

ORACLE CLOUD HCM REDWOOD SUPPORT

SERVICE DEFINITION

MKSK CONSULTING

MAY 2024

G-CLOUD 14



CONTENTS

- Principles
- Service Overview
- Methodology
- Service Deliverables
- Commercials

3 PRINCIPLES

We aim to leverage the skills from our centre of excellence based in UK/Europe. By using local consultants who are experienced we are able to reduce the total number of consultants required

e.g. where multiple offshore based consultant are required over a period of extended time, we are able to provide expert consultants who have local knowledge and are able to understand the business processes and impacts in order to provide shorter timelines and reduce the total number of consultants required

4 SERVICE DESCRIPTION

MKSK provides expert Oracle Cloud HCM Redwood Support, offering end-to-end implementation services for Oracle HCM Cloud. Specializing in Oracle Cloud SaaS portfolio, including HCM, Payroll, Absence, Time & Labour, Security, Talent Management, Integration, Workforce Management, and Recruitment Cloud. Winner of three prestigious awards, we bring industry best practices to every project.



5 SERVICE BENEFITS

Service features

- Business process design and Oracle Cloud application configuration
- Gap Analysis
- Design, Build and unit test of the solution
- Integration, Non-Functional, Performance testing of solution
- Data Migration planning, development and data reconciliation
- Business Change Management
- Training Needs Analysis from Design to Delivery
- Cutover, including rehearsals, data migration and post go-live support
- Lifecycle management for extensions and integrations

Service benefits

- Understanding of Payroll and Process Processes
- Understanding of Oracle HCM Extracts
- Industry Best Practices applied
- Experienced Oracle Industry experts
- Reduced risk
- Lower cost of ownership
- Maximised return on investment

6 SERVICES



MKSK Consulting delivers a full range of services to assist and enable your move to the Oracle Cloud



Business Readiness Assessment: How ready is your business to move to the cloud



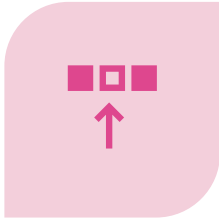
Phased setup of cloud implementation

Offered as standalone Setup or integrating into your existing systems



Post Go Live support for issue resolution & continued services improvement

7 COMPLEMENTS YOUR EXISTING ORGANISATION



PROVIDE ASSISTANCE IN
UNDERSTANDING &
ADOPTING THE NEW
RELEASE FUNCTIONALITY



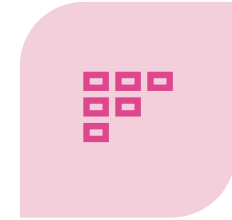
OPTIMISATION OF
EXISTING FUNCTIONS &
USING STANDARD
FUNCTIONALITY



ASSIST YOU WITH THE
PLANNING & TESTING
FOR RELEASES



ADVISE ON BUSINESS
CHANGE, ADOPTION &
GOVERNANCE THROUGH
ENABLEMENT SERVICES



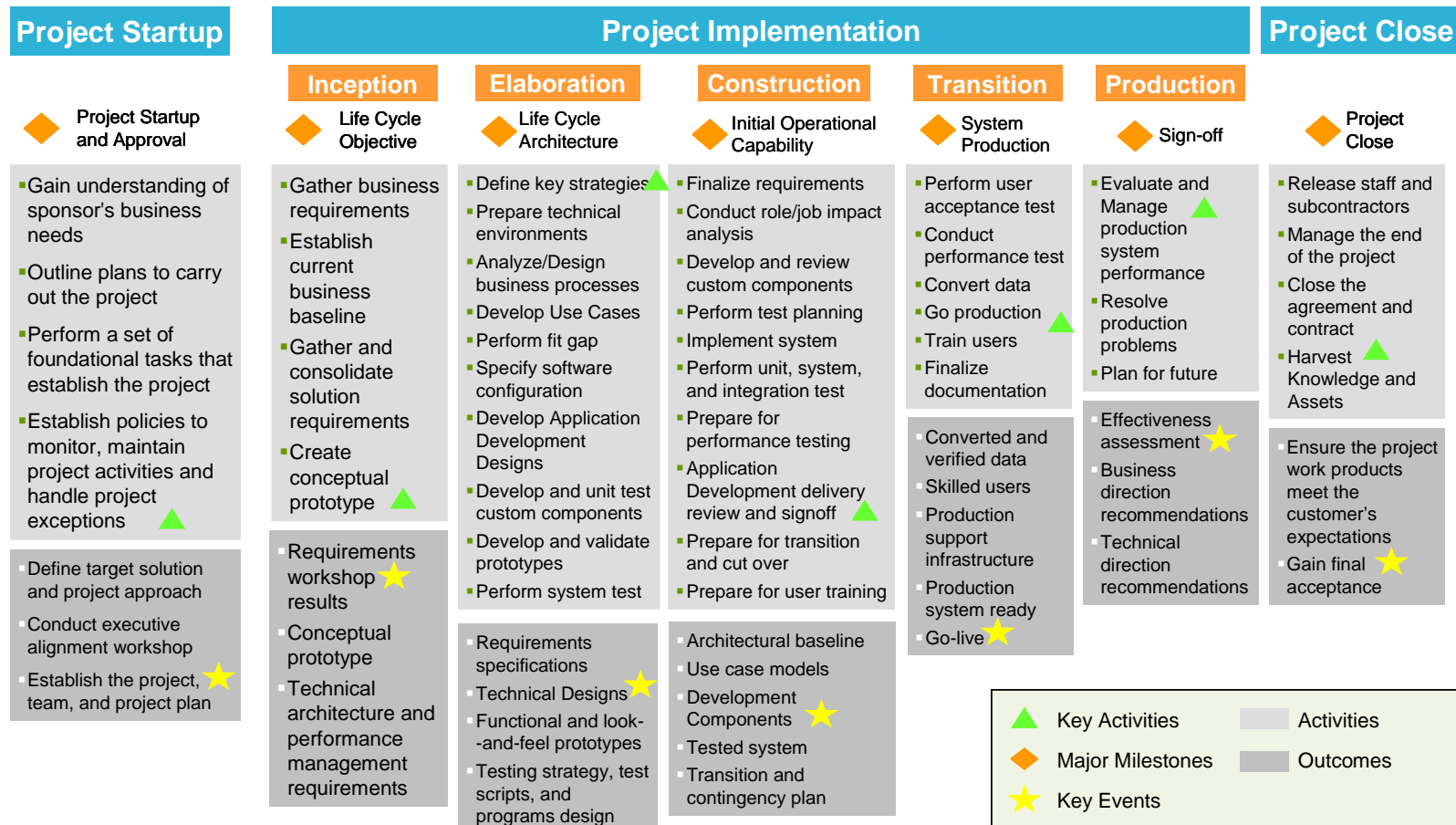
PROVIDE ASSISTANCE IN
YOUR SUPPORT MODEL
TO ENABLE YOUR BAU
TEAM TO TRANSITION
INTO BAU ACTIVITIES

8 METHODOLOGY: MKSK ORACLE METHOD (MOM)

- An Oracle project requires more than a technical focus to achieve investment returns and to be successfully embraced by the organisation. Recognising this as one of its key tenets, the MKSK Oracle Method (MOM) establishes a heavy focus of capturing quick wins and success, infusing the business case throughout a project, and obtaining the organisational sponsorship and change management levers to drive success. From a technology standpoint, the MOM considers the application architecture and development tools of Oracle applications and provides approaches to accelerate the overall implementation schedule, while effectively managing risk.

9 MKSK ORACLE METHOD (MOM)

- The MKSK Oracle Method (MOM) consists of the five core phases of OUM's Implement methodology, plus the Project Start-up and Project Close phases from MKSK's Project Management methodology. The lifecycle and gateways are described in the slide below:




10 MKSK ORACLE METHOD KEY ASPECTS AND BENEFITS

- Employs interactive business modelling workshops to expose users to the system, validate system processes and configuration through prototyping, and secure early buy-in to the design;
- Emphasises business process re-engineering around the package-enabled practices within the Oracle application, thereby encouraging a “vanilla” implementation to minimise ongoing maintenance and upgrade costs;
- Uses Oracle’s business configuration model and associated development tools for rapid development of reports, customisations, interfaces, and conversions;
- Provides an iterative and incremental design, develop and test process that incorporates testing and validation throughout the project lifecycle, providing a higher degree of quality assurance and early user feedback loops – rather than traditional methods that wait towards the end of a project to test for quality and user acceptance;
- Increases project efficiencies by integrating accelerators and selected tools into each phase of the methodology, including templates and practice aids; and
- Applies the same method to implementations and upgrades and recognises the varying degree of complexity in each situation.

II SERVICE DELIVERABLES

As the On Going Support service is dependent on your specific requirements the deliverables are not defined here. We will agree with you the actual deliverables as part of your service agreement



All of Oracle Consulting activities are based around our MKSK Oracle Method (MOM). This allows us to draw on an extensive set of accelerators, which will be used as the basis for our deliverables.

12 CUSTOMER RESPONSIBILITIES



Submit Business Requirement



Submit Technical Requirements Functional and Non-Functional



Attend meetings and design workshops



Attends service/Technical review meetings



Provides service level requirements on an agreed basis with the Service Level Manager



Negotiates, defines, agrees and communicates service levels agreements within the organization

13 COMMERCIALS

Ordering & Invoices

- Placed against the Oracle G-Cloud 14 contractual paperwork (Ordering Document) references the G-Cloud contractual terms in addition to the specifics of the service scope (Exhibit) being contracted for

Invoices

- –Time and Materials services: Presented monthly including labour and expense items.
- –Fixed Price services: Presented on the completion of the relevant milestones / deliverables / phases as defined with the ordering document. Expenses related to fixed price services are presented monthly.

14 AWARD WINNING SUPPORT



Mksk Consulting Ltd

Best HCM Consulting & Advisory Firm - UK



The background of the right half of the slide is an abstract composition of overlapping geometric shapes in various shades of green, blue, and grey, creating a dynamic, low-poly effect.

ORACLE CLOUD EXPERTS AT YOUR FINGERTIPS

The left half of the slide features a complex network diagram. It consists of numerous nodes, represented by colored circles in red, blue, green, and grey, interconnected by a dense web of thin grey lines. The nodes are distributed across the left side, with some larger nodes acting as hubs.

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