

Beyond Systems Limited

# **Service Definition Document**

**Oracle Cloud Analytics Accelerator Pack**

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## Overview

From inception to live, for small-medium well-defined projects, supporting in-house skills development.

- Setup of Oracle Analytics and Database in customers' Oracle cloud instance and develop working Oracle Analytics application.
- Hands-on guidance and training to familiarise the customer with the environment.
- Bespoke for each customer, with iterative delivery and agreed programme of work
  - Overview of Analytics session
  - Project Plan and Requirements/Workshops
  - Data Loads
  - Semantic Model/Data Set Creation
  - Self Service Analytics Creation
  - Documentation and Handover

Duration: Fixed 30 days

## Features

- Development of a working Oracle cloud analytics solution
- Hands on guidance and training
- Complete customer involvement in the process ( as required )

## Benefits

- Fast time to value for a well-defined cloud analytics project
- User training and enablement built in helps towards self-sufficiency

## On-boarding and Off-boarding

Our consulting engagement model ensures that 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 excluding public holidays, 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**

Additional training is available on request.

## **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.