

Beyond Systems Limited

Service Definition Document

Cloud Forecasting and Budget Manager for Oracle ERP

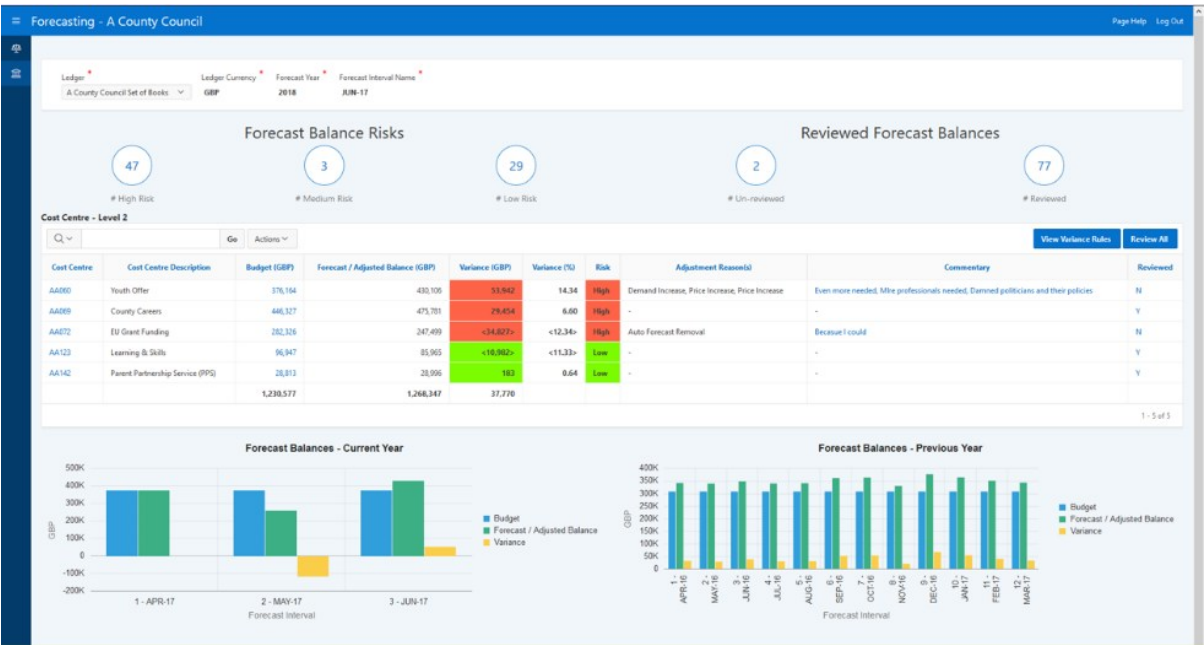
Contents

Overview	4
Features	6
Benefits	6
On-boarding and Off-boarding	7
Pricing	7
Technical Support	7
Operating Hours	8
Service Constraints	8
Service Levels	8
Financial Recompense Model	8
Data Restoration/Service Migration.....	9
Training	9
Ordering and Invoicing Process	9

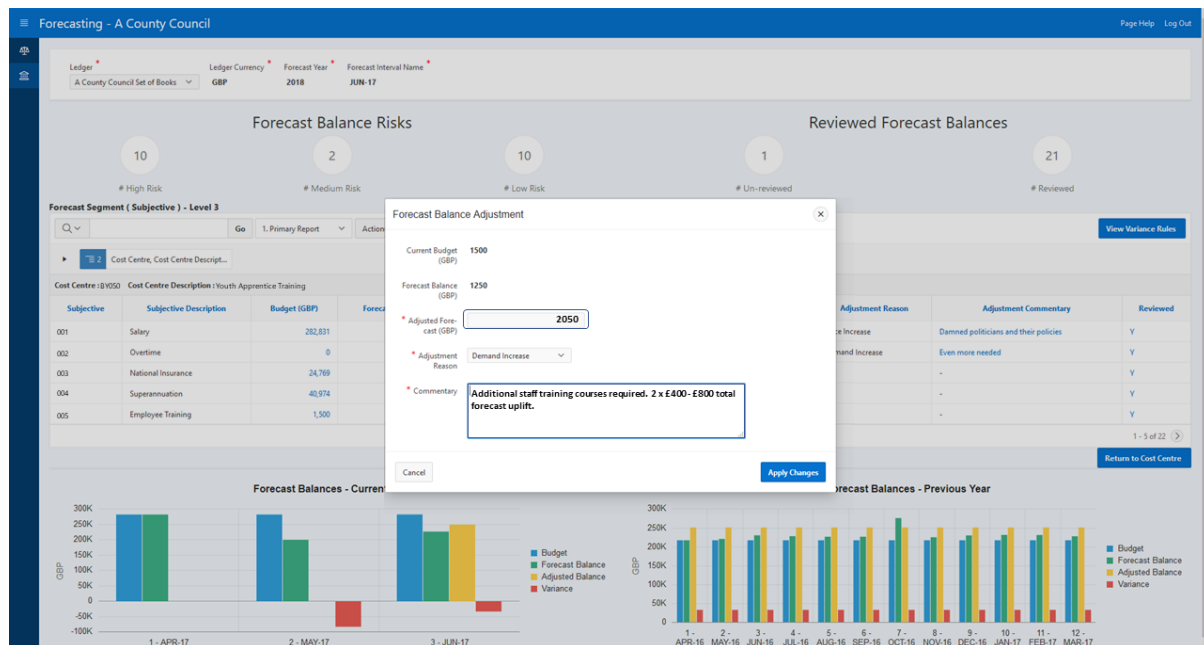
Termination Terms	9
Consumer Responsibilities	10
Technical Requirements.....	10
Trial Service	10

Overview

The Beyond “Cloud Forecasting and Budget Manager Companion for Oracle ERP” is product that is used by large organisations to maintain, manage, and control their financial forecasting and budgeting processes.



It has been designed specifically to integrate with both Oracle’s Cloud ERP and Oracle E-Business. It is simple and easy to use from a business user’s perspective, but at the same time Finance departments can construct complex and innovative forecast models which deliver more accurate and timely forecasts.



As the solution is fully integrated with Oracle E-Business and Oracle Cloud ERP, this is a good fit for customers moving to the cloud.

The application lends itself to organisations wanting to become more self-sufficient and more independent of their finance departments.

Customer branding and colour scheme is available.

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Features

- Forecasts are auto generated via flexible rules engine
- Central Finance controlled workflow
- Forecast formula inclusion / exclusion rules
- Commentary entry at multiple levels
- Budget Managers review and update generated forecasts
- Fully auditable – who has reviewed which forecasts and when
- Cloud or on premises
- Historical forecasts for trend analysis
- Integrated with source ERP security requirements
- News and Announcements Facility for communications

Benefits

- Easy to use and requires little or zero training
- Integrates with Oracle E-Business or Oracle Financials Cloud
- Empowers budget holders to take ownership and accountability
- Time taken to forecast is significantly reduced
- Dramatically improved financial accuracy
- Optimal collaboration between budget manager and finance
- Streamlined forecasting
- Allows information from multiple systems to be brought together

On-boarding and Off-boarding

At the start of the engagement there is a one off on-boarding/implementation process and charge. These are detailed in the pricing document which is based on the number of interface adaptors. An adaptor equates to a one-way interface from one source system to a target system for example taking data from GL Oracle Financials to the Beyond cloud application.

A feasibility study will be carried out prior to the engagement to ensure the customer setup is compatible with our software and an accurate on-boarding charge will be estimated for non-standard implementations.

Pricing

See the pricing document.

Technical Support

For all applications Beyond will provide a basic level of software support during business hours (excluding public holidays and the period between Christmas Day and New Years' Day), Monday to Friday, 9.00am – 5.00pm.

The customer will be expected to provide 1st line support and a documented scenario will need to be produced and reported to Beyond for investigation. Should the customer spawn a fault investigation that is subsequently proven not be a software

error, then Beyond reserve the right to charge for that time consumed to aid the customer investigation.

Operating Hours

Production instance will be available 12 hours a day and the non-production systems will be available 1 week per month.

Service Constraints

As the applications are hosted on an Oracle cloud database, the service constraints are dictated by the Oracle service level agreement for this service.

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.

Financial Recompense Model

Where necessary, Service Levels and outcomes will be agreed with the customer prior to any engagement. Under such circumstances, we would be happy to discuss Financial Recompense Models.

Data Restoration/Service Migration

Data can be imported or exported on request.

Training

Administrator training is included as part of the on-boarding service.

We also provide user application enablement.

All pricing can be found in the pricing document.

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.

Consumer Responsibilities

When preparing for a Specialist Cloud Services engagement, Beyond will make clear the contribution required from the client. This will be in the form of documentation provision, interviews and workshops participation and reviewing results with knowledge transfer where appropriate.

Technical Requirements

For technical requirements, the customer would be responsible for:

The web interface client requires a modern web browser.

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

Trial Service

Not available, however a complete demo can be provided.