PCL – Service Definition Document

Contents

DOCUMENT CONTROL

KEY INFORMATION

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CLOUD SOFTWARE

PCL LEGACY APPLICATION DATA ARCHIVING SOLUTION

Introduction

Embarking on a Cloud Migration? What's Your Plan for Legacy Data?

Kudos on transitioning your on-premises Oracle solutions (like E-Business Suite, PeopleSoft, or JD Edwards) to Oracle Cloud or another cloud-based application. To adhere to GDPR regulations or for audit reasons, you'll still need to access certain legacy data for up to 7 years. Naturally, transferring all data from your old system to the new Cloud solution is neither practical nor desired. So, what strategies can you employ for handling legacy data to maintain data retention and compliance mandates?

Options

Option One: Status Quo.

Continue operating your existing on-premises system as is -

▶ Higher costs due to ongoing licenses for your on-premises application and database, plus operating two systems.

▶ Additional expenses for hardware maintenance

▶ Support for legacy systems can be expensive.

▶ Security risks, as outdated platforms may be vulnerable to cyber threats.

▶ Increased personnel expenses

Option Two: Migrate Your Database to Oracle Cloud Infrastructure with PCL

PCL offers a swift and economical approach to archive legacy data challenges. Our process includes:

▶ Collaborating closely to assess your needs for the solution, utilizing a questionnaire to gather specifics such as performance priorities versus cost savings, monthly interaction estimates, requirements for ad hoc versus predefined reports, and more.

▶ Transferring your legacy database from the on-premises setup to a suitable Cloud infrastructure.

▶ Developing an accessible front-end interface on OCI employing Oracle's APEX tool - included at no extra cost with your Oracle database licenses.

Benefits

▶ Cost reduction by phasing out expensive legacy applications and hardware.

▶ Simplified access to legacy data for reporting and audits

▶ The ability to expand with additional reports in the future.

▶ Ensuring compliance to avoid hefty penalties.

▶ Streamlining IT infrastructure

▶ Our team provides the infrastructure and expertise, freeing your IT staff to concentrate on strategic initiatives.

PCL Oracle HCM Reporting Solution for Higher Education

Key Features

The PCL HCM Reporting Solution facilitates HR departments in UK Higher Education Institutions to securely gather and submit staff and student data to the Higher Education Statistics Agency (HESA) annually, adhering to the required XML format and HESA specifications. This comprehensive service ensures ongoing compliance with HESA's evolving standards. The Statement is updated annually and can be found at, https://www.hesa.ac.uk/about/regulation/data-protection/notice

Reporting Output

PCL's HESA Solution expedites the provision of tailored reports within the Oracle Cloud environment, offering:

- OTBI Analyses for dynamic report interaction
- OTBI Dashboards for consolidated data visualization
- BI Publisher Reports for extensive data extraction
- Pre-formatted outputs for essential documents. These tools support effective data management and analysis via Oracle's interfaces.

CLOUD SUPPORT

PCL CLOUD CHANGE MANAGEMENT SERVICES (ORACLE)

Change Management within PCL's Implementation Methodology emphasizes two core truths encountered during organizational transitions: the necessity of difficult decisions and the natural resistance to change. This approach encapsulates:

- Governance / Assurance
- Strategic Change Management
- Change Delivery Services

Key deliverables encompass:

- ➢ Vision Statement and Project Governance
- ➢ Initiation Readiness Assessment
- ➢ Business Impact Assessment
- ➢ Stakeholder Profile
- ➢ Training Needs Analysis
- ➢ Stakeholder Engagement & User Adoption Strategy
- ➢ Business Alignment Transition Plan
- ➢ Business Transition Plan
- ➢ UAT, Training, Operational, and Business Readiness Assessments
- ➢ Training Development – including Course Content, Materials, & Handover
- ➢ Training Delivery based on Training Needs Analysis

PCL stands out in the UK for its dedicated Oracle Change Management practice, aiming for organizational change as a critical success component for Oracle Cloud solution implementations, offering tailored Change Management services to meet client-specific needs.

PCL ORACLE CLOUD STRATEGY REVIEW

The Cloud Strategy Review by PCL assists in planning your transition to the cloud through:

The Stages are:

- ➤ **Assess:** Evaluation of system architecture, business processes, reporting, and change management capabilities to gauge readiness for transformation.

- ➤ **Prepare:** Analysis of business strategy, configurations, and documentation to identify key factors affecting the system's future direction.

- ➤ **Report:** Creation and delivery of a detailed report outlining findings and recommended system roadmap.

- ➤ **Action:** Provision of estimates and support for any selected roadmap, facilitating business improvements via the Oracle system.

PCL ORACLE CLOUD READINESS ASSESSMENTS

Cloud Strategy Preliminary Assessment by PCL
Architectural & Security Assessment
- Analysis of system architecture, business processes, and reporting.
- Evaluation of change management capabilities for readiness and necessary changes.

Alignment & Strategy Preparation
- Strategic business review including configuration and documentation analysis.
- Determination of influential factors on the system roadmap.

Operational Assessment Reporting
- Compilation and delivery of an operational report with a recommended system roadmap.

Actionable Guidance
- Provision of estimates and support for selected roadmaps to facilitate business improvements through Oracle systems.

Methodology Overview
- Prepare Phase: Engage in a strategic session with senior management, establish a company vision and identify challenges.
- Assess Phase: Review business processes, assess technological infrastructure, and establish an Oracle IT roadmap.
- Report Phase: Generate a comprehensive operational assessment report outlining recommendations, benefits, cost analysis, and timelines.
- Action Phase: Identify opportunities, estimate activities, structure delivery, and manage change effectively.

Cloud Readiness Scenarios
- Transitioning to a Cloud-first model and modernizing service delivery with SaaS applications.
- Opportunistically transitioning to the Cloud during E-Business Suite upgrades.
- Driving Cloud adoption to reduce costs and risk profiles, focusing on IaaS or PaaS services for increased resilience.

Cloud Solution Architecture
- Moving away from traditional IT landscapes to construct a unified IT fabric for the organization, requiring meticulous planning and deployment for immediate ROI.
- PCL provides expertise to aid businesses in efficient, cost-effective Cloud infrastructure deployment.

Cloud Readiness Packages
- Tailored for existing Oracle customers like E-Business Suite or PeopleSoft, looking to transition to the Cloud.
- Suited for newcomers to Oracle or Cloud services, offering a range of services from business alignment workshops to security assessments.

Detailed Package Features

Business Alignment Workshops
- Conduct assessments and align As Is Business flows to Oracle Cloud's modern business flows, identifying gaps and assessing impacts.

Security, Architecture & Access
- Evaluate the technical and security implications of moving to the Cloud, such as network bandwidth and user access.

Data Management and Integration Workshops
- Provide an outline for data management strategies including interfaces, legacy data handling, and active data migration.

Stakeholder Profiling
- Identify cultural impacts and map stakeholders for effective channel messaging.

BI Assessment
- Realign perspectives on BI, outlining high-level KPIs and dashboards needed for Cloud transition.

Customization Detangling
- Analyse legacy customizations and align them with the modern best practices in Oracle Cloud SaaS solutions.

Business Case Review
- Review and incorporate key components from the Cloud readiness assessment into the business case, providing outline costs and benefits.

Cloud Readiness Assessment Pricing
- Pricing for Cloud Readiness Assessments can be found in PCL's pricing document or estimated using the SFIA rate card.

PCL ORACLE CLOUD TRAINING SERVICE

PCL's approach to training and knowledge transfer is designed to enhance employee efficiency and organizational cost-effectiveness. We focus on creating bespoke training programs that resonate with users, ensuring they are engaging, informative, and yield measurable results. Our methodology is adaptive to your organization's unique requirements, structured around a comprehensive three-phase model:

Understanding Organizational Culture
Understanding the unique culture of your organization is vital. By comprehending different learning styles and requirements within your company, we tailor our training to align with user preferences and operational workflows.

Documenting Knowledge

We meticulously document system processes and best practices, ensuring users have clear guidance and can see where their roles fit within the broader scope of Oracle Cloud adoption. Our sustainable online learning platforms serve as a single repository for easy content management and updates.

Facilitating User Knowledge Adoption
A mixed methodology of face-to-face and digital learning may be utilized to cater to diverse user preferences and logistical needs.

Ensuring Knowledge Retention
To guarantee effective learning, we include assessments that measure knowledge retention, ensuring users gain the necessary skills to perform efficiently within the Oracle Cloud environment.

By implementing hands-on scenarios, making support materials readily available, and involving users from the start, PCL not only aims for knowledge transfer but also for user empowerment. This approach helps users to confidently navigate Oracle Cloud, leading to successful adoption and optimal utilization across the organization.

PCL ORACLE E-BUSINESS SUITE (EBS) TO CLOUD SAAS DATA MIGRATION SERVICE

PCL acknowledges the intricacies involved in transitioning from Oracle EBS to Oracle Cloud, particularly concerning data migration. Leveraging specialized tools and strategies, PCL's seasoned experts are adept at navigating the unique data migration challenges associated with EBS and Cloud. Our commitment is to facilitate a smooth and successful transition for your organization.

Service Attributes:

- **Strategic Data Migration Approach**
  Outline and implement a comprehensive data migration strategy tailored to your project's objectives.

- **Meticulous Data Handling**
  Execute and provide support for data cleansing, loading, transformation, and ensure its quality.

- **Expertise and Technological Aid**
  Offer expertise in data quality management and provide training as needed, supported by automated tooling and standardized templates.

- **Reconciliation Services**
  Provide thorough data reconciliation services to verify the accuracy and completeness of the migrated data.

Principal Advantages:

- **Risk Mitigation**
  Minimize the likelihood of data migration errors and the potential impacts on your project timeline.

- **Efficiency in Execution**
  Accelerate the migration process, reducing the need for extensive resource allocation.

- **Quality and Simplicity**
  Enhance data integrity while simplifying the migration process, thereby curbing unnecessary complexities and expenses.

- **Customized Service Offering**
  Deliver services specifically designed to align with the needs of your organization and the broader public sector.

- **Trusted Partnership**
  Leverage a reliable full-service range from a partner committed to reducing risks and overcoming multi-provider management challenges.

By partnering with PCL, organizations gain the assurance of a meticulous and strategic approach to data migration, ensuring operational continuity and integrity throughout their transition to Oracle Cloud.

PCL DATA INTEGRATION SERVICES FOR CLOUD

Data integration plays a crucial role in the successful rollout of any SaaS (ERP, HCM, Procurement, BI) Implementation Program. PCL's Cloud Data Integration service aims to mitigate risks, compress timelines, and cut costs associated with these critical tasks. Our service encompasses the use of automated tools and predefined templates for efficiency.

PCL's team brings expertise in various integration tools, including OIC (Oracle Integration Cloud), ODI (Oracle Data Integrator), REST, SOAP, API, and other standard middleware solutions. We collaborate closely with our clients to understand their specific needs for a seamlessly integrated Oracle environment. Every integration project we undertake is carefully planned, functionally mapped, designed, developed, and thoroughly tested. Our focus on sustainable design ensures that our integration solutions not only meet current requirements but are also adaptable to future needs, always adhering to industry best practices.

PCL PROVISION OF REPORTING AND ANALYTICS SERVICES FOR ORACLE CLOUD SAAS

Unlock the potential of your data with PCL's premium reporting and analytics service, critical for the success of any Oracle Cloud SaaS initiative. Provide your end-users with essential data effortlessly through PCL's team of specialists in reporting and analytics. Utilize our expertise in Oracle Transactional Business Intelligence (OTBI), BI Publisher, Fusion Analytics Warehouse (FAW), and Oracle Data Integrator (ODI) to enhance your data utilization.

Reporting and Analytics Expertise:
➢ Strategizing comprehensive Reporting Services.
➢ Offering Training & Upskilling for enhanced capability in reporting.
➢ Access to seasoned Oracle Reporting Specialists.
➢ Development of Custom Reports tailored to your needs.
➢ Modifications to Enhance Existing Reports.
➢ Guiding through Reporting Roadmap Execution.

The Advantages of Partnering with PCL:
➢ Ensuring Maximum Investment Returns.
➢ Customized Reporting Solutions aligned with your organizational needs.
➢ Accelerating Implementation Processes.
➢ Mitigating Risks with a Reliable Full-Service Partner.
➢ Simplifying Coordination by Reducing Multiple Service Providers.

PCL ORACLE CLOUD TRANSFORMATION SERVICES

For many organizations in the public sector, shifting towards a cloud-first strategy presents a significant transformation. These organizations face increasing demands to modernize public services, with expectations to enhance efficiency, agility, and mobility while managing costs. The journey to the cloud requires careful consideration of various 'as a service' solutions, alignment with security standards, and the integration of new service models into the organization's culture. The transition to the cloud signifies a move towards adopting standardized best practices, focusing less on custom solutions and more on adopting established, efficient processes.

PCL's team of specialists brings a wealth of experience in public sector transformations, combining deep knowledge of cloud services with an understanding of corporate services transformation. Our Enterprise Change Team delivers a comprehensive suite of services designed to streamline your cloud migration, improve return on investment (ROI) timescales, and ensure successful outcomes. By partnering with PCL, you gain access to a team that has guided numerous public sector entities through their cloud transitions, ensuring focused project delivery and effective change management.

Our services, centred on a cloud-first approach, include:

1. Business Case and Benefits Realization
    a. Development of cloud strategy and business cases.
    b. Modelling of cloud benefits, outcome assessments, and realization services.

2. Business Augmentation for the Cloud
    a. Augmentation of cloud business processes and policy alignment.
    b. Design of Cloud Target Operating Models.

3. Cloud Assurance and Assessments
    a. Cloud Readiness Assessment services.
    b. Cloud security and architecture services, tailored to public sector standards.
    c. Operational readiness assessments and checkpoint reviews.

4. Stakeholder Engagement and Business Change
    a. Comprehensive training services, including needs analysis and planning.
    b. Cloud Stakeholder Engagement Services, featuring mapping and strategy development.

5. Cloud Transition Services
    a. Project Management Services tailored for cloud transitions.
    b. Test management solutions, including strategies and scripts.
    c. Data management services, covering strategies and ETL processes.
    d. Services for SaaS alignment, functional configuration, and integration.

PCL is dedicated to ensuring your organization fully benefits from Oracle Cloud, leveraging our team's extensive knowledge, sector-specific insights, and experience in business transformation. Our flexible service models, suited for both CAPEX and subscription-based procurement, are tailored to meet your needs, whether in finance, HR, payroll, or other corporate transformations. Our approach is to deliver impactful, meaningful change, enhancing the efficiency and effectiveness of public sector services in the digital age.

PCL TRANSITION TO ORACLE CLOUD FROM ORACLE EBUSINESS SUITE

PCL boasts a comprehensive portfolio of successful engagements assisting clients in transitioning from Oracle E-Business Suite to Oracle Cloud. Leveraging a proven methodology and specialized tools, we collaborate closely with our clients to ensure a smooth migration to the cloud while minimizing risks.

Please also see section on (PCL ORACLE CLOUD SAAS TRANSFORMATION SERVICES)

PCL ORACLE CLOUD SAAS TRANSFORMATION SERVICES

Please see section on (PCL ORACLE CLOUD TRANSFORMATION SERVICES)

PCL ORACLE CLOUD INCLUSIVE ERP FINANCE & PROCUREMENT IMPLEMENTATION

PCL offers a subscription-based implementation service for Oracle Cloud at a fixed price, tailored to accommodate your budgetary constraints.

Please see section on (PCL ORACLE CLOUD TRANSFORMATION SERVICES)

PCL ORACLE CLOUD SAAS DELIVERY SERVICES

Please see section on (PCL ORACLE CLOUD TRANSFORMATION SERVICES)

PCL ORACLE CLOUD SAAS MANAGED SERVICE

PCL is equipped to provide a spectrum of support services tailored to the unique needs and in-house capabilities of our clients. Our offerings range from on-demand development support services to comprehensive Managed Services that include Administration.

Support Component	Comments
Business Assurance – 24x7 Access to Online Service Desk	UK Business Hours Support delivered 8am –6pm, Mon – Fri
Expert Services	A pot of hours to be utilized for ad-hoc services as required.
Testing Services – Patches & Upgrades	Included the 4 Patch releases per annum
Proactive Account Management	Dedicated Account Manager & Service Delivery Manager included in Managed Service Package

24x7 Access to Online Service Desk

Constant access to PCL's Service Management Portal is available for named users to raise, review, and modify incidents, problems, and changes as necessary. Within the supported hours, the manned service desk is accessible by e-mail, or direct alerts from the supported systems, focusing on break-fix activities, excluding training or consultancy outside the base support package. PCL will handle all Oracle technical issues and Service Requests (SRs), escalating to Oracle wen required. All support calls are internally tracked on PCL's Service Management tool suite, ServiceNow.

Business as Usual (BAU) Support

BAU Support is dedicated to maintaining the current operational status despite any challenges or disturbances. Oracle Cloud support, distinct from the traditional on-premises model, is provided by Oracle in a "one-size fits all" manner. PCL's service personalizes this, offering practical benefits from our extensive knowledge of the solution and its application. Services include Functional User Support and answering How-To questions, managing SRs with Oracle, and assisting with escalation processes.

Upgrades and Testing

Please see the content within Oracle Cloud SaaS Testing Managed Services

PCL ORACLE CLOUD SAAS TESTING MANAGED SERVICES

The testing and release service is designed to conduct both regression and non-regression testing for each Oracle Cloud Quarterly release before the final acceptance testing by clients. This service utilizes a set of standardized procedures for quick and effective testing of the quarterly patches and upgrades. Upon Oracle's announcement of the next Release, PCL collaborates with clients to establish a testing timeline and activity schedule. PCL commits to executing all tests as per the mutually agreed schedule and test scripts, documenting all outcomes. Should any issues arise during testing, PCL will evaluate and address them if possible. If the Support Consultant is unable to resolve an issue, it will be escalated to Oracle through an SR. Solutions to problems will be developed in the staging environment and thoroughly documented. This documentation is then forwarded to the client for approval before implementation in the production environment.

The scope includes:
1.   Testing of Quarterly Upgrades:
    a. Execution of tests using predefined scripts.

    b. Examination of specific configuration areas.

    c. Testing of particular solution segments that are known to have alterations in the new Upgrade.

    d. Documentation of all test outcomes.

2.   Issue Resolution Post-PCL Testing:
    a. Attempt to resolve any issues discovered during Testing, with resolutions conducted in the staging environment and documented for either direct application by PCL in the production environment or submission to Oracle for implementation.

    b. Documented solutions will undergo the Change Control process before application to the production environment.

    c. For issues beyond PCL's capacity to solve, the team will initiate and oversee an SR with Oracle.

PCL ORACLE CLOUD PAAS MANAGED SERVICE

PCL offers a comprehensive range of PaaS Managed Services options, customized to meet your support needs. Services can include support for:

- Database Cloud Service

- Storage Cloud for Backups

- Autonomous Database Support

- Infrastructure as a Service

- Java Cloud Service

PCL's management scope covers database, Guest/virtual hosts, backups, and storage management, alongside monitoring, controlling, and patching activities. The infrastructure, supplied by Oracle, includes both the physical components and the virtualization layer.

PCL's services encompass:
- Cloud Compute Services Administration:
- Instance provisioning and orchestration
- Monitoring instance utilization and uptime
- Managing cloud service users and roles
- Scaling shapes for enhanced performance

Block Storage Management:
- Creation and attachment of storage volumes
- Virtual Machine Snapshot creation
- Storage volume design tailored to application, data, and operating systems.
- Utilizing Chef/Puppet for operating system and application configuration management

Network Resource Configuration:
- Virtual Network setup
- Security Rules configuration
- Security Lists setup
- Ensuring Secure Instance Access

Operating System Support:
- Security patch review
- Operating system hardening
- Guest machine performance monitoring
- Guest machine backup

Database Support:

This approach provides a tailored service, fitting your organization's specific needs for public services, ensuring operational efficiency and security across your PaaS environment. We are happy to provide services based on your requirements and in-house skills as specified.

PCL ORACLE HUMAN CAPITAL MANAGEMENT (HCM) CLOUD IMPLEMENTATION SERVICES

Please see section on PCL ORACLE CLOUD TRANSFORMATION SERVICES

PCL ORACLE LOCAL AND CENTRAL GOVERNMENT CLOUD IMPLEMENTATION SERVICES

PCL has a wealth of experience collaborating with both local and central government agencies, steering them successfully towards cloud adoption. This expertise has led to the development of a specialized methodology and set of templates that are proven to achieve desired outcomes while minimizing expenses for our clients.

Please see section on PCL ORACLE CLOUD TRANSFORMATION SERVICES

PCL ORACLE E-BUSINESS SUITE (EBS) TO ORACLE CLOUDINFRASTRUCTURE (OCI) MIGRATION SERVICE

Oracle Cloud Infrastructure (OCI) presents a secure, adaptable, and economically efficient environment to facilitate your current Oracle E-Business Suite (EBS) setups. While transitions can pose risks to existing services, PCL's prior success in guiding customers through EBS to OCI migrations, reinforced by our status as an Oracle Platinum Partner, guarantees a well-supervised migration project with minimal disruption to application users. PCL customizes the target platform to each customer's unique needs regarding cost, compliance, and future adaptability. Considerations such as existing licenses, upcoming subscriptions, scalability, service continuity, data protection, and residency are thoroughly evaluated, with suitable migration options proposed. After the migration, PCL's Managed Services team provides a user-focused approach, ensuring the EBS end-users experience a fully supported, well-maintained, and high-performing application.

Key Benefits:
- Tailored architecture to fulfil specific client demands.

- Proficient Oracle partnership for EBS to Cloud transitions

- PCL Managed Service for the oversight and upkeep of the migrated system

- Secure hosting in the UK, including UK Government Cloud data centers.

- Advantageous positioning for full lifecycle support from PCL, covering upgrades, new features, change management, and data archiving.

PCL ORACLE CLOUD TESTING SERVICES

PCL is committed to ensuring the success of your business transformation or upgrade initiative and believes that by implementing the PCL Testing Framework, your organization can achieve this. The PCL Testing Framework provides a structured approach that enables Quality Assurance Professionals to conduct more effective testing, adhering to ISTQB standards to meet testing expectations.

Service Features
- Comprehensive Test Management Analysis to comprehend your organizational requirements
- Expert services to support your testing needs across all testing types:
  - Functional
  - Non-Functional
  - Manual
  - Automation Testing
- Guidance through the initial phases of testing (Static Testing)
- Access to experienced professionals to lead and carry out testing services
- Interactive workshops on Testing Approaches to optimize your testing efforts
- Professional templates for Test Strategies, Test Plans, Test Scenarios, Test Scripts, and more.
- Three tiers of testing services for your business transformation or upgrade projects: Advise Me, Help Me, and Execute for Me.

Key Benefits
- Establishes a testing framework that aligns with industry standards
- Enhances efficiencies by supporting businesses throughout their upgrades or implementations
- Offers cost-effective testing packages tailored to your budget
- Fosters engagement across all user groups within the organization
- Customized Testing Services that match your organizational needs
- Eliminates the challenge of sourcing qualified candidates for Testing Services

Testing Service Engagement Offerings
- Advise Me
  PCL will offer advice and guidance to your Subject Matter Expert(s) (SME) regarding all test management activities, including best practice recommendations, Test Strategy creation, and conducting readiness sessions. Throughout the execution phase, PCL will provide mentorship and support on Test Management, maintaining overall responsibility with the customer.

- Help Me

PCL's team will assist your SMEs in all Test Management activities, supporting throughout the Test Execution phases. We'll help implement best practices, assist in creating the Test Strategy, and conduct readiness sessions. PCL will participate in Test Management planning sessions, support preparation for entry and exit gates, and guide the Test Manager in preparation for test phases, including CEMLI testing planning and defect management approach structuring. During execution, PCL will offer assistance with defect management and provide advice on Test Management best practices, ensuring a smoother process while keeping overall test phase ownership with the customer.

- Execute For Me
  PCL will assume full responsibility for the Test Phase, creating the Test Strategy, Test Plans, Test Schedule, leading Test Governance, and ensuring Test Management best practices are followed. PCL will establish a robust defect management process with customer support, advise on scenario creation, test scripts, and approval processes, and provide adaptable sample templates for customer authorization, with the overall Test Management responsibility resting with PCL.

PCL DATA MIGRATION SERVICES FOR ORACLE CLOUD

For many public sector organizations, embarking on a Cloud-first strategy can seem like a monumental task. These organizations are under growing pressure to provide digital-age public services that are superior, quicker, more efficient, more mobile, and more agile, all while operating on tighter budgets. A crucial aspect of this Cloud transition is ensuring the integrity, accuracy, and quality of the underlying data that supports Cloud Applications—a challenge that many projects find daunting, with Data Migration often viewed as one of the highest risk streams in an ERP or HCM project.

PCL's Cloud Data Migration services offer vital assistance in this area. By working closely with key client stakeholders, PCL's Data Migration team helps minimize the risks, costs, duration, and complexity associated with migrating data into Cloud ERP applications. The PCL Cloud Data Migration service equips organizations with a comprehensive solution, ensuring the Data Migration stream of their Cloud Application project is effectively managed and purpose-fit.

Many public sector organizations find data migration into a Cloud application to be a resource-intensive task, not undertaken frequently enough to gain efficiency. PCL, with its extensive experience in ERP and Cloud projects, has honed its data migration capabilities, establishing a Centre of Excellence dedicated to ensuring quality assurance through skilled personnel, processes, and tools necessary to support clients in this endeavour comprehensively.

Scope of Service
PCL's Data Migration services are typically encompassed by the following scope:
- Service Engagement
- Planning Phase
- Project Close Out

Service Engagement
A structured project Service Engagement model initiates projects of this nature to ensure a smooth start. This involves an initial meeting with client representatives to:
- Introduce key client representatives, ensuring all parties are committed to the project.
- Clarify project requirements and focus on achieving project objectives.
- Understand each party's responsibilities.
- Outline project objectives, scope, approach, and deliverables.

Planning Phase
The Planning Phase generally includes:
- Legacy Systems Analysis
- Defining the 'To Be' data model
- Establishing cross-reference keys
- Developing a data migration strategy

- Setting criteria for data cleansing, standardization, matching, merging, de-duplication, and synchronization
- Designing the new 'To Be' physical data model

Build Phase

In the Build Phase, PCL collaborates with customer representatives to:

- Extract data from legacy systems
- Synchronize data with legacy systems
- Implement software migration in accordance with the data migration strategy
- Generate data reconciliation reports to verify the exercise's success.

Execution Phase

During the Execution Phase, PCL and the customer team:

- Run all migration scripts in test environments
- Reconcile migrated data
- Undertake necessary fixes for identified issues
- Execute migration in Production Systems.

Close Out Phase

PCL concludes the project by:

- Finalizing project closure
- Completing and finalizing all documentation
- Handing over the project to the customer
- Officially closing the project

Conclusion

PCL's services are designed to maximize success with Oracle Cloud, delivering to the highest standards by combining Cloud service expertise with sector-specific knowledge and experience. This dual-focus approach is crucial for achieving significant business transformation. PCL offers a variety of service options tailored to the client's in-house skills and availability, ensuring a customized support framework for every public sector Cloud journey.

PCL ORACLE CLOUD ENTERPRISE PERFORMANCE MANAGEMENT (EPM)SERVICES

PCL has structured its offerings to provide immediate business value and prompt initiation of projects. Our goal is to implement a project within a scope that is mutually agreed upon, without imposing strict limits on the dimensions and functionalities within Oracle EPM Modules. By setting these parameters upfront rather than restricting them, you are guaranteed an EPM solution customized for your organization. EPM can deliver insightful analytics and actionable intelligence across various domains such as Sales, Service, Marketing, Risk, Finance, Manufacturing, and Operations. PCL is committed to identifying critical aspects of your services that could benefit from a BI solution, aiming to deliver substantial value within weeks, not months.

PCL's strategy for deploying a comprehensive EPM solution begins with engaging the client right from the start. The bulk of the effort is concentrated on Scoping, Analysis, and Design phases, as these are crucial for a successful implementation. PCL takes the lead during these stages to ensure that the requirements and scope are accurately documented and that the application's design meets your needs while complying with industry best practices.

PCL ORACLE CLOUD HEALTH CHECK SERVICE

Have you deployed Oracle Cloud and are seeking an independent assessment from an Oracle Partner? PCL offers a comprehensive health check, applicable both during and post the implementation of your Oracle Cloud Solution, to evaluate the project's overall vitality and effectiveness. Utilizing established methodologies, we deliver a detailed health check report. Our team is adept at conducting assessments in a way that maximizes your investment return, providing you with a strategic plan to address potential risks and issues. PCL collaborates closely with your team to identify any post-transition challenges to the cloud, devising a strategy to understand and tackle any functional obstacles encountered.

PCL FULLY MANAGED PAYROLL ON ORACLE HCM CLOUD PLATOFORM

The PCL Payroll Services team offers an innovative, thorough, and adaptable service for our clientele. Our approach is not just another standard outsourcing solution—it's a forward-thinking service crafted on the Oracle platform. Optimized through industry-leading practices, it aims to decrease expenses and enhance both management and employee satisfaction. Utilizing advanced technology enables us to broaden the range of services, offering a more active and integrated payroll function within your organization. Our proficiency and insight afford us the capability to deliver unparalleled support during implementation phases. Therefore, even if your organization is not prepared to fully adopt payroll services, we can offer guidance to ensure your payroll system is operationally effective rather than just functionally competent. This aspect of our offering is distinctly exclusive to PCL, as no other Oracle partners furnish both implementation aid and payroll services. Without these capabilities, how can they truly understand what excellent payroll service entails?

In-house payroll systems and conventional outsourced payroll services often burden your staff with excessive work, aiming to meet the basic payroll needs of your organization and its employees. The indirect expenses of such methods can be unexpectedly high. PCL studies indicate that among traditional payroll systems reviewed, 90% hid substantial hidden costs stemming from payroll errors. These inaccuracies lead to financial losses through:

- Overpayments to employees, resulting in direct financial loss
- Failures in meeting regulatory and compliance standards, leading to legal expenses
- An increase in workload for your managers due to handling employee queries, affecting staff costs
- Administrative efforts required for correcting these inaccuracies
- Dissatisfaction among employees, managers, HR, and finance departments

Our solution represents comprehensive payroll outsourcing. It introduces efficient processes established on best practices and enhances employee engagement through self-service accessible via mobile and tablet devices. It features forward-thinking payroll-related alerts to keep all employees updated on significant occurrences, both business-related and personal. Designed to cater to a diverse, multi-generational workforce, including the growing influence of Generation Y, our service propels your organization ahead.

The advantages of our service include:

- Consistently achieving Service Level Agreements (SLAs) designed to match individual client goals.
- Mastery over expenditures.
- Boosted efficiency through reduced workload, errors, and inquiries.
- Diminished personnel, operational, and regulatory risks.
- Lesser demand for HR administration and skilled payroll personnel.
- Increased employee contentment.
- More resources allocated to strategic goals.
- Empowerment of employees and managers with Self-Service options.

Additional Information

SFIA RATE CARD

Our consultancy services are uniformly priced according to the 'Skills for the Information Age (SFIA)' Definitions & Rate Card, which is appended to our offerings. This establishes daily rates for consultants varying by their experience level, the role they perform, and the project type they are involved in. While we can offer more details upon request, we typically collaborate with clients to identify the level of support needed for a specific project, facilitating the determination of the applicable rates.

PRICING FOR G-CLOUD OFFERINGS

For details on the pricing of specific items within PCL's offerings, please refer to the individual pricing documents provided for each G-Cloud Offering.

PAYMENT TERMS

In line with the terms and conditions of G-Cloud 14.

CONTRACT PERIOD

The initial contract duration is a 12-month period with automatic renewal. Nonetheless, PCL is committed to accommodating different arrangements should existing contracts with clients or changes in governmental policies necessitate adjustments to our standard terms. It's important to highlight that the pricing models provided as examples are calculated on the assumption of a 24-month contract.

TERMINATION

Following the initial agreed term, termination can occur with a three-month notice period, alongside payment for any outstanding months. In situations where there's no licensing agreement associated with the consultancy services provided by PCL, no extra termination conditions apply beyond those stipulated in the Framework Agreement and Call Off contract. If software licensing terms are part of the product delivery, then those terms will be effective alongside the Framework Agreement.

TERMS AND CONDITIONS

- PCL's Terms and Conditions will govern the implementation, product, and support services provided.
- Oracle Cloud hosting agreements will be applicable for Oracle Cloud products.
- Prices are exclusive of VAT.
- Expenses will be billed as they are incurred, in accordance with G-Cloud terms.

PRICING FOR IMPLEMENTATION

When PCL offers system/solution implementation in collaboration with a partner, it's typically listed as a distinct service within our G-Cloud portfolio, identifying the specific product in question. For products not separately listed, we're eager to explore integration into our ERP implementation service or to furnish a personalized quote.

SERVICE MANAGEMENT

Oracle Products are certified to ISO 9001 quality standards and are deployed following the ITIL Framework and a proven PRINCE2 project management methodology. We specialize in working closely with our clients, frequently onsite, adhering to mutually agreed-upon work schedules and deliverables.

SERVICE LEVELS

PCL Consultancy Service Levels

- PCL's services are available through the Cloud Store and adhere to the G-Cloud framework's terms and conditions, complemented by PCL's own Terms and Conditions, accessible on the Cloud Store.
- Service levels will be outlined in the Project Initiation Document (PID) and established during service initiation, encompassing aspects of consultancy service delivery such as:
  - Time, as detailed in the Project Plan. For instance, a consultancy endeavour to delineate the requirements for acquiring a new system might be time-bound by the deadline for issuing an OJEU notice to the market.
  - Cost, as specified in the Initial Business Case. For instance, the client may prefer to set a work liability cap or negotiate a fixed cost.
  - Quality, as stipulated in the Quality Plan. For instance, the assignment must be executed to a certain precision level, including the technical design and the depth of functional and non-functional requirements specifications.

PCL Cloud Managed Service Levels

Availability will be addressed during comprehensive contract negotiations.

SERVICE CREDITS

Should there be any deviation from the agreed-upon Service Levels, compensation will be in line with the terms and conditions of the G-Cloud framework.

TRAINING

PCL consistently seeks to impart knowledge to client personnel throughout engagements. Additionally, we offer structured educational services to client staff on novel products, systems, and methodologies relevant to implementing Cloud solutions.

ORDERING AND INVOICING

PCL is well-versed in framework contracting. Engagements via the G-Cloud framework entail discussions on needs, the conclusion and execution of a Call Off contract, and issuing a Purchase Order. Subsequently, we'll coordinate an agreeable initiation date and begin work. Invoicing aligns with the nature of the service provided, ranging from monthly timesheet submissions with any associated expenses, or phased payments for consultancy activities, to instalment payments contingent on the approval of deliverables for system deployments. The payment period is 30 days.

CUSTOMER RESPONSIBILITY

For each specific call off requirement, the dependencies on the customer related to the work, which may vary in each scenario, will be conversed and concurred upon before starting, and will be included as part of the Call Off contract.

TECHNICAL REQUIREMENTS

Before finalizing any commercial arrangements, all technical requirements will be thoroughly discussed and incorporated into the Call Off contract.

INFORMATION ASSURANCE

PCL is dedicated to the principles of ISO 27001, aiming to exemplify best practices in data management and security. The data centers utilised for our Cloud services hold ISO27001 certification or its equivalent. Furthermore, all Oracle Products have achieved ISO27001 certification.

BACKUP AND DISASTER RECOVERY

Backup and Disaster Recovery planning and activation remain under the client's purview. However, PCL is well-equipped to provide consultancy services in this domain.

DATA MIGRATION AND INTEGRATION

Unless explicitly included within the corresponding Service Definition section, Data Migration and Integration will be assessed and priced individually, following the SFIA rate table.