

Beyond Systems Limited

Service Definition Document

**Oracle AI Advisory, Build and Managed Service on OCI and Oracle Cloud
Applications**

Contents

Overview	4
Scope of Services	4
Advisory: AI strategy and discovery	5
Design: solution, data and architecture.....	6
Build: AI development and integration	7
Managed service: support and continuous improvement.....	9
Typical public sector use-cases	9
Security, data protection and compliance.....	10
Features	11
Benefits	11
On-boarding and Off-boarding	12
Pricing (High Level)	13
Technical Requirements.....	13

Service Levels 14

Ordering and Invoicing Process 14

Termination Terms 14

Overview

This service helps UK public sector organisations **plan, design, build and run** practical AI solutions using:

Oracle Cloud Infrastructure (OCI) Generative AI and AI services – fully managed large language models for chat, summarisation, document processing and more

Oracle AI for Fusion Applications, including **AI Agent Studio**, to configure, extend and develop new embedded AI agents in Oracle Fusion Cloud ERP/HCM/SCM/EPM/CX

The service is designed for organisations that:

Want to introduce AI in a **governed, auditable** way

Need a partner who can **advise, build and provide ongoing managed service**, not just proof-of-concepts.

We focus on AI that **enhances business processes** – not standalone experiments – with clear human-in-the-loop review and alignment to UK data protection law.

Scope of Services

Customers can take individual components or the full end-to-end lifecycle.

Advisory: AI strategy and discovery

Objective: Identify realistic, safe, high-value AI opportunities using your existing Oracle estate.

Typical activities:

- Review of current Oracle footprint (Fusion, OCI, APEX, data platforms, integrations)
- AI awareness and use-case workshops with business and IT stakeholders
- Identification and scoring of candidate use cases by **business value, feasibility, risk and data readiness**
- Initial view of architecture options (Fusion AI agents, OCI Generative AI, APEX front-end)
- Development of AI Agents from templates/new based around customer objectives.

Outputs:

- AI opportunity map and prioritised use-case backlog
- Recommended “first wave” pilots / quick wins
- High-level roadmap and implementation options

Design: solution, data and architecture

Objective: Turn priority use cases into implementable, supportable AI solutions.

Typical activities:

- Design of AI patterns using:
 - **OCI Generative AI** for chat, knowledge search, summarisation, redaction, classification etc.
 - **OCI Generative AI Agents** for virtual agents and multi-step workflows
 - **AI Agent Studio for Fusion** to extend or create new agents inside Fusion applications.
- Data and RAG (retrieval-augmented generation) design:
 - Which Oracle and non-Oracle data sources will be used
 - How data will be indexed, retrieved and filtered
 - How to minimise exposure of sensitive data
- Security, governance and compliance design:
 - Role-based access aligned to existing Oracle identity/security model
 - Guardrails and policy checks to prevent data leakage or out-of-policy outputs
- Non-functional design:
 - Performance, resilience and monitoring
 - Approach to testing, evaluation and human-in-the-loop review

Outputs:

- Solution architecture and integration design
- Data, security and governance model for AI workloads
- Test plan and evaluation criteria (quality, fairness, robustness, usability)

Build: AI development and integration

Objective: Configure, develop and integrate working AI capabilities into existing systems.

Examples of what can be built:

- **AI copilots for staff**
 - Summarising documents
 - Drafting letters, reports and updates for human approval
 - Answering questions against approved policies, guidance and procedures
- **AI agents in Oracle Fusion (AI Agent Studio)**
 - Configuring and extending pre-built agents for HCM, Finance, Procurement etc.
 - Building new agents or multi-agent workflows to guide users through complex processes, orchestrate tasks and surface insights inside Fusion screens

- **AI-enabled workflow applications outside of Fusion (often using Oracle APEX + OCI AI + Fusion data)**
 - Case-management and triage portals that call OCI Generative AI/Other provider APIs
 - Automation of classification, routing and enrichment of requests or documents
 - Narrative explanations and summaries on top of analytics and KPIs

Typical technical activities:

- Provisioning and configuration of OCI Generative AI (or Non-Oracle) and AI Agents services
- Prompt and template engineering, including evaluation and tuning
- Creating secure connectors to Oracle and non-Oracle data sources
- Integration with Fusion, APEX and other line-of-business systems (e.g. via REST APIs, integration platforms)
- Building administrative dashboards and feedback loops so human reviewers can rate and correct AI outputs

Outputs:

- Working AI features in customer dev/test and production environments
- Source code and configuration (stored in customer-approved repositories)
- Test evidence, deployment runbooks and operational documentation

Managed service: support and continuous improvement

Objective: Keep AI capabilities reliable, safe, cost-effective and improving over time.

Typical elements (tailored per customer):

- Support for AI components on OCI and within Fusion
- Monitoring of AI usage, performance, errors, drift and cost
- Regular prompt/model reviews, tuning and A/B experiments
- Adoption and rollout support for new Oracle AI features and models
- Small change budget (e.g. enhancement requests, new use cases, refinements)

Service management:

- Named service manager
- Regular service reviews (e.g. monthly/quarterly)
- Reporting on incidents, changes, KPIs, risks and cost optimisation

Typical public sector use-cases

Illustrative examples

Finance and procurement (Fusion ERP / EPM):

- AI agents to help budget holders understand variances, trends and forecast changes
- Assistants to summarise supplier performance and key contract clauses

HR and workforce (Fusion HCM):

- Drafting job descriptions, appraisal notes and learning recommendations for manager review
- Agents to guide HR teams through complex policy / case work using your own policies

Citizen-facing or internal services:

- Summarising correspondence and case notes
- Triage of inbound requests and routing with explanations
- Narrative commentary on metrics and dashboards for non-specialist audiences

Security, data protection and compliance

- Solutions are designed to support compliance with **UK GDPR**, Data Protection Act and local information-governance standards.
- Data flows, responsibilities (controller/processor) and retention are agreed with customer information-governance and security teams.
- Logging, monitoring and alerting patterns are agreed

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

Typical onboarding steps:

1. **Kick-off and discovery** – confirm objectives, scope, key stakeholders and timelines.
2. **Access and environment setup** – agree which OCI, Fusion and related environments will be used, plus connectivity/SSO approach.
3. **Initial assessment** – validate candidate use cases and dependencies; confirm any pre-requisite data or integration work.
4. **Pilot definition** – select one or more pilots with clear measures of success and delivery plan.

Timeframes are agreed per engagement and can align with existing programme or change-governance cycles.

If the service is ended:

- All documentation, configuration and code is handed back to the customer

- Knowledge transfer sessions are provided for internal teams or an alternate supplier
- Support is provided (if required) to safely disable, re-platform or retire AI components
- Data is handled in accordance with your retention and destruction policies

Pricing (High Level)

Pricing is provided using the Pricing Document and typically includes:

- **Fixed-price packages** for discovery and initial design
- **Time and materials** for build and integration work
- **Optional call-off days** for advisory and governance support
- **Support / managed service retainers** (with defined SLAs and change budgets)

OCI and Fusion **platform charges (including AI services) are billed by Oracle or your existing supplier** and are not included in our day-rate services.

Technical Requirements

For technical requirements then the customer would be responsible for:

- Oracle Licenses

- Provision of appropriate levels of network access to the application environment/infrastructure when on site

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.