

Service Definition

# Oracle Cloud Readiness

FUJITSU



G-Cloud

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## Fujitsu Oracle Cloud Readiness Services Overview

The aim of this service is to ensure that customers are prepared for the cloud, that they understand some of the challenges that will be encountered, and whether the cloud can meet the customer requirements!

Depending on where customers are in the decision making process, Fujitsu have two service offerings, Ignite and Momentum, that will give different depths of analysis and recommendations that will inform the customer of the work that needs to be undertaken to be ready for a cloud implementation project, and the major opportunities and issues that might be faced.

For those just starting out, we recommend the Fujitsu Oracle Cloud Readiness Ignite Assessment, for those that are already committed to move to the cloud, we would recommend the Fujitsu Oracle Cloud Readiness Momentum Assessment.

Over the past few years, application vendors like Oracle and SAP have refocused their services towards a cloud based consumption model, where they host and manage the application, and serve this back to end users through a secure web browser. This service has been titled Software as a Service (SaaS), and for many customers that either hosted their own applications on site, or had a Service Integrator providing hosting services for them as a private cloud, this has caused a market disruption that customers have to assess as part of their planning cycle.

For Oracle e-Business Suite {eBS} customers, as Oracle have announced eBS support ending in 2032, a move to cloud applications has become a reality. As the cloud applications mature and have become more complete, for many customers moving to a SaaS solution is now within their short term or mid-term plans.

Cloud applications can give a quicker return on investment, they are an “Adopt not Adapt” solution, adopting the Oracle best practice business processes that come pre-configured, accelerating the implementation, and reducing ongoing support costs. Extensions to the standard service are possible using a Platform as a Service {PaaS}, private cloud or on premise solution. The consequences of moving away from the standard cloud processes needs to be understood and fully thought through as the value needs to be justified against both the cost and impact of ongoing support.

The years of investment customers have made in their on premise solutions, those local business processes that have been developed supported by customisations, the Discovery reports customers have, and those off system solutions using desktop tools, all get put into the mixer, as customers move to adopt the standard Oracle out of the box processes, supported by personalisations and interfaces.

Based on Fujitsu's own experience, the move to Oracle cloud applications has to be supported by a business change process to make the project a success.

Fujitsu wants to make sure that customers achieve successful cloud implementations, and are ready to live with the cloud after implementation. To do that Fujitsu believes it is necessary to start the project with as much information as possible, set expectations, and have a robust

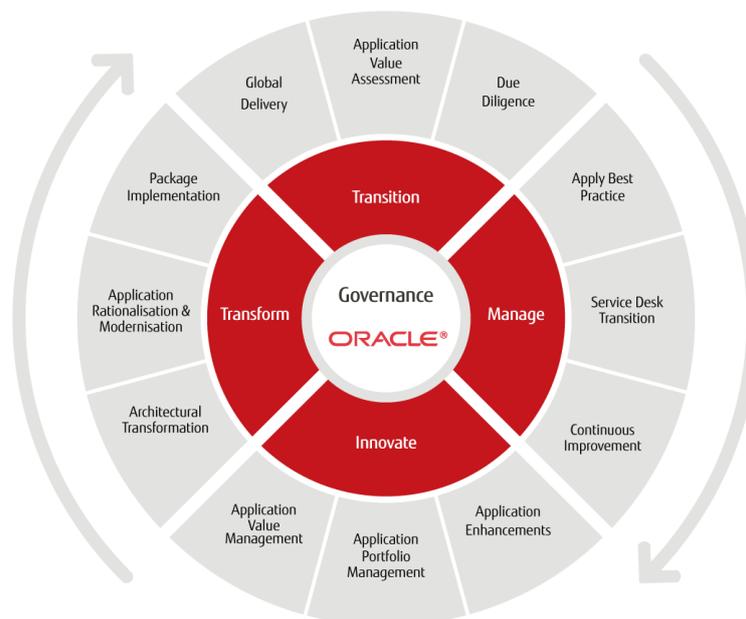
business case. The Fujitsu Cloud Readiness Assessment will give the customer the information needed to plan for a successful implementation project.

We want customers to make informed decisions about whether the cloud is right for them now, the options they have, and the factors driving the time line.

Fujitsu's assessments will provide the customer with information to allow the customer to start an Oracle Cloud Implementation Project in an informed and quantified manner, provide key inputs into their business case, and understand the internal resources needed to make the project a success.

Fujitsu will highlight areas we believe will bring the most benefit and areas that need to be addressed before the project to implement the Oracle Cloud application solution kicks off.

Fujitsu have been delivering Oracle implementation services to customers for more than 20 years in the Public Sector with great success. As a Global Oracle Cloud Service Provider, with access to more than 3,500 Oracle professionals and in excess of 400 in the UK & Ireland, each with more than 5 man years of experience to draw upon, Fujitsu makes an ideal Oracle partner whether your solution is Oracle Cloud, Oracle on premise, or a hybrid.



From our own experience of delivering Oracle solutions, having moved Fujitsu's internal HR platform to the Oracle Cloud for our 38 EMEA countries, and delivery a number of Oracle Cloud solutions globally, we understand first-hand the road that needs to be navigated, and want to help our customers through the early decision steps to adopt the cloud solutions and ultimately to achieve the project objectives.

#### Customer Benefits of selecting Fujitsu:

- A Partner who will focus on the total lifecycle of the solution, the business transformation and ongoing business operations, rather than just the IT implementation.
- Fujitsu have been at the forefront of providing private cloud services to government and private sector organisations both in the UK and across the globe, our experience gives you a partner with a proven safe pair of hands.
- The experience that comes with decades of delivering business improvements in back office systems, over 600 Oracle implementations globally.

- Benefit from Fujitsu's own experience of delivering Oracle solutions, and having moved our own HR platform to the Oracle Cloud for our EMEIA countries.
- To work with the Oracle partner who deliver the first cloud back office solution in the UK.
- A low risk of delivery. Fujitsu's proven and unique approach is based on real-world experience.
- End-to-end expertise in cloud and hybrid solutions: from business change to information management.
- A company who can call upon a wide range of internal expertise for digital business transformation, mobile, security, document management, testing and compliance.
- A more secure network connection, as our Hybrid cloud Connect links OracleCloud with our data centre.
- To work alongside an Oracle Diamond and Cloud Premier partner with deep access into Oracle.
- The benefits of Fujitsu's 30-year long partnership with Oracle, bringing product expertise.
- Access to a truly global blended on/offshore team of Oracle experts.

## Service Delivery Approach

Oracle Cloud is different to on premise solution implementation, but many of the project challenges remain the same. The cloud solution required more change management within the Customer's business, rather than customisations of the solution, and Fujitsu support this through our methodology by providing Cloud Adoption consultants who focus on the change elements.

The two Fujitsu offerings are designed for customers to commission depending where they are on their cloud decision discussions. Ignite and Momentum give different depths of analysis and recommendations that will inform the customer of the work that needs to be undertaken to be ready for a cloud implementation project, and the major opportunities and issues that might be faced. Customers may take both offerings, and they work together with the outputs from Ignite providing a foundation for the Momentum assessment. Momentum takes the analysis to a much deeper level, looks at your business processes by functional area, and provides a demonstration of the standard Oracle Cloud Application solution.

Both approaches are template driven to ensure completeness and keep costs and timescales as efficient as possible.

### Fujitsu Oracle Cloud Readiness Ignite Assessment



To make the face to face time we will have as productive as possible, Fujitsu will send the customer our Cloud Readiness Questionnaire that should be returned prior to the meeting. This asks the customer about their current application estate, what the key drivers are for the project, and questions that will inform us of their readiness for the cloud.

After we have reviewed the answers from the questionnaire, we will arrange a half day discovery workshop with the customer's Domain level and Service level SME's to understand at a high level their business processes in scope for transformation to the cloud, and probe a little further into some of the information the customer has already shared with us. We would try to arrange this for as soon as the customer's resource can be made available, indicatively within 10 working days of the questionnaire being received.

We will collate and digest the information, and arrange a 2 hour follow-on workshop with the customers Domain Subject Matter Experts and Senior Stakeholders to present back to them:

- Documented results from the data we have been given at the first workshop.
- A heat map showing where we believe the Oracle SaaS offering meets the customer's requirements {and where it doesn't fit as well}.
- A statement of the areas we believe the customer needs to do further work to prepare for their cloud journey.
- Options around hybrid solutions if gaps exist.
- High level solution scope diagram showing the possible future application footprint.
- Recommended next steps.

After the workshop, we will update any of the presented material and send the customer a report of the summary findings and recommendations.

## Value Proposition

- Assist decision makers in the assessment of the suitability of cloud.
- Understand the maturity of the organisation for the movement to cloud.
- Discover whether the cloud fits the customers' business goals before committing further time and money.
- Ensure the customer has an understanding of the impact of the "adopt not adapt" approach with Oracle Cloud.
- Insight into high level functional gaps that might require an alternative solution.
- Outputs feed into the customers cloud strategy with insight into the potential benefits of adopting cloud and recommendations to mitigate the downsides of adopting cloud.
- Insights into issues that need to be addressed by the business in order to migrate successfully.

## Fujitsu Oracle Cloud Readiness Momentum Assessment

Momentum builds on the themes presented in the Ignite Assessment, but goes into more detail across the board. It is intended for customers who are further along their decision path around moving to cloud, or where it has been some time since an initial assessment was completed, the customers’ requirements have changed, or the cloud options available have been enhanced.

If customers have not undertaken the Cloud Readiness Ignite workshop, or it has been some time since this was completed, prior to any arranged workshops we will ask the customer to complete and return our Cloud Readiness Questionnaire. This helps Fujitsu to understand where the customer believes they are today, and maximises the benefit of the face to face time we will have together. We would try to arrange this workshop for as soon as the customer’s resource can be made available, indicatively within 10 working days of the questionnaire being received.

Name	Business Drivers & Outcomes	Technology Architecture & Migration
<b>Discovery</b>	<ul style="list-style-type: none"> <li>Using an Assessment Workshop, define business drivers and success metrics.</li> </ul>	<ul style="list-style-type: none"> <li>Discuss key challenges, business processes and governance, evaluate your appetite for cloud.</li> </ul>
<b>Analysis &amp; Client Review</b>	<ul style="list-style-type: none"> <li>Showcase system demo with an understanding of current challenges and resolutions in Oracle Cloud.</li> <li>Conduct capability mapping with customer’s roadmap.</li> <li>Consolidate all findings for creation of high level Implementation Planning milestones.</li> </ul>	<ul style="list-style-type: none"> <li>Understand changes to current business processes to Oracle Cloud and analysis of current high level risks &amp; issues.</li> <li>Review the findings and strategy, understand changes to current system to Oracle Cloud to address Security/compliance issues</li> </ul>
<b>Summarise Findings</b>	<ul style="list-style-type: none"> <li>Success Objectives / Metrics.</li> <li>Oracle Module Capability Mapping to High Level Customer Requirements.</li> </ul>	<ul style="list-style-type: none"> <li>High level Data migration plan in the road map.</li> <li>Current state to Proposed Oracle</li> </ul>

Name	Business Drivers & Outcomes	Technology Architecture & Migration
	<ul style="list-style-type: none"> <li>Define execution Plan with deployment timeline and next steps.</li> </ul>	Architecture.

## Value Proposition

Fujitsu will help customers to determine how they can successfully move to the cloud from their existing solutions, through the clear understanding of the underlying business process and operating models.

The Momentum assessment provides:

- The foundation to allow the customer to start your cloud implementation project.
- Identification of gaps that need to be covered in the business case.

- Understand the maturity of the customers' organisation for the movement to cloud and what still needs to be done.
- Ensure the customer has an understanding the impact of the "adopt not adapt" approach with Oracle Cloud.
- Demonstration of a sample of key processes applicable to the customers' requirements within the Oracle Cloud solution.
- Detailed insight into functional gaps that require an alternative solution.
- Feeds into the customers cloud strategy with insight into the potential benefits of adopting cloud and recommendations to mitigate the challenges of adopting cloud.
- Task list for the customer to address to resolve or investigate issues that need to be addressed in order to migrate successfully.

## Service Deliverables

Fujitsu will provide the customer with the following deliverables:

### Fujitsu Oracle Cloud Readiness Ignite Assessment

A summary report from the findings and meeting with your team that pulls together the following:

- Documented results from the data shared and the workshop we have run.
- A heat map showing where Fujitsu believe the Oracle SaaS offering meets the customers' requirements {and where it doesn't fit as well}.
- A statement of the areas Fujitsu believe the customer needs to do further work to prepare for their cloud journey.
- Options around hybrid solutions if gaps exist.
- High level solution scope diagram showing the future application footprint.
- High level assessment of the security considerations that need further review.
- Recommended next steps.

### Fujitsu Oracle Cloud Readiness Momentum Assessment

Detailed report that covers the following areas:

- Success objectives / metrics –identified success objectives for proposed OracleCloud solutions. This begins with defining the customer strategic imperatives, current state challenges and proposed Oracle Cloud solutions. These strategic imperatives feed into the Success Metrics associated to Product features and capabilities.
- Capability map – A high level mapping of required capabilities to Oracle Cloud. To identify the work stream/modules required to support the strategic business objectives.
- Current state applications to Oracle Cloud Assessment - Evaluate the current system to deployment against Oracle Cloud architecture. As a result of this evaluation, we will provide:
- Current business challenges and how they can be addressed in Oracle Cloud
  - High level Standardisation of key business process demo in Oracle Cloud
  - Executive summary
  - Roadmap document - A roadmap providing a defined set of activities needed prior to commencement of an Oracle Cloud Implementation.
- High Level Implementation plan proposition - The high level plan timeline that, timeline and estimate of resources for the deployment of Oracle Cloud.
- High level assessment of the security considerations that need further review.
- Recommended next steps.

## Pricing

The charge for the Fujitsu Oracle Cloud Readiness Service will be dependent on a number of factors, and we can tailor the service to meet specific customer needs.

As a fixed price offering, we can offer:

- Fujitsu Oracle Cloud Readiness Ignite Assessment
  - price to deliver stated deliverables
  - 3 days at Level 5 – Principle Consultant rate
- Fujitsu Oracle Cloud Readiness Momentum Assessment
  - price to deliver stated deliverables
- Between 5 and 10 days at Level 5 – Principle Consultant rate depending upon the modules in scope {e.g. HCM, ERP, Procurement, Supply Chain, Business Planning, CRM and Business Intelligence}

The day rates for the grades of Fujitsu staff that may be used are set out in the separately published SFIA rate card. However, the overall cost of any Assessment is dependent on the requirements of each individual service and this will be captured in the Statement of Work.

Should any additional effort be required in order to complete work or carry out additional work which is out of the scope of this Service then such additional effort and any applicable charges will be agreed by both parties in the form of a new statement of work.

These charges are exclusive of Value Added Tax (VAT) and any other applicable salestaxes. Customer agrees to pay amounts equal to any VAT or other levy.

The Customer will also reimburse Fujitsu for all reasonable expenses paid or incurred by Fujitsu in connection with the Service.

### G-Cloud Rate Card

Please see Fujitsu's separately published rate card

## 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.

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