

Beyond Systems Limited

Service Definition Document

Oracle APEX Development and Support

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Overview

Beyond Systems designs, builds, and supports Oracle APEX applications that solve real business problems for public sector organisations.

Using Oracle APEX on Oracle Database, deployed on-premises or in the cloud (including Oracle Autonomous Database), we deliver secure, modern applications that extend existing systems, replace manual processes, and provide trusted access to data.

Our service covers the full lifecycle: discovery, design, build, test, go-live, and ongoing support.

What We Deliver Using Oracle APEX

We use Oracle APEX to deliver:

- Modern, secure web applications
- Extensions to Oracle Cloud ERP, HCM and EPM and E-Business
- Replacements for spreadsheet- and email-driven processes
- Replacement for Oracle Forms systems
- Reporting and self-service access to legacy data
- Applications that work on desktop, tablet, and mobile

We can:

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- Deliver a working solution quickly
- Evolve applications in small, low-risk increments
- Keep solutions secure, scalable, and standards-based

You can choose to:

- Ask Beyond Systems to fully own delivery and support, or
- Combine our services with your internal teams

Types of Applications We Build

We design and deliver a wide range of APEX applications, including:

Oracle Cloud and Enterprise Extensions

- Oracle ERP / HCM / EPM extensions (Cloud and EBS on-premises)
- Additional data capture screens and workflows
- Approval and exception-handling tools around standard processes
- New applications that use Oracle Cloud data while keeping core systems "vanilla".

Process, Case and Workflow Management

- Process management tools
- Workflow-driven applications for requests, approvals and tasks
- Internal service and case tracking

- Configurable SLAs and automated notifications

Self-Service and Portals

- Internal/customer facing portals
- Secure role-based access to information as self-service applications

Reporting and Analytics

- Near real-time extracts from cloud systems into secure databases
- Reporting over complex or legacy datasets
- Search, drill-down and export of historical records and images
- Data foundations for analytics and AI use cases

Modernisation and Rationalisation

- Replace Oracle Forms/Spreadsheets/Access systems as modern, browser-based applications
- Consolidate multiple tools into a single governed application

Proven Design Patterns and Accelerators

While each solution is tailored, we reuse proven patterns for:

- Approvals and workflow
- Data imports and validation

- Dashboards and exception reporting
- Multi-organisation and multi-country deployments

We also provide pre-built solutions and accelerators, particularly where sourcing data from Oracle Cloud ERP, HCM or EPM, reducing delivery time and risk.

Outcomes You Can Expect

We focus on measurable business outcomes.

More Efficient Processes

- Replace spreadsheets, emails and manual re-keying
- Introduce controlled, auditable workflows

Better Decisions

- Dashboards and reports using up-to-date data
- Clear exception lists and alerts

User Satisfaction

- Intuitive web applications aligned to real working practices
- Consistent layouts and responsive design

Lower Risk and Improved Governance

- Standardised processes and clear ownership
- Role-based access controls
- Improved data quality and traceability

More Immediate Improvement

- Small, incremental releases
- Rapid adaptation to policy, process or regulatory change

At the start of each engagement, we:

- Agree desired outcomes and KPIs
- Measure delivery and benefits against those outcomes

How We Work

We use a structured but flexible delivery approach, tailored to your governance and culture. We work using agile, iterative delivery in short sprints, but alternatively we can use a traditional waterfall approach.

Discovery and Feasibility

Goal: Confirm that an APEX solution is viable, valuable, and timely.

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We:

- Clarify objectives and success criteria
- Review existing systems, data sources and manual workarounds
- Identify constraints, risks and integration points
- Discuss licensing, security and hosting options

You receive a concise assessment that:

- Confirms feasibility
- Recommends an approach and estimated effort
- Highlights risks, assumptions and dependencies

Detailed Scoping

Goal: Translate requirements into a clear, implementable solution.

We:

- Break requirements into modules and user journeys
- Define functional and technical scope
- Define security, integrations, reporting and analytics
- Outline data models and application design
- Recommend architecture, environments and roles

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The output becomes the baseline for:

- Commercial agreement
- Delivery and governance

Specification and Planning

Goal: Remove ambiguity before development begins.

We produce and review:

- Screen prototypes
- Business rules, validations and workflows
- Interfaces, imports, exports and reports
- Security and authorisation design

We then agree:

- Milestones and priorities
- Environments and testing approach
- Governance, reporting and communications

APEX Development

Goal: Build a secure, performant solution aligned to the agreed design.

We:

- Develop APEX pages, processes and validations
- Implement role-based security and authentication (e.g. SSO)
- Integrate with Oracle Cloud, E-Business Suite and other systems
- Deliver reports, dashboards and exports
- Apply branding and UX standards where required

Delivery is typically phased, with:

- Regular demonstrations
- Early user feedback
- Faster delivery of high-value features

Testing and User Acceptance

Goal: Ensure the solution is robust, secure and user-friendly.

We:

- Perform functional, integration and technical testing
- Support UAT planning and execution

- Resolve defects and prepare for go-live

Optional pilot phases allow:

- Early validation
- Refinement of user experience
- Reduced deployment risk

Go-Live and Post-Implementation Review

After go-live, we:

- Monitor usage, performance and errors
- Support early-life issues
- Review outcomes against original objectives
- Capture enhancement and improvement opportunities

Why Choose Beyond Systems

- Oracle Partner with extensive APEX delivery experience
- Strong public and private sector track record
- Deep expertise extending Oracle Cloud ERP/HCM/EPM and E-Business Suite
- Proven delivery for complex, multi-country environments

- Focus on outcomes, governance and long-term value

With Beyond Systems, you get:

- A well-designed Oracle APEX solution tailored to how your organisation works
- Clear governance, support and continuous improvement
- Confidence that measurable business value will be delivered and sustained

Features

- Design, build and support of Oracle APEX applications
- Delivery on Oracle Database (on-premises or cloud, including Autonomous Database)
- Extensions to Oracle Cloud ERP, HCM and EPM
- Replacement of spreadsheet- and email-driven processes
- Modernisation of Oracle Forms and E-Business Suite functionality
- Reporting and self-service access to legacy and archival data
- Responsive web applications for desktop, tablet and mobile
- Secure, role-based access and integration with corporate identity providers
- Workflow, approvals and exception-handling functionality
- Configurable dashboards, reports and exports
- Integration with Oracle Cloud, E-Business Suite and other enterprise systems
- Phased delivery using agile or waterfall approaches
- Ongoing application support and managed services

Benefits

- Faster delivery of working applications using low-code development
- Reduced reliance on spreadsheets, emails and manual re-keying
- Improved data quality, auditability and process control
- Better decision-making through timely reporting and clear exception handling
- Lower delivery and change risk through incremental releases
- Applications that match real business processes and user needs
- Improved user experience through intuitive, browser-based interfaces
- Scalable and secure solutions built on supported Oracle technology
- Reduced technical debt through modernisation of legacy tools
- Flexibility to combine supplier delivery with internal teams
- Confidence that solutions are supportable and sustainable long-term

On-boarding and Off-boarding

To deliver effectively, we typically ask you to provide:

- Access to relevant environments and systems
- Participation in discovery, design and UAT
- Business owners and subject matter experts
- Required Oracle and third-party licences

Alternatively, we can host solutions on our Oracle Cloud platform if required

Responsibilities are clearly defined and agreed.

Pricing

See the pricing document.

Ongoing Support and Managed Service

Beyond Systems provides ongoing support and continuous improvement, including:

- 1st and 2nd line support
- Incident investigation and resolution
- Performance tuning and optimisation
- Support through APEX, database and Oracle Cloud upgrades
- Security reviews and remediation

We also provide training for:

- End users
- Super users
- Internal development teams

Support models are flexible and can include:

- Defined hours of cover
- Response and resolution targets

- Change and innovation budgets

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.

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.

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.