

Beyond Systems Limited

Service Definition Document

Beyond Oracle Reporting, Analytics and AI Review and Strategy

Contents

Overview	3
Features	3
Benefits	4
On-boarding and Off-boarding	5
Pricing	5
Service Levels	5
Ordering and Invoicing Process	5
Termination Terms	6

Overview

Many Oracle customers are running Cloud ERP / HCM and have developed reporting in OTBI and BI Publisher. Management need to understand if their OTBI analytics and reporting are helping the business to be more effective, more efficient and delivering the best experience as well as how do current analytics fit in with a corporate analytics/AI strategy?

This process provides a framework to analyse existing Oracle reporting/analytics and provides a roadmap for improvement and to inform a corporate strategy to deliver reporting/analytics excellence across the organisation for all stakeholders.

With AI becoming more prevalent, but also changing very rapidly, we will also review the use and success of AI used within the Oracle ecosystem currently employed by the organisation, and include in the roadmap.

Features

- Functional analysis of coverage, use and satisfaction with current reporting/analysis/AI
- Assessment of data integration needs of additional source systems that are needed to be integrated
- Review of current “corporate” reporting and analysis tools used
- Technical analysis of performance of OTBI analytics and BIP reports

- Assessment of existing strategy and progress to vision
- Assessment of the current challenges that are needed to be met by analytics/reporting
- Assessment of the delivery team capacity and capability
- Benchmarking of the users' ability to self-serve and operate delivered content
- Roadmap, including recommendations for tools, techniques, governance, training, etc with goals and timescales

Benefits

- Understand the usage and effectivity of current Oracle reporting and AI
- Understand the essential needs of the users, the capability of the platforms and the ability of delivery teams to execute
- Understanding of the positioning and alignment current analytics to strategy and strategy to achieving goals
- Understanding of any gaps between the current situation and where the organisation needs to be to effectively execute strategy
- Creation of a roadmap for improvement of existing analytics/AI and alignment to corporate strategy and tools

On-boarding and Off-boarding

At the forefront of our consulting engagement model is ensuring the requirements, objectives and scope of an engagement are mutually understood and documented prior to any project commencing. A thorough handover of project materials and knowledge transfer to in-house staff is carried out at the end of any project.

Pricing

See the pricing document.

Service Levels

Our standard cover for support is Monday to Friday 09.00-17.00, however for support coverage required out of these hours, we would be happy to discuss and tailor to the individual requirements and needs of the customer.

Ordering and Invoicing Process

Ordering is processed according to the terms agreed at the time of acceptance. Typically, this will involve client acceptance by way of purchase order from a written proposal for the work stating deliverables, costs, and timescales.

Beyond's payment terms are 30 calendar days from the date of the invoice.

Termination Terms

These are included in our Terms and Conditions document.