuration of the environment is recorded in a Configuration Management Database (CMDB) and is kept up-to-date by Primaned.

Changes to the configuration go through a fixed and agreed change process. Primaned investigates the consequences of every change request and ensures proper handling of this together with your (core) users.





## 5. TECHNICAL (APPLICATION) MANAGEMENT SERVICES

### 5.1 Technical advice for Primavera P6

If you have technical issues or questions about Primavera P6 (Professional or EPPM), Primaned can assist you.

Examples of such issues or questions are:

- Upgrade specific IT components in your environment (prevent/resolve security vulnerabilities),
- Advise on how to extract data to your Data Warehouse,
- Adjusting/updating security certificates,
- Restore backups;
- Or vetting your Primavera P6 environment to improve performance.

The years of experience and extensive technical knowledge of Primavera P6 installations, hosting solutions and related Best Practices can help you make and keep your business-critical environment robust and secure.

Primaned has a fast line of communication with Oracle's development and support departments and can therefore also help with issues that require extra attention or adjustments.



### 5.2 Technical installations of Primavera P6

Primaned has a lot of experience in installing Primavera P6 (Professional or EPPM) environments in various client data centres. For a fixed price, Primaned works with your own ICT experts to make the application (on-premises) available to users. All desired components (Database, Web environment, Team member and/or BI Publisher) are delivered.

The price applies per separate environment (Production, Acceptance, Development). All preparatory technical activities are included within the service, as well as the performance of technical application testing. When issues arise during the test, Primaned tries to solve them as quickly as possible and coordinates (and possibly escalates) the questions to the original manufacturer.

#### Assumptions

The technical infrastructure must be suitable for an on-premise installation (client responsibility) and must be supported by the manufacturer (tested configurations).

Software patches to solve minor issues and problems can only be implemented if there are no major consequences for the roll-out (such as repackaging for client installations or upgrade of databases).



## 6. INTEGRATION SERVICES

### 6.1 Technical support for Integrations | Oracle Primavera Cloud and Oracle Primavera P6

There are various solutions for integrating/interfacing with Oracle Primavera Cloud or Oracle Primavera P6 (EPPM). When Primaned has been involved in setting up the integration, it can be ensured that the specific knowledge and expertise remains available to the client. This also involves possible (sub)contractors.

When integrations require minor adjustments (which can be solved in the standard software) or structural errors emerge, Primaned can help coordinate support and use the knowledge we have gained to get and keep the integrations operational.

Primaned has supervised integrations with various tools (Primavera Gateway, Oracle Integration Cloud, Talend, Ascertra mPower, Impress, SAP Integration Suite) and systems (SharePoint, SAP, E-Business, Maximo). The knowledge gained with this is therefore used to assist in resolving issues with your integrations.

The service is divided into two organizational levels

- Primaned takes care of the initial analysis of issues and coordinates specialists,
- 3rd parties (original supplier or programmers) provide technical specialist assistance.



This service ensures that both Primaned and (sub)contractors are available to resolve issues as quickly as possible. However, no resolution time can be promised due to the complexity and dependency of the integration architecture. However, the starting point is that problems are resolved as quickly as possible.

Extensive changes, such as adding new endpoints and mappings, are not covered by the service. As part of the service, Primaned does provide advice on the desired solution and then supervises the possible change process.



## 6.2 Monitoring of Integrations | Oracle Primavera Cloud and Oracle Primavera P6

Primaned can periodically check the existing integrations of the Primavera environment with other systems. This concerns solutions that use Primavera Web Services, the Integration API and/or Primavera Gateway. This also includes any reporting solutions that use the data from the hosted applications. However, this only concerns outgoing data streams and reports that are distributed from tools supplied with Primavera.

Primaned only performs this service in combination with the "Configuration Management" service. Moreover, Primaned can only carry out the check if a clear description of the integration solution to be monitored has been submitted, including detailed instructions and an overview of all possible errors and parameters to be monitored.

The agreements regarding the inspection frequency, starting points and parameters to be monitored are agreed upon during the on-boarding process.



## DOCUMENT HISTORY

Below an overview of changes for this document.

<b>Version</b>	<b>Applied changes</b>
04 Aug 2023	Initial 2023 version
28 Sep 2023	<ul style="list-style-type: none"><li>- The “Monitoring Primavera P6 EPPM”-service has been deprecated.</li><li>- The “On-site presence within xx weeks”-service has been deprecated.</li><li>- Sections have been rearranged to create an Integrations-section.</li></ul>

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