



Oracle Audit Management



SHI Global ITAM Services has a specialized Oracle team that provides confidential and objective audit management advisory services to all types of organizations.

Whether you're facing an Oracle audit or want to stay a step ahead, SHI has you covered.

Did you know?

- Oracle's agreement (standard audit clause) does not explicitly grant the right for Oracle to install audit tools.
- Not all of Oracle's licensing policies are embedded within their license agreements.

Challenge accepted

Our team can help your organization avoid difficult and expensive commercial negotiations with Oracle. We will address key questions, including:

- Where and how are Oracle products used in your organization?
- Do you have a license compliance issue?
- What are your obligations during an audit?
- What are Oracle's rights during an audit?
- How do you effectively manage your Oracle relationship during an audit process?
- How do you defend your organization against an in-bound Oracle audit?

We've got you covered

The core components of the SHI Oracle Audit Management Service include:

- Providing best practices for managing an in-bound Oracle audit.
- Identifying where and how Oracle products are used within your organization.
- Conducting a license compliance assessment.
- Effectively managing Oracle throughout the audit process.
- Establishing your organization's contractual obligations to Oracle.
- Establishing Oracle's contractual audit rights.



As part of our service, we can provide access to a market-leading discovery tool, which provides insight not only to your Oracle environments, but other hardware, software, servers, and devices across your wider network and estate.

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Our experts will also ensure that an Oracle Verified Tool is used in the course of analyzing database technology program usage. This provides you with the assurance that the data used to provide the service is of the same level of integrity and detail as Oracle LMS themselves would use during an audit or compliance review.

Oracle licensing and support – What will Oracle audit?

Oracle may seek to audit the usage and support of any Oracle product installed and/or in use. Oracle will normally have the contractual and legal right to do so.

Oracle generally relies on the rights contained in its agreements and will not resort to copyright law, although this cannot be totally discounted in all cases. Some Oracle policies and rules are formally part of contracts, while others are not.

Understanding the obligations set out in your contractual agreements with Oracle is fundamental. Oracle may not wish to discuss this, but it will often be appropriate to ensure clarity at an early stage.

If you are planning to terminate an unlimited license agreement with Oracle in the near future, or have recently done so, Oracle may initiate an audit to verify the program usage certified by your organization.

Actual customer scenarios

Examples of successful outcomes for customers we have supported through their Oracle audits:

Client #1

- Initial \$70M exposure reduced to \$2M
- Shortcomings in Oracle's audit assessment exposed

Client #2

- Initial \$10M exposure challenged
- \$200K transaction to resolve true under-licensing

Client #3

- Audit cancelled
- Oracle accepted client's data (reported by SHI)
- No under-licensing exposure



Our experts. Your solution.

With our global team of IT Asset Management professionals, which includes former Oracle LMS senior staff, Big Four auditor trained personnel, and skillsets from the wider IT marketplace, SHI is ideally positioned to help your organization prepare for – or resolve – an Oracle audit.

Next steps

Discuss your needs in confidence with our team today and discover how SHI can put you in a position of control to help ensure effective audit management.