



G-Cloud 14 Service Definition Document

Oracle Cloud Solutions

v0.1

Document Version Control

<i>Version No</i>	<i>Date</i>	<i>Author</i>	<i>Comments</i>
v0.1	03 May 2024	Praveen Baddam	Final Document

Sign-Off Details

<i>Name</i>	<i>Position</i>	<i>Comments</i>
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Distribution List

<i>No</i>	<i>Name</i>	<i>Note</i>
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1 Introduction

1.1 Statement and Purpose of the document

The purpose of this document is to provide information to public sector clients about the comprehensive services provided by eAppSys in the Oracle Cloud Support space focused around Oracle Cloud Fusion implementations, Oracle Cloud Fusion support, Oracle PaaS (integrations and extensions), Bespoke Application Developments and eAppSys flagship Data migration solution DMOne implementation and Data Migration Services within a programme or a project.

The services are delivered on-site and include a management model that will provide comprehensive support and management of people and processes. This document also highlights the key deliverables and key benefits.

1.2 Executive Summary

eAppSys Limited is a leading Systems Integrator focused exclusively on supporting the core enterprise application systems within Oracle, such as Oracle e-Business Suite, Oracle Fusion Cloud, and Oracle HCM Cloud etc. As an Oracle Partner, we can provide Oracle's business solutions, consulting, and services from strategic locations in the UK and India.

Our approach is a unique quality-based methodology tailored to meet customer requirements. Our Global Delivery Model (GDM) is based on the principle of providing solutions and services using resources at the location where the best talent is available, where it makes the best economic sense and with the least amount of acceptable risk. Using small integrated teams to deliver projects in a varied technology space with high quality people, products, processes, and services. We have consistently exceeded our customer expectations and achieved excellent customer satisfaction ratings, resulting in strategic long-term relationships with many of our current Customers.

Customer-centricity is our core focus. We continuously adapt our offerings to meet their evolving needs. Our strategic investments in product/accelerator platforms increase value and reduce risks for all stakeholders. At eAppSys, our goal is to excel in service through active listening, partnerships, and impeccable delivery.

We specialise in working closely with strategic enterprises that are re-engineering their processes and are adapting to today's dynamic business environment. eAppSys Limited provides a complete range of services by leveraging our domain business expertise and our strategic alliances with leading technology and solution providers. We collaborate globally with partners and innovative technologies in providing solutions, products, and services.

1.3 About eAppSys Limited

Established in 2010 in the UK, eAppSys, founded by Oracle experts, is a leading Systems Integrator specializing in Oracle ecosystems. Our expertise spans Oracle Cloud Applications (HCM, ERP, SCM), Oracle EBS, and Oracle PaaS/IaaS. We offer innovative solutions, consulting, and services through our Oracle partnership in both the UK and India.

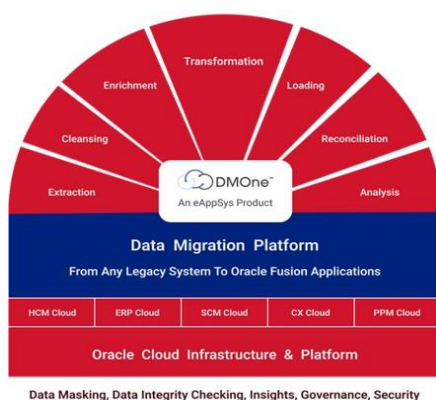
We have grown to encompass over 200 fulltime resources with offices in the UK and Hyderabad. Our adaptable resourcing model ensures exceptional value for our customers. We aid our clients & partners in safeguarding their investments, expanding their capabilities, and advancing their businesses through effective technology implementation.


2 Data Migration Services


We offer comprehensive data migration services throughout the Oracle SaaS Cloud implementation, encompassing support for data extraction, transformation, validation, loading, and reconciliation phases.


To mitigate risks in the data migration process, we use our proprietary data migration platform known as DMOne™. This platform offers comprehensive support for migrating data from various legacy systems to multiple target systems. It also provides full support for migrating data from Oracle E-Business to Oracle Cloud SaaS applications.

DMOne™ Cloud Platform Overview



 **DMOne™ Cloud** – a cloud-based platform supporting all data migration and data management activities developed by eAppSys

 Out of Box components for rule-based extraction, transformation, validation, file preparation and reconciliation

 Handles multiple source system and multiple target file formats (to multiple systems if required)

Data migration may look tactical in nature, but it could derail and destroy any credibility in implementation strategy, if not done correctly. Data migration should be considered a strategic weapon and be high on the agenda of a programme and project management.

If uncertainty exists with capabilities to deliver a programme or project, then eAppSys are very well positioned to provide expert advice and support services to ensure the programme gets off to the right start and remains on track.

It is extremely difficult to make improvements with data migration when the main programme is in full swing. Data migration should ideally be viewed as a separate project that commences with the start of the main programme.

Most companies have a complex business model with high volumes of data. Introducing full scale change and an improvement to the business model, transforming the business is a serious challenge. This change is likely to place pressures on the legacy data and require it perform differently in aiding the business transformation and if not managed correctly, there is an increased possibility that it will not produce the desired results.

It is therefore particularly important to understand the critical role data migration and its development and support plays in bringing high-quality applications into existence and the need to ensure that the correct data migration processes are in place.

eAppSys have gained a comprehensive understanding of data migration and the importance it plays within a business. Having gained this understanding and knowledge, eAppSys delivers excellent Data Migration Packaged Services.

2.1 DM Processes we deliver.

- 1) Data Extraction
- 2) Data Transformation & Validation
- 3) Data Loading into Oracle Cloud application
- 4) Technical data reconciliation

2.2 Modules we cover.

- 1) Oracle Cloud HCM
- 2) Oracle Cloud ERP
- 3) Oracle Cloud SCM
- 4) Procurement
- 5) PA
- 6) Taleo
- 7) Talent Management

2.3 Post Data Migration - Key Activities

- 1) Complete data migration log reports and associated documents
- 2) Handover Key reconciliation documents to Project Management Office
- 3) Sign off on data migration project.

3 Oracle Fusion Cloud Implementation Services

Oracle Fusion ERP Implementation Services can offer a range of service features and benefits tailored to meet the needs of businesses transitioning to Oracle Fusion ERP. Here is a breakdown of service offerings and the derived benefits:

3.1 Modules Offered

Following are the applications / modules offered in the Fusion Cloud space.

1. Finance
2. Procurement
3. Supply Chain Management
4. Project Portfolio Management
5. Human Capital Management
6. Enterprise Performance Management

3.2 Services Offered

1. **Project Planning and Management:** Comprehensive planning and management of the implementation process, including resource allocation, timelines, and milestones.
2. **Business Process Analysis:** Evaluation of existing business processes to identify areas for improvement and optimization within the Fusion ERP framework.
3. **Customization and Configuration:** Tailoring the Fusion ERP system to fit the specific needs and workflows of the client's organization.
4. **Data Migration:** Seamless transfer of data from legacy systems to Oracle Fusion ERP, ensuring data integrity and accuracy.
5. **Integration with Third-Party Systems:** Integration of Oracle Fusion ERP with existing third-party applications to ensure interoperability and data consistency across the organization.
6. **User Training and Support:** Provision of comprehensive training programs for end-users to ensure a smooth transition to the new ERP system. Ongoing support services to address any issues or questions that may arise post-implementation.
7. **Change Management:** Guidance and support for managing organizational change associated with the adoption of a new ERP system, including communication strategies and stakeholder engagement.
8. **Testing and Quality Assurance:** Rigorous testing procedures to ensure that the Oracle Fusion ERP system functions as intended and meets the client's requirements before deployment.
9. **Scalability and Future-Proofing:** Designing the implementation with scalability in mind, allowing the ERP system to grow and adapt alongside the client's business needs.
10. **Compliance and Security:** Ensuring that the Oracle Fusion ERP implementation complies with relevant regulations and industry standards, with robust security measures in place to protect sensitive data.

3.3 Derived Benefits:

1. **Improved Efficiency:** Streamlined business processes and automation of routine tasks lead to increased operational efficiency and productivity.
2. **Enhanced Visibility and Reporting:** Access to real-time data and customizable reporting tools empower decision-makers with valuable insights into business performance.
3. **Cost Savings:** Elimination of redundant processes, reduced IT infrastructure costs, and optimized resource allocation result in significant cost savings over time.
4. **Better Decision-Making:** Data-driven decision-making enabled by Oracle Fusion ERP facilitates informed strategic planning and faster responses to market changes.
5. **Enhanced Customer Satisfaction:** Improved internal processes translate into better service delivery and customer satisfaction, driving loyalty and retention.
6. **Agility and Flexibility:** The modular architecture of Oracle Fusion ERP allows for easy adaptation to changing business needs and evolving market conditions.
7. **Compliance and Risk Management:** Built-in compliance features and robust risk management capabilities help organizations mitigate compliance risks and ensure regulatory adherence.
8. **Competitive Advantage:** By leveraging the latest technologies and best practices in ERP implementation, businesses gain a competitive edge in their industry.
9. **Global Reach:** Oracle Fusion ERP supports multinational operations with multi-currency, multi-language, and localization capabilities, facilitating global expansion.
10. **Continuous Improvement:** Ongoing support and updates from Oracle ensure that the ERP system remains up-to-date and aligned with industry trends, driving continuous improvement within the organization.

These features and benefits collectively contribute to a successful Oracle Fusion ERP implementation, enabling businesses to optimize their operations, drive growth, and stay ahead in today's competitive landscape.

4 Oracle Fusion Cloud Support Services

The services offered in this space collectively contribute to meeting the organisation Business As Usual (BAU) goals, in ensuring the stability, reliability, and optimal performance of the Oracle Fusion Cloud environment to support the organization's business objectives.

4.1 Modules Offered

Following are the applications / modules offered in the Fusion Cloud space.

1. Finance
2. Procurement
3. Supply Chain Management
4. Project Portfolio Management
5. Human Capital Management
6. Enterprise Performance Management

4.2 Services offered.

1. **24/7 Technical Support:** Access to round-the-clock technical support ensures that any system issues or disruptions are addressed promptly, minimizing downtime, and ensuring uninterrupted business operations.
2. **Proactive Monitoring and Alerts:** Continuous monitoring of system performance and health allows for the proactive identification of potential issues or bottlenecks, enabling preemptive action to prevent disruptions and optimize system performance.
3. **Regular System Health Checks:** Conducting regular system health checks helps ensure that the Oracle Fusion Cloud environment is properly configured, optimized, and compliant with best practices, enhancing system stability and performance.
4. **Root Cause Analysis and Problem Resolution:** Conducting root cause analysis for recurring issues allows for the identification of underlying issues and the implementation of permanent fixes, reducing the frequency and impact of system disruptions.
5. **Timely Application of Updates and Patches:** Regular application of updates, patches, and bug fixes ensures that the Oracle Fusion Cloud environment remains up-to-date and secure, reducing the risk of vulnerabilities and enhancing system reliability.
6. **Performance Optimization and Tuning:** Ongoing performance optimization and tuning activities help maximize the efficiency and responsiveness of the Oracle Fusion Cloud environment, ensuring optimal user experience and productivity.
7. **User Training and Knowledge Transfer:** Provision of user training and knowledge transfer sessions empowers users to effectively utilize the Oracle Fusion Cloud platform, maximizing their productivity and ensuring the successful adoption of new features and functionalities.
8. **Disaster Recovery Planning and Testing:** Developing and testing comprehensive disaster recovery plans helps ensure business continuity and data integrity in the event of unforeseen disasters or system failures, mitigating risks and minimizing downtime.
9. **Regular Service Reviews and Performance Reporting:** Conducting regular service reviews and providing performance reports to stakeholders enables transparency and accountability in the delivery of Oracle Fusion Cloud support services, fostering trust and confidence in the service provider.

5 Oracle Cloud Infrastructure Services

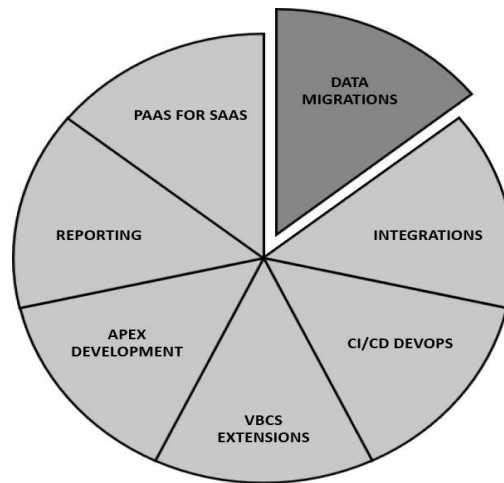
Delivering Oracle Cloud Infrastructure (OCI) services entails a comprehensive suite of offerings aimed at empowering organizations to harness the power of Oracle's cloud platform for their infrastructure and application needs.

Our OCI services encompass a range of offerings, including:

- 1) Discovery, Assessment and Planning
- 2) Architectural Design
 - a) Landing Zone
 - b) Design Patterns
 - c) Platform Architecture
 - d) Network Architecture
- 3) Provisioning and Configuration
- 4) Application Migration
 - a) Infrastructure provisioning with IoC
 - b) Image Building
 - c) Some Flavours of Applications
 - i) Kubernetes Solutions – Deployment, scaling and management of microservices.
 - ii) Websphere
 - iii) Wildly
 - iv) Weblogic
- 5) Application modernization
 - a) Assessment
 - b) DevOps(Code management/versioning, CI/CD processes) OIC, VBCS, Fusions SaaS extensions, OAC, Databases, ETL
 - c) Containerisation
- 6) Identity Management
 - a) Users, Groups, Azure AD, Google Federation etc.,
- 7) Performance Optimization
- 8) Backup and Disaster Recovery
- 9) Resourcing cost optimization
- 10) Cloud Migration of Client apps

6 Cloud Application Development Services

We provide below services related to Extensions, Integrations, Reporting, Approvals & others.



6.1 Fusion, PaaS Development & Extensions

- 1) Oracle Application Express (APEX)
- 2) Oracle Visual Builder Cloud Service (VBCS)
- 3) Oracle Integration Cloud (OIC)
- 4) BPM workflows, ESS Jobs, SOAP & REST API's
- 5) Oracle Digital Assistant(ODA), Oracle Policy Automation(OPA)
- 6) ATP, ADW

6.2 AI & Machine Learning Services

- 1) Oracle Digital Assistant(ODA)
- 2) Generative AI solutions for Fusion extensions

6.3 ETL, Analytics & Reporting

- 1) BIP/XML Publisher, FAW, OAC, OTBI, Smart View, Power BI
- 2) ODI, Informatica, OCI-Data Integration

6.4 Others Fusion Enabled Services

- 1) Identity Management (SSO)
- 2) Oracle PL/SQL,SQL
- 3) EBS Data archival & reporting (in development)
- 4) Application Testing & Validation
- 5) Managed Services, Upgrade, and support

7 Cloud Application Support Services

We provide various cloud support services to ensure business continuity of the client business operations. Below is a comprehensive list of services that we deliver in this space

1. **Application Monitoring and Performance Management:** Continuous monitoring of application performance metrics such as response time, throughput, and error rates to identify and resolve issues that may affect user experience.
2. **Logging and Monitoring:** Collecting and analyzing application logs and metrics to gain insights into application behavior, detect anomalies, and troubleshoot issues more effectively.
3. **Patch Management and Updates:** Applying patches, updates, and security fixes to the application software and dependencies to address vulnerabilities, improve stability, and maintain compatibility with the underlying cloud platform.
4. **Deployment and Configuration Management:** Managing the deployment and configuration of cloud-native applications, including version control, environment setup, and configuration management to ensure consistency across different environments.
5. **Continuous Integration and Continuous Deployment (CI/CD):** Implementing CI/CD pipelines to automate the build, test, and deployment processes for cloud applications, enabling faster release cycles and reducing the risk of deployment errors.
6. **Scalability and Elasticity:** Implementing mechanisms to dynamically scale the application resources based on demand to maintain optimal performance during peak usage periods and reduce costs during off-peak times.
7. **Availability and Reliability:** Ensuring high availability and reliability of cloud applications through redundancy, failover mechanisms, and disaster recovery plans to minimize downtime and service disruptions.
8. **Security and Compliance:** Implementing security measures such as encryption, authentication, authorization, and compliance controls to protect sensitive data and ensure compliance with regulatory requirements.
9. **User Support and Training:** Providing technical support and training to end-users and stakeholders to help them effectively use and troubleshoot the cloud applications.
10. **Cost Optimization:** Monitoring and optimizing the cost of running cloud applications by analyzing resource usage, identifying cost-saving opportunities, and implementing cost-control measures.
11. **Performance Tuning and Optimization:** Optimizing application code, database queries, and other performance-critical components to improve overall application performance and resource efficiency.

These deliverables ensure that cloud applications are well-managed, secure, reliable, and performant, meeting the needs and expectations of users and stakeholders while leveraging the benefits of cloud computing.

8 Accelerators Development Services

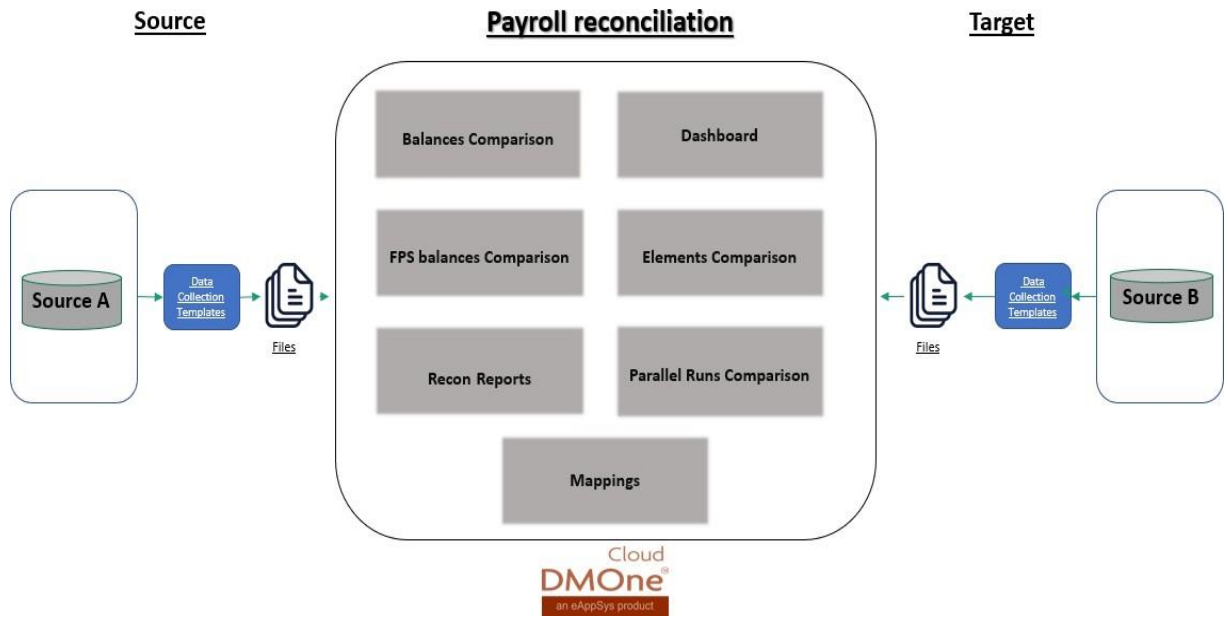
8.1 Payroll Reconciliation Services

To ensure a seamless and accurate migration to Oracle Cloud Payroll, Parallel Run Reconciliation Services are crucial. These services provide organizations with the expertise and support needed to run parallel payrolls, allowing for a side-by-side comparison of the legacy payroll system and Oracle Cloud Payroll.

This reconciliation process ensures accuracy and compliance while minimizing disruptions. Here is a detailed overview of Oracle Cloud Payroll Parallel Run Reconciliation Services:

1. **Parallel Payroll Execution:** Parallel Run Reconciliation Services begin by executing payroll calculations in both the legacy payroll system and Oracle Cloud Payroll simultaneously. This side-by-side execution allows organizations to compare results directly.
2. **Data Validation:** During the parallel run, data is thoroughly validated in both systems to ensure that the data entered Oracle Cloud Payroll is accurate and complete. This validation process helps identify and resolve discrepancies.
3. **Tax and Compliance Checks:** One of the critical aspects of parallel run reconciliation is ensuring that tax calculations and compliance checks in Oracle Cloud Payroll align with the requirements of the organization's jurisdiction. Any discrepancies are flagged and addressed.
4. **Benefits and Deductions Alignment:** Parallel runs include comparing benefits and deductions calculations in both systems. Any inconsistencies are investigated and corrected to ensure accurate employee compensation.
5. **Error Resolution:** When discrepancies are identified between the legacy system and Oracle Cloud Payroll, error resolution is initiated. This may involve correcting data, adjusting configurations, or refining the Oracle Cloud Payroll setup.
6. **Reporting and Documentation:** Comprehensive reports are generated to document the results of the parallel run. This documentation serves as a reference for future audits and ensures transparency in the migration process.

Oracle Cloud Payroll Parallel Run Reconciliation Services provide organizations with the confidence that their transition to the new payroll system is accurate, compliant, and transparent. This meticulous process minimizes the risk of payroll errors, ensures employee satisfaction, and allows organizations to reap the full benefits of Oracle Cloud Payroll without disruptions to their payroll operations.









9 eAppSys Key Benefits






eAppSys is always striving for success and building on the success of past and current engagements. Our aim is always to be considered the preferred partner of choice by delivering quality services to ensure projects are delivered on time, within budget and fit for purpose.

By engaging eAppSys to deliver a Data Migration Packaged Service you will be selecting a partner with the best expertise, skills, and experience available, so the Sponsor, Programme Manager, Stakeholders and End Users can rest assured in the knowing that their project is being managed by eAppSys.

Few of the key deliverable benefits you can expect to receive are:

-  **Flexible Support Model** – We can provide a tailored support model that best fits the operational and budgetary requirements of your business.
-  **Commitment** – The engagement model is specifically tailored to suit you.
-  **Fixed Price/ T&M Support Model** - No hidden prices or surprises waiting around the corner.
-  **Expertise** – Experienced Team of Certified Consultants with proven track records
-  **Lower Costs** – eAppSys pricing models and rate cards are incredibly competitive and provide excellent value for money when compared to our competitors and OEM's.
-  **Results Oriented** – We meet project milestones on time and within budget Open – We have an open pricing model.

eAppSys has a compelling combination of experience and expertise, coupled with our approach and frameworks we put in place for each of our service disciplines we are confident this makes eAppSys an excellent partner for your business to deliver a Data Migration Packaged Services:

-  **Service Excellence** – eAppSys' capabilities are built on a foundation of experienced professionals, software development experience and adherence to rigorous standards and best practices. eAppSys further develops this approach by underpinning each of our offerings with a framework guided by an iterative approach and methodology that leads to achieving the highest quality results.
-  **Business focus** – eAppSys focus will be directed on your business and its strategy. We align ourselves to deliver exactly what you require. Our approach ensure that we will exceed your expectation with the aim of achieving a trusted customer advocate status.
-  **Commitment to results** – eAppSys is committed to delivering the results, through high quality services we will demonstrate our expertise and through performance metrics and service level agreements we will report back to your management teams.
-  **Service Management expertise** – eAppSys sets high service delivery standards and we pride ourselves on ensuring your business will receive service excellence, accountability, and effective communication throughout the engagement.
-  **Flexible delivery options** – eAppSys Consultancy and Support Services can be tailored to the management, resource, and execution needs of your company. Offering on- site, near-shore, offshore or a hybrid that best fit the engagement requirements.

10 Appendix – Confidentiality and Non-Disclosure.

This document is subject to Confidential and Non-Disclosure. It protects certain confidential information that may be disclosed between both parties and detailed in the Confidential Disclosure Agreement which includes but is not limited to the following:

This document is subject to Confidential and Non-Disclosure. It protects certain confidential information that may be disclosed between both parties and detailed in the Confidential Disclosure Agreement which includes but is not limited to the following:

- **Contact Information**
- **Description of Confidential Information**
Pricing, discounts, contract terms and product information
- **Disclosure Period**
For the agreed period set forth in the agreement
- **Protection of Confidential Information**
For the agreed period set forth in the agreement
- **Exclusions**
Prior to, public knowledge, rightfully received from a third party, disclosed to a third party or with written approval
- **Proprietary Rights**
Neither party acquires intellectual property rights under this agreement
- **Independent Action**
No obligatory requirements to purchase or acquire products or services under this agreement.
- **Limitation to Liability**
Neither party will be liable or any indirect, incidental, special, punitive, or consequential losses, or any loss of profits, revenue, data, or data use arising from breach of this Agreement.
- **Governing Law**
As governed by the substantive and procedural laws in place at the time