

Service Definition

# Oracle EPM Cloud Services

FUJITSU



G-Cloud

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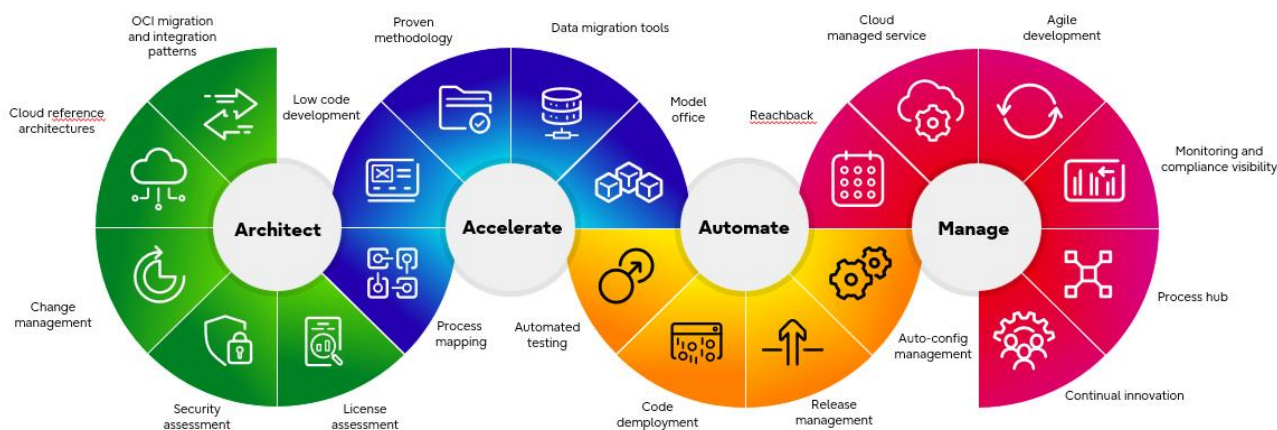
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# Oracle EPM Cloud Service Overview

Fujitsu has been delivering Oracle Implementation Services to clients for more than 20 years in the Public Sector with great success. Fujitsu are a **Global Oracle Platinum Partner**, **Global Oracle MSP Partner** and **Oracle Managed Service Provider Elite status**, with access to more than 3,500 Oracle professionals and in excess of 400 in the UK & Ireland, each with more than 5 years of experience to draw upon, Fujitsu makes an ideal Oracle partner whether your solution is Oracle Cloud, Oracle on premise, or a hybrid.

Fujitsu offers end-to-end Oracle Cloud services delivered using our CloudScale tooling and accelerators which include global consulting, full service cloud, post production support and testing services. The experience gained through our large Oracle Cloud customer base has allowed us to offer our customers the most experienced consultants available. We have an established Center of Excellence (CoE) for Cloud Solution Delivery powered by the industry's talent, tools and accelerators.



**Fujitsu Cloud Solutions (FCS);** FCS is a community-based set of services aimed at providing value in the three most crucial areas (Integration, Reporting and Support) of customers' Oracle Cloud system. Each service is designed to significantly improve cost-saving by leveraging our experience in **EPM** as well as one of the largest cloud community of customers.

**Fujitsu Cloud Support:** This offering provides support and maintenance of the Oracle Cloud system by a team of experts that have insight into modern best practices, deep knowledge of customers' use of cloud software and a firm understanding of each customer's unique goals along with how they can be met by current and future functionality of the system.

**Fujitsu Cloud Integration:** This offering allows customers to easily connect and automate integration between Oracle Cloud and other applications and/or organisational partners. Cloud Integration does not require additional hardware or software, eliminates internal development costs, is supported 24x7 and is an easy way to have complete automated integration, mapping and transformations between systems.

**Fujitsu Cloud Reporting:** Pre-built report bundles that provide point-and-click access to dashboards and operational reports that complement Oracle's standard offerings. They contain graphical components, remain compatible through each Oracle Cloud release and automatically apply Cloud Application security.

There are four services from Fujitsu which cover the lifecycle of an Oracle EPM Cloud deployment:

**Oracle EPM Cloud Advisory Services** – Our advisory services utilise an integrated, quick-scan approach to help organisations assess their readiness to adopt Oracle EPM Cloud. We first evaluate organisations' IT and application strategy and then map this to Oracle's product roadmap, providing a clear insight into any gaps in plan.

**Oracle EPM Cloud Setup & Migration Services** – With our deep experience in implementing Oracle's Cloud solutions, Fujitsu is well positioned to help organisations plan for, adopt and integrate Oracle EPM Cloud. Fujitsu leverages its proven methodologies and standardised tools to simplify and accelerate the implementation process while minimising risk.

**Oracle EPM Cloud Support Services** – Fujitsu's global team of Oracle consultants ensure customers receive seamless end-to-end support for Oracle EPM Cloud. Each consultant has undergone extensive training in Oracle's Cloud offerings and the underlying technology stack. With our mature processes for improved efficiency, customers are assured of increased flexibility and reduced total cost of ownership.

**Oracle EPM Cloud Testing Services** – Fujitsu provides end-to-end testing services for Oracle EPM Cloud that include functional testing and non-functional testing offerings.

## Oracle EPM Cloud Advisory Services

Fujitsu offer an advisory service that enables companies to effectively plan and accelerate implementation of Oracle EPM Cloud. This solution is built upon Fujitsu's real world experience in successful implementation of EPM Cloud, along with modern best practices and project methodologies gained from 160+ Oracle Cloud projects. The Fujitsu EPM methodology incorporates structured workshops with customer leaders from EPM functional areas to understand customer requirements and develop a comprehensive view of functional processes and key data/process connection points when migrating to Cloud. Many midmarket and upmarket companies are looking to quickly move to the Cloud, modernise EPM systems, and get out of the data center business. The Fujitsu solution will allow companies to achieve these goals while avoiding risks and costly implementation projects.

### **Business applications, interfaces, & extensions review**

Develop a clear understanding of the technical architecture for business applications serviced by, potentially serviced by, or interfaced with Oracle Applications.

### **Organisation structure workshop**

Develop a current state organisation structure to understand internal and external organisational flows.

### **EPM Workshop**

Review Cloud EPM flows to drive out any gaps with standard flows and capture any complexities in Cloud EPM configurations.

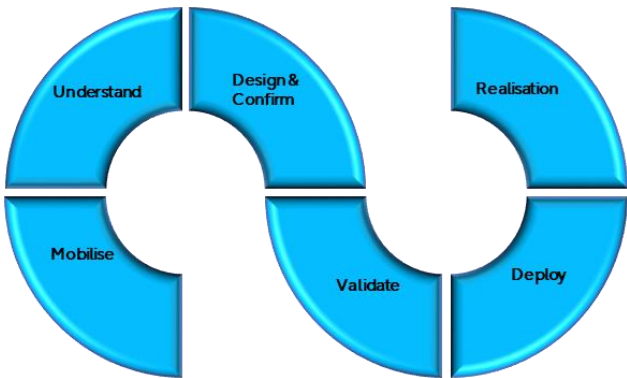
### **Major Business Initiatives Review**

Review of the organisation's Initiatives / Strategic Imperatives with Customer's Executive Team.



Oracle EPM Cloud Setup & Migration Services

Oracle Cloud Applications are designed to co-exist with current IT investments, providing a wealth of options for companies migrating to the cloud. Oracle Cloud Applications leverage technologies, such as mobility, social enterprise, cloud computing and powerful analytics, to enable new levels of performance across the enterprise. Fujitsu has been an Oracle co-development partner from the beginning of Oracle's cloud program. We have had the benefit of early insight into Oracle's Cloud Applications, as well as wide ranging implementation experience and are uniquely positioned to help customers successfully deploy the next generation of enterprise solutions in the cloud. Fujitsu's PRIME Cloud Application Implementation methodology is a way for customers to implement best practice processes and reduce time to value. PRIME provides the framework for Fujitsu to deliver EPM Cloud implementation in a predictable, accelerated, low-cost model that will meet customer goals and allow users to be productive from day one.



P - Preconfigured  
R - Reusable  
I - Integrated  
M - Model Processes  
E - Environments

Mobilise	Understand	Design & Confirm	Validate	Deploy	Realisation
Establish programme and set up all functions. Introduce Fujitsu PRIME, secure resources and set expectations	Understand and define foundations and structure of the solution to enable first customer build based on pre-configured solution	Define the detail of the solution and confirm the system configuration and the business processes	Test and validate the end-to-end solution, including the interfaces, to ensure fit for purpose	Prepare the organisation for the changes and the system and roll-out into operation	Ongoing Live running with quarterly patching and new functionality take-on
<ul style="list-style-type: none"><li>Executive kick-off meeting (vision, outcomes, TOM, resources)</li><li>Governance meeting (purpose, plan, approach, dependencies, risks)</li><li>SME/Team/Process Owners/Change Champions identification</li><li>Planning (timelines, schedules etc.)</li><li>MO Introduction session(s)</li><li>SME/Change Champion briefing meetings</li><li>High level business impact analysis</li><li>Business change strategy</li></ul>	<ul style="list-style-type: none"><li>Enterprise Foundations workshops</li><li>Finance Structures workshop</li><li>HR structures workshop</li><li>Network &amp; connectivity</li><li>CRM &amp; Case management</li><li>Enterprise Foundations sign-off</li><li>Business process workshops</li><li>Business impact analysis</li><li>Business process sign-offs</li></ul>	<ul style="list-style-type: none"><li>Define Configuration workshops</li><li>Escalated Decision meetings</li><li>Configuration and unit testing</li><li>Confirm Configuration workshops</li><li>Data migration template build</li><li>Integration builds</li><li>Test script development</li><li>Training planning with 3<sup>rd</sup> Party</li><li>Final solution sign-off</li></ul>	<ul style="list-style-type: none"><li>SIT and UAT/business process testing</li><li>Data migration</li><li>Create and test user training</li><li>Business readiness preparation</li><li>Cut-over planning</li><li>OAT sign-off</li></ul>	<ul style="list-style-type: none"><li>Business readiness confirmation</li><li>Final validation review and sign-off</li><li>Migration and validation of production data</li><li>Operate</li><li>Handover to BAU</li></ul>	<ul style="list-style-type: none"><li>Production use</li><li>Post go-live support</li><li>Operate</li><li>BAU</li><li>Ongoing Innovation and continuous improvement</li></ul>

Oracle EPM Cloud Support Services

Fujitsu provides an ongoing, subscription based support option allowing customers to become part of a broad community of Oracle cloud customers. Fujitsu Cloud Support focuses on a proactive approach to cloud management, allowing a customer's team to stabilise, maintain and grow their application knowledge.

Central to our approach is co-locating our key team members with your support teams while having access to a flexible team of multi-discipline resources located near shore. This gives you immediate access to the people who understand your systems and processes without the need to accommodate the entire team in your offices. The Fujitsu on-site team will engage directly with your organisations **"Intelligent Customer Function"** who will act as the central management hub, providing direction and communications to the business.

This service is provided as an extension of each customer's resources used to support the organisation. Fujitsu offers support for all projects post go-live in a scalable, 24x7x365 model to meet customer needs. With this model, our Managed Services team becomes an extension of our customers' Oracle teams for activities such as Remote Implementation and low cost Upgrades, Road mapping Assistance, Patching and Release Management, Project Management, Application Effectiveness Reviews, Solution Design and Configuration, Functional Training, Oracle SR Management, and Staff Augmentation among others.

## Oracle EPM Cloud Testing Services

Fujitsu's Oracle Practice offers testing solutions in Oracle EPM Cloud application. We provide Test Advisory Services (Strategy, Planning and Road mapping) as well as Test Execution Services (Functional, Non-Functional and Automation) across the application lifecycle (implementation, upgrades and Application Maintenance) phases. The practice consists of a team of certified Oracle Test consultants with indepth knowledge on a spectrum of Oracle Products, bringing the best in the class practices of ERP knowledge and Quality Engineering & Assurance expertise. As a trend setter in the industry, Fujitsu's Oracle QE&A bolsters development initiatives, providing reliable support across a range of Oracle products that ensure test coverage and drive product quality. We have developed a portfolio of reusable assets, tools, and accelerators that ensure high quality while reducing the Total cost.

Our team provides services such as Unit Testing, Smoke Testing, System Integration Testing, Regression Testing, Performance Testing, Automation Testing and Support for UAT. We have strong partnerships with leading QA product vendors like HP, IBM, etc. & have sound knowledge of testing tools like HP QC, HP ALM, and QTP etc. We also have expertise in Oracle Specialised QA tools (OATS, PTF).

The benefits to you when selecting Fujitsu as your partner:

- **Risk avoidance** through a robust and proven governance process to control change applied to the Oracle Cloud solution;
- **Support** for your business teams to impact assess and prioritise new functionality released by Oracle;
- Avoid risk by using our Cloud **environmental management process** to ensure control is retained across all cloud environments irrespective of use;
- **Our experienced Fujitsu Oracle Support Manager** is your single point of contact and will support you and manage the services delivered by Fujitsu;
- Experience that comes with **decades of delivering business improvements** in back office systems - over 600 Oracle implementations globally;
- **Reduced operating costs** through the delivery of services from Fujitsu's Managed Service for Oracle Cloud Application Shared Services;
- Reduced burden on customers internal resources, with no need to invest in specialist (and costly) Oracle skills and capability in-house;
- **Lowering risk** by providing industry leading, end-to-end capabilities – from planning and implementation to infrastructure, support and hosting;
- **Access to a truly global blended on/offshore** team of Oracle experts, enabling them to take advantage of our UK based Oracle support managers;
- **Streamline escalation management** of calls with Oracle and management of fixes when released by Oracle;
- **Efficient** Investigation and support for problems impacting interfaces if applicable;
- **Management of calls** however raised into the Fujitsu Service Desk system and Incident and Problem Management processes;

- Ability to **identify trends** as input to proactive management provided as part of the monthly management information discussed with customers;
- Fujitsu can call upon a **wide range of internal expertise** for digital business transformation, mobile, security, document management, testing and compliance;
- Working with an **Oracle Platinum partner** with a long relationship and **deep access into Oracle Corporation**.

## Commercial

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### Ordering and Invoicing Process

- We will commence delivery of the service on receipt of a purchase order;
- Fujitsu shall invoice for the service plus any applicable taxes after delivery of all products defined in the agreed terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred;
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date");
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day by day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full;
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owe to Fujitsu;
- When remitting payment, the customer will include the applicable Fujitsu invoice number that the payment applies to.

### Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of a Managed Service for Oracle Cloud Applications. Each is considered in its entirety along with the associated risks. Fujitsu would always discuss each opportunity with the customer to determine a mutually beneficial solution.

### Termination Terms

The Termination Terms are subject to any minimum notice periods as stated in the statement of work, with recovery of any work completed but not invoiced, any monies relating to any outstanding invoice, or for services where any payment smoothing has been applied, any amount outstanding for future periods which has already been incurred by Fujitsu. The customer would also be liable for any costs of exit work including movement of hybrid solution components and destruction of customer specific hardware where applicable.

### Customer Termination

Not applicable

### Supplier Termination

Not applicable



## Consumer Responsibilities

Successful delivery of Managed Service for Oracle Cloud Applications is subject to the following dependencies upon the customer:

- Procurement of the Oracle SaaS/PaaS/IaaS services;
- Provision of any licenses needed for third party applications;
- Participating in scoping and planning activities;
- Providing a suitable middleware solution to support the integration design;
- Working with Fujitsu to agree the service SLAs/KPIs and joint governance processes pertaining to the in scope service;
- Providing resource to participate in any knowledge transfer sessions/workshops required;
- Ensuring Fujitsu is provided with access to data sources including systems and documentation pertaining to the environment and systems to be supported;
- Providing resources to complete and sign off transition deliverables, acceptance into service and plans;
- Affording Fujitsu staff all reasonable access to available information describing the applications, to customer staff with knowledge of that application. Fujitsu staff will adhere to any data security and protection agreements put in place.
- Provision of first and second line support using the customer's internal resource and help desk.

The customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Managed Service for Oracle Cloud Applications. Fujitsu will not be liable for any delay or deficiency in providing the service if such delay or deficiency results from the customer's failure to fulfil these dependencies. Should a delay to the service result from the customer's failure in relation to the above dependencies, Fujitsu shall be entitled to amend the service, schedule and/or charges with no liability and shall be entitled to charge customer for any cost incurred as a result.

Should the customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

## Technical Requirements

Specific Technical Requirements will be identified during Service Design e.g. Service Desk integration for incident creation and update.

## Service Constraints

Fujitsu shall not be liable for customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

As this offering is dependent on the exact customer Oracle landscape and requirements a fully detailed scope of service will be negotiated and agreed through the service definition and take on phase and this will include a detailed set of service inclusions, any applicable caps or volumetric and specific exclusions.

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Implementation services;
- The Oracle Application Managed Service only includes Third Line and Fourth Line Support. If a customer provided Service Desk is to be used then the Fujitsu Service Desk will still be the first point of contact within Fujitsu;
- This service does not include a first line service desk function or second line super user support. Customers will need to provide their own IT Service Desk to manage all first line calls from users.

## Service Exclusions

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Information assurance - Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information. This is not relevant for these Professional Services.
- Details of the level of backup/restore and disaster recovery that will be provided. This is not relevant for these Professional Services.
- On-boarding and Off-boarding processes/scope etc. This is not relevant for these Professional Services.
- Data restoration / service migration.  
This is not relevant for these Professional Services
- Trial Service  
This is not relevant for these Professional Services.

## Definitions

Any terms used in this Service Definition have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Definition and the other documents that comprise the Agreement, the provisions of this Service Definition shall prevail.

Description	Description
	Covers those activities undertaken by the service desk in the receipt of a call, the initial analysis of the call, the application of a known resolution and, where a known resolution does not exist, the assessment of the Priority of the call and the escalation of that call to a second Line support group.
Second Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application source code. This service is typically provided by the customers Subject Matter Expert or a local support team made up of resource that gained experience during the project.
Third Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via Second Line. The primary responsibility of the third line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
Fourth Line Support	Involves complex investigation of code and provision of code changes - fixes and new releases.
Core Service	The above described service that can be contracted for.
Customer Organisation	The organisation to which a User may belong.
ERP	Enterprise Resource Planning.
Service Component	An element of the Core Service which can be selected as in or out of scope depending on customer requirements.
Service Desk	A function that provides the first point of contact for end-user enquiries and fault reporting for applications.
Oracle Cloud Service Agreement	Agreement signed by the customer during their initial negotiations with Oracle to procure the service from Oracle.
SaaS	Software as a Service.
PaaS	Platform as a Service.
IaaS	Infrastructure as a Service.
Hybrid	Refers to a solution that is part hosted in the cloud and part either on the customer's premises or hosted by a third party.

SLA	Service Level Agreement
KPI	Key Performance Indicator

## About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

Contact: [government.frameworks@fujitsu.com](mailto:government.frameworks@fujitsu.com)

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