Service Definition

Oracle EBusiness Suite Application Migration to OCI

G-Cloud

FUJITSU

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Oracle EBusiness Suite Application Migration to OCI Overview

Fujitsu can help simplify Oracle E-Business Suite upgrades and migrations to the cloud for companies with a lift and shift approach, enabling a faster, safer, and more cost-efficient approach,this can be from 11i or 12.1.x to 12.2.x versions of E-Business Suite. Cloud migration to a suitable Infrastructure as a Service (IaaS) service provider can be considered with or without an upgrade ofE-Business Suite. Fujitsu's offering typically offers an upfront assessment, fast-track testing, long- term maintenance options, training options, and an industrialised approach utilising either offshore or onshore resources.

Fujitsu CloudScale tooling and accelerators help deliver a rapid Oracle ERP cloud migration, a software release or technology upgrade, or help transform the existing business processes by modernising an existing Oracle E-Business Suite implementation. Any or all of thesecan help enable improved planning, forecasting, consolidation, analysis and re-modelling with intelligent management reporting.
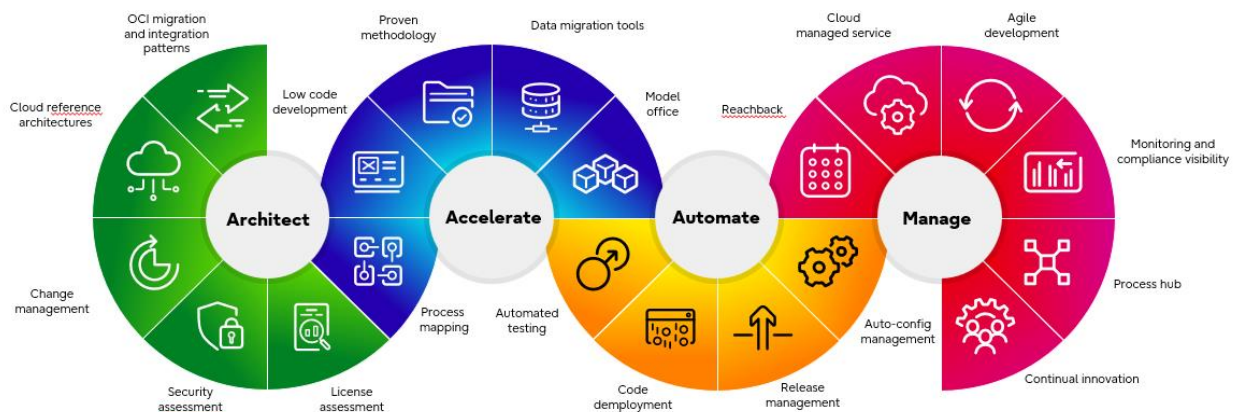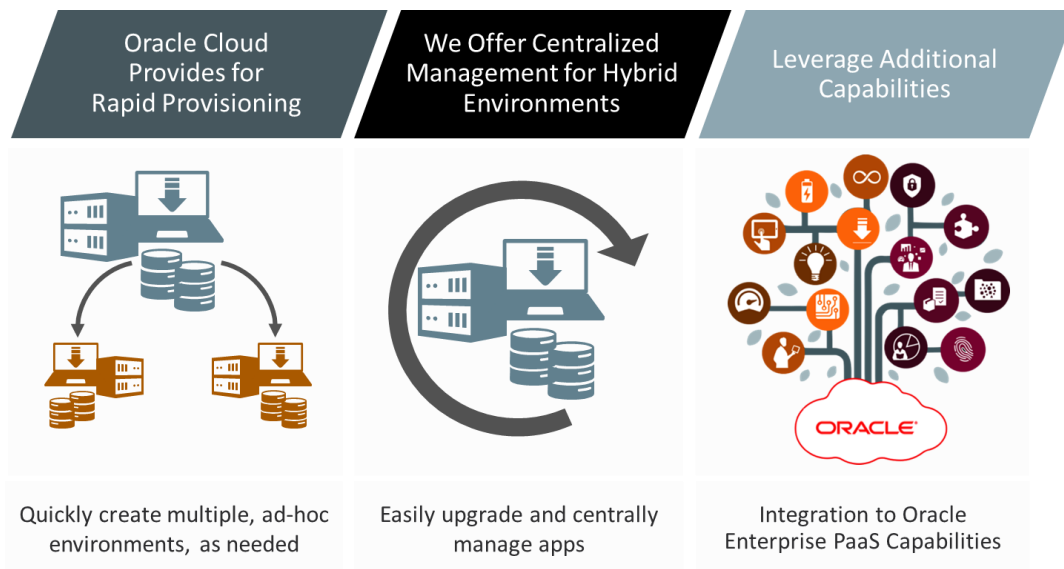

IT Benefits of moving to OCI

- Deepen focus on strategic priorities – not managing hardware and software
- Optimize costs by matching capacity to demand to significantly alleviate the hardwarerefresh / capacity planning vicious cycle
- Take advantage of better performance: Oracle's next generation IaaS performancematches and often exceeds on-premises deployments
- Reduce internal red tape associated with giving Line-of-Business apps custom access toinfrastructure

Business Benefits

- Accelerate business transformation and innovation by getting new AU app instances tomarket quickly
- Automated migration tools speed the process of migrating to the cloud, while preservingapplication customizations
- IaaS provides instant access to resources not infrastructure procurement headaches

- Choice of pricing models provides flexibility (pay-as-you-go) or predictability (monthlycommit and subscription models)
- OCI provides a platform with predictable and peak performance supporting not only AU apps, but workloads from cloud-native to mission critical apps and DBs in the Oracle Cloud
- OCI provides scale that supports larger workloads during peak business / seasonal times

Oracle Cloud Provides for Rapid Provisioning	We Offer Centralized Management for Hybrid Environments	Leverage Additional Capabilities
Quickly create multiple, ad-hoc environments, as needed	Easily upgrade and centrally manage apps	Integration to Oracle Enterprise PaaS Capabilities

Customer Benefits of selecting Fujitsu:

- A Partner who will focuses on the total lifecycle of the solution, the business transformation and ongoing business operations, rather than just the IT implementation.
- The experience that comes with decades of delivering business improvements in backoffice systems, over 600 Oracle implementations globally.
- To work with the Oracle partner who deliver the first cloud back office solution in theUK.
- A low risk of delivery. Our proven and unique approach is based on real-worldexperience.
- End-to-end expertise in cloud and hybrid solutions: from business change to informationmanagement.
- A company who can call upon a wide range of internal expertise for digital businesstransformation, mobile, security, document management, testing and compliance.
- A more secure network connection, as our Hybrid Cloud Connect links Oracle Cloudwith our data centre.
- To work alongside an Oracle Diamond and Cloud Premier partner with deep access intoOracle.
- The benefits of our 30-year long partnership with Oracle, bringing product expertise.
- Access to a truly global blended on/offshore team of Oracle experts.
- Reduced risk to the customer as fewer suppliers are responsible for the serviceprovided to implement the successful project.

Global CSP Partner

Fujitsu is one of only four Global Oracle CSP Partners which allows us to leverage our global capabilities in Oracle expertise as well as the power of additional discounting and rebates on standard Oracle pricing.

Scope

As part of Fujitsu's CloudScale tooling and accelerators means the customer receives a detailed transformation plan to start the migration, which includes:

1. A definitive IT asset view of their current IT estate
2. A high level design of how their future state would look
3. A transformation plan to move from their current state into the recommended future state
4. And a detailed cost (or, optionally, a return on investment projection [this option is rarely askedfor]).

Once the customer gives the go ahead to implement the Oracle EBS Application migration a detailed plan will be delivered and worked on with the customer to agree timelines and milestonesfor a successful delivery.
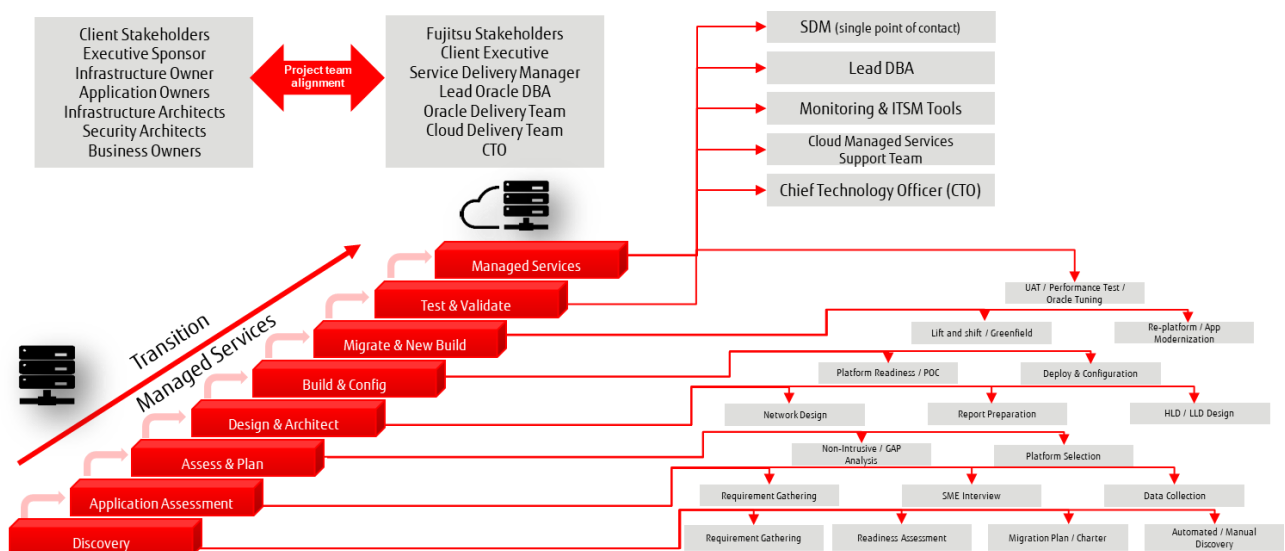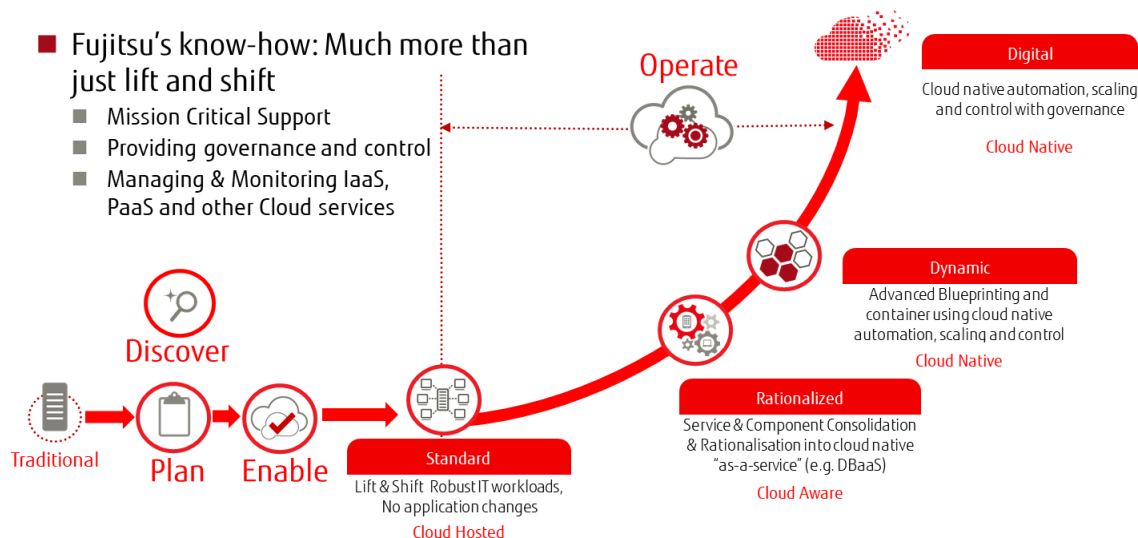
Service Delivery

Service Delivery

Fujitsu's deliverables for an Oracle cloud migration and/or an upgrade project can incorporate workshops to understand new functionality and its impact on existing customised features and hownew functionality may be exploited to help add value to the organisation. Technical activities may include migration to or upgrade of some or all of the components, typically: Suitable IaaS cloud provider, operating system, the database layer, applications layer and existing data as necessary. Cloud migrations and upgrades also include testing of new systems and functionality and a migration path to the live system.

The assessment of our buyer's existing application landscape assists Fujitsu in making an informed basis to agree whether an upgrade will be sufficient or a modernisation considering a cloud migration is required. Fujitsu can perform an assessment based on factors comprising of:

1. Set-Up & Strategy – does the existing implementation meet business requirements as they haveevolved over time?

2. Module Redundancy – have the currently deployed application modules significantly changed orhas complicated configuration significantly changed their original vanilla functionality?

3. System State – how comprehensive and clean is the application data and how much of it is stillimportant?

4. Scalability and Resilience – Does the existing infrastructure meet the current business needs, isa move to new infrastructure or a move to the cloud as an IaaS service need to be considered.

On-boarding and Off-Boarding Processes

On-boarding

- End to end Governance leadership provided for customer with Service DeliveryManager (OCI IaaS, PaaS and SaaS) and Oracle Lead DBA (Application and Database expertise)
- Chief Technology Officer provides customer as a partner for architecture design &innovation
- Fujitsu OCI Managed Services and Oracle DBA Services – 24x7 support for customer
- Fujitsu Level 2 and Level 3 Service Management fully aligned with customer's Level 1Service Desk
- Maintenance of Standard Operating Procedures manual and Disaster Recovery Plan
- Proactive & Predictive Monitoring of OCI, Applications and Databases
- Full Disaster Recovery support including annual testing of RPO/RTO objectives
- Weekly, monthly and quarterly operational reporting for End to end performance andcapacity management
- Continuous Service Improvement enabled through customer feedback andmeasurement of agreed KPIs

Fujitsu has a solution to support organisations in the cloud:

- It is not just about the re-active task of managing tickets or dealing with Oracle Support;
- It is forward-looking and based on cloud principles - agile, fast to act, consumption-based;
- It addresses how we deal with fault management and configuration management;
- Effective Environment management is now a critical activity;
- Identification and adoption of new functionality should now be top of your list ofpriorities.

Fujitsu delivers across a wide range of services needed to support your solution, your IT environment, your business processes and the interfaces or customisations that make your solution unique, across many software providers. Here are examples of the services we offer to many of our customer.
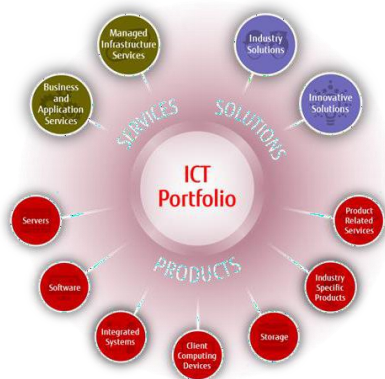
Fujitsu portfolio of services and products can be used to build the exact service needed by each customer.
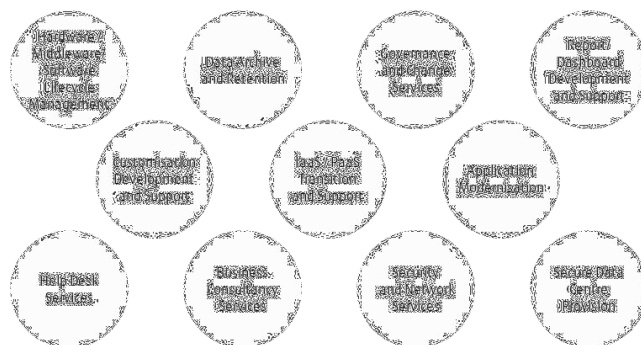
Fujitsu invests circa £2bn annually to make sure we are at the leading edge of innovation for our customers. The Fujitsu Technology and Service Vision sets out the journey we can take together to create a different future, to inspire you and help you achieve the success needed.

The concept behind this service is to ensure that we understand your business, and by so doing, the service we provide will not only meet the highest levels of security, availability and service but will also complement your business. This ensures that your investment in Oracle applications and technology is always providing business value. With a System Integrator heritage, Fujitsu can alsoprovide operational ownership of all service components extending beyond the Oracle Cloud solution to the provision of a complete end-to-end ITIL-compliant Managed Service including Hosting, Networks, Service Desk and Application Management Services for your entire IT estate.

Fujitsu can simplify and optimise the day to day operational management of your application support, providing a cost-effective service that will be highly responsive to business change. TheFujtisu service is designed to complement the Oracle Cloud Support Agreement, and clients benefit from Fujitsu's deep Oracle product and service deployment expertise as well as the experience of a Global Platinum Oracle partner managing the support relationship with Oracle Corporation.

Off-Boarding

Not Part of this offering

Data migration

Not Part of this offering

Service Levels

Not Applicable

Commercial

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 that the payment applies to.

Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of an Oracle Cloud Implementation Service opportunity. 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 SoW/Cal Off Form, 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 any 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 an Oracle Cloud Implementation Service is subject to the following dependencies upon the Customer:

- Procurement of the Oracle SaaS environments and application support licenses;
- Provide any licenses needed for third party applications

Participating in the initial scoping and planning activity;

- Participation at workshops to support the solution process;

- Participation as Cloud Adoption workshops;
- Providing a suitable middleware solution to support the integration design;
- Providing empowered resource to participate in any knowledge transfer sessions/workshops required, making decisions around the solution in a timely manneras indicated in the SoW/Call Off Form;
- Provide expert resource to extract and convert legacy data into the required format;
- Provide expert resource to deliver interfaces design and configuration activities;
- Provide testing resource to test the solution during the project implementation cycle;
- To provide training resource to support the roll out of the solution;
- Providing resources to complete and sign off transition deliverables, acceptance intoservice and plans to the timescale agreed in the plan;
- Affording Fujitsu staff all reasonable access to available information describing thefuture state operating model;
- Providing expert resource around the customer's specific data security and governancerequirements.
- Provision of a suitable working environment to support the project team.

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 theService result from the Customer's failure in relation to the above dependencies, Fujitsu shall beentitled to amend the Service, Schedule and/or Charges with no liability and shall be entitled to charge the Customer for any cost incurred as a result.

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Oracle Cloud Implementation Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from theCustomer'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 theobligations described above Fujitsu reserve the right to amend the Charges.

Technical Requirements
Specific Technical Requirements will be identified during Solution Design.

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 theService 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 onphase 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 aretherefore not included within this Service Definition:

- Existing Oracle solution upgrades;
- Legacy decommissioning;
- Data archive creation;
- Enterprise reporting outside of Oracle Transactional Business Intelligence standardreports;
- Detailed design and implementation of any add on services outside of the solutionscope;
- First line and second line support post implementation;
- 3rd line support unless specifically included in the Statement of Work as part of theongoing support service;
- Fourth line support that would be provided by Oracle;
- Service desk provision;
- Cloud machine on premise implementations.

Service exclusions

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

- Information assurance - Impact Level (IL) at which the G-Cloud Service is accredited tohold and process information

  This is not relevant for these Professional Services.

- Details of the level of backup/restore and disaster recovery that will be providedThis is not relevant for these Professional Services.

- On-boarding and Off-boarding processes/scope etc.

  This is not relevant for these Professional Services.

- Financial recompense model for not meeting service levelsThis is not relevant for these Professional Services.

- Training

  Outside of train the trainer support, plus training needs analysis is this option is taken,this is not relevant for these Professional Services.

- Trial Service

  This is not relevant for these Professional Services.

- Data restoration / service migration

  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
1st Line Support	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 2nd Line support group.
2nd Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application sourcecode. 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.
3rd Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via 2nd Line. The primary responsibility of the 3rd Line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
4th 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.
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.

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.