

## CIGREF and EuroCIO tackle Oracle

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### ||| Degradation of relations between user companies and Oracle

Oracle chosen intermediary over the past 10 years, CIGREF and EuroCIO have observed, the same as their company members, the quality downgrade of their relationship and the services provided by the supplier to its customer companies, in France as in Europe.

Oracle's absence of answer to the common CIGREF/EuroCIO mail from February 25th of 2016 is a one of the visible signs of this downgrade. Co-signed by CIGREF and EuroCIO Presidents, this formal mail addressed to Oracle Corporation aimed at reaching an agreement between Oracle and VMware about virtualisation. Thus, the project to update the White Paper on Oracle commercial practices has been abandoned.

**Facing the dialogue break – due to Oracle – with the representative organisations of Oracle customer companies, CIGREF and EuroCIO can only condemn the editor's unacceptable commercial behaviour.**

CIGREF and EuroCIO also wish to **call Oracle's attention to the consequences of this behaviour**, which a recent and overwhelming EuroCIO study « Supplier Satisfaction Survey », from the end of 2016, enlightens.

Over the 100 main European CIOs who answered the survey:

- 80% answered that Oracle contracts do not provide sufficient flexibility
- 75% that licencing models do not provide sufficient flexibility
- 60% would rather have another supplier for current products or services
- **50% are answering working on an exit strategy**

With regards to the situation, **CIGREF has already engaged to answer some of its company members' claims, to support them - if they wish to - in their thoughts about the various existing strategies to leave the supplier.**

Even though, CIGREF's and EuroCIO's members who use Oracle's services, wish to restore a long term and quality dialogue with this major supplier, dialogue which will obviously benefit to all stakeholders. In that matter, our organisations put a certain hope in the recent contacts between EuroCIO and Tino Scholman, Oracle EMEA VP Cloud.

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**ABOUT CIGREF**: Network of large companies, CIGREF was founded in 1970 and aims at "developing the ability of large companies to control and integrate their digital transition through action". It brings together 143 French companies and organizations from all sectors (banking, insurance, energy, retail, industry, services, ministries, etc.). Bernard Duverneuil (CIO of Essilor Group) has been the Chairman of CIGREF since October 2016. Henri d'Agrain its General Manager since January 2017.

**ABOUT EUROICIO**: The European CIO Association is the only European, independent, not-for-profit representative for the large IT-users (demand side of IT), both private and public. With far over 1000 organizations as members, represented by their highest IT-manager or CIO and representing over 700.000 IT workers, EuroCIO is "the" largest organization in its kind also at global level, with links to other CIO communities around the world. Emmanuel Gaudin (CIO of Lagardère) and Thomas Endres (Chairman of VOICE) are the two co-chairman of EuroCIO.