

Beyond Systems Limited

Service Definition Document

Beyond Cosmos

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Overview

Cosmos is a cloud data application that liberates data from Oracle Cloud ERP/HCM/EPM into multiple cloud destinations, providing near Real-Time availability of data. Once free, the data can be used to provide valuable applications and reporting / analytics /AI to support and extend the capabilities of the Oracle SaaS functionality. Data is freed through a secure, simple, easy to configure user interface, which enables organisations to get access to their own data very quickly.

Our product provides **security**, **speed** and **ease of use** and is designed to handle large volumes of data.



Customers can access the data through their choice of cloud technology using their own tools (Power BI, Tableau, Oracle Analytics Cloud etc.) accelerating adoption by business users.

The Cosmos engine is the core integration mechanism to move data files from Oracle Fusion to external clouds.

The Data Mart is the data transformation component of the Cosmos engine. The provided data mart is managed by Beyond, who look after the extraction process and monitor the ETL that populates the data mart. This service provides surety over ETL processes and addresses any issues with full and incremental extractions. After the data is extracted, it is then transformed and loaded into a conformed data mart in an Oracle cloud database which is available for querying or consumption via tools of the customer's choice or by additional applications. The data mart is designed for both incremental and full loads, with a schedule that can be tuned to the optimal refresh for the user requirements depending on how near to real time the data is required. The content of the data mart is evolving and the customer is granted access to the latest version and as expansions to capability are added to the core product, the customer receives these as updates as part of the service.

The application is a visualization of the data that has been extracted using an agile cloud platform and can be supplied for different purposes.

Features

- High performance, near real-time extract of cloud ERP/HCM/EPM data
- Transfers ERP/HCM/EPM data into other cloud platforms e.g. Microsoft, Oracle Clouds
- Easy to use screens allow users to quickly choose their own datasets
- Secure data transfer
- Cosmos can be hosted by either the customer or Beyond.

Benefits

- Ability to build a comprehensive data platform for the organization
- Customer access to data without restriction, using tools they know
- AI services of the customer's choice can be used with the data
- Provides the ability to combine new datasets with ERP/HCM/EPM
- Can be used by non-technical people
- Data can be accessed by most common Business Intelligence tools

On-boarding and Off-boarding

At the start of any engagement with a customer there will be a consultation to understand the exact customer requirements.

Once the customer requirements are understood there will be a one off on boarding/implementation charge. The cost for a standard small-scale single source to target implementation is detailed in the pricing document.

For larger more complex implementations, an accurate on-boarding charge will be estimated prior to any contractual agreements.

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.

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.

Training

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

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:

Ensuring customer cloud environment, hardware and operating systems meet necessary minimum requirements.

Provision of appropriate levels of network access to the application environment/infrastructure.

Where Beyond are commissioned to manage a Software as a Service (SaaS), then the licenses would be provided by Beyond and the customer pays a subscription fee for both license and consultancy costs.

Trial Service

Not available, however a demo can be provided.