

Brovanture Ltd – G-Cloud 15 Description of Services

Implementation, Consulting, Training and Support for

Oracle Hyperion EPM Managed Cloud Service

Hosting of client's existing Oracle Hyperion on-premises EPM applications



HM Government
G-Cloud
Supplier

ORACLE

Partner

ORACLE NETSUITE
Solution Provider

brovAnture

a fresh approach to EPM,
ERP & Analytics success

Table of Contents

1.	Oracle Hyperion Enterprise Performance Management (EPM)	3
2.	Brovanture Services for Oracle Hyperion EPM Managed Cloud Service	4
2.1.	Services Summary	4
2.1.1.	Brovanture Managed Cloud Services	4
2.1.2.	Brovanture Cloud Migration Planning	4
2.1.3.	Brovanture Cloud Set-up and Migration	5
2.1.4.	Brovanture Cloud Security Services	5
2.1.5.	Brovanture Quality Assurance and Performance Services	6
2.1.6.	Brovanture Cloud Training	7
2.1.7.	Brovanture On-Going Support	7
2.2.	Migration and Hosting – Making the best better	8
2.3.	Implementation - Together we Deliver Success	8
2.4.	Consulting - Answers and Solutions	9
2.5.	Training – leverage our expertise	10
2.6.	Support - expert help, when you need it	10
3.	Delivering 21st Century Oracle Hyperion EPM Hosting	11
4.	Brovanture Oracle Hyperion EPM Managed Cloud Solution	13
5.	Brovanture Support	13
6.	About Brovanture	15

1. Oracle Hyperion Enterprise Performance Management (EPM)

Oracle Hyperion EPM is still a widely used EPM solution. Many organisations have invested significantly in the software licences, implementation, training and support for this solution and wish to continue using it to maximise the return on the investment already made. The downside of doing this is they will have to continue to maintain and support existing hardware and operating software infrastructures at a time when they may well be moving to a cloud strategy.

Brovanture's Oracle Hyperion EPM Managed Cloud Service is designed specifically to solve this problem. A client's entire, or partial, on-premises Oracle Hyperion EPM estate can be moved to this hosting service, completely removing the need within the client's internal IT infrastructure for the solution, other than individual user client machines.

The major advantage of this solution, apart from the potential cost savings, is that Brovanture, a Certified Oracle Partner, has market leading expertise in the Oracle Hyperion EPM on-premises applications. Therefore, Brovanture can ensure a smooth transition of the solution and then advise and provide continuing support once this is complete. Clients have just one number to call to get the service and support they need whatever the question or issue they may have about their Oracle Hyperion EPM applications and hosting.

2. Brovanture Services for Oracle Hyperion EPM Managed Cloud Service

Brovanture offers a configurable mix of services designed specifically for the successful hosting set up and continued use of Oracle Hyperion EPM on-premises applications. These services are designed for the fast, reliable and cost-effective enablement for line-of-business teams in both large and small public sector organisations, at an agreed fixed cost.

2.1. Services Summary

2.1.1. Brovanture Managed Cloud Services

Oracle Cloud software solutions are hosted exclusively in Oracle Cloud data centres with the option for the specification of defined geographic locations and commercial or sovereign cloud provision. Oracle is responsible for the provision of these services but as a certified Oracle Partner Brovanture works with Oracle and our clients to manage all aspects of the services.

The client contracts directly with Oracle for the provision of the Oracle Cloud software solutions but through our consulting, implementation, training and support services works with Brovanture to ensure the successful set-up and continued operation of the solution. Typical services provided by Brovanture working with Oracle depending on the requirements of the client and the agreed contract are:

- Operational management of cloud resources
- Monitoring, maintenance and support of cloud software and infrastructure
- Service monitoring and incident/response capabilities
- Support across networking, operating systems, application layers, and wider digital service
- Proactive optimisation, cost management, and tailored service levels (SLAs)
- Support for cloud design, deployment and continuous improvement

2.1.2. Brovanture Cloud Migration Planning

Brovanture provides consulting, implementation, training and support services to help clients prepare for and define how they will transition from existing processes, applications, data, workloads and services within existing on-premises or legacy environments to Oracle Cloud EPM. The focus of this process is to ensure, at all stages, it supports organisational goals, risk management, security, governance, and service delivery needs.

Aspects of Brovanture's cloud migration planning service include:

1. Assessing Needs and Current Systems

Understanding a client's existing systems, applications, data, and dependencies before deciding what to migrate. This assessment informs the plan's scope and priorities.

2. Aligning With Strategy

Researching and ensuring alignment with organisational goals, security requirements, commercial considerations, and governance processes.

3. Risk, Security and Compliance Considerations

Evaluating and addressing security and data compliance risks (e.g., data residency and protections) before, during, and after the implementation.

4. Multidisciplinary Collaboration

Involving working groups from technical, commercial, security and business stakeholders to ensure that the plan is practical, safe and delivers value.

5. Sequencing and Prioritisation

Extensive project planning to; prioritise workloads, define migration phases, schedule timing, and identify dependencies so that migration is ordered, predictable and successful.

2.1.3. BrovAnture Cloud Set-up and Migration**Set-up**

Having developed with the client an agreed migration plan BrovAnture, based on its extensive experience of Oracle Cloud EPM software solutions will propose and undertake initial configuration and provisioning of the service. This will include:

- assessing organisational needs and selecting appropriate set up parameters
- establishing cloud accounts, access, identity and permissions, networking, and foundational security controls
- provisioning appropriate cloud services according to strategy and compliance requirements

The objective of this is to ensure the service will run securely and effectively.

Migration

Migration to Oracle Cloud and to the new client software solution will never be a simple 'lift and shift' of software to the cloud. It involves configuring and set up to meet a client's specific requirements. Therefore, the actual migration requires a wide range of activities including user acceptance testing, data migration and parallel running. As part of this BrovAnture works with the client to:

- Evaluate what should and can be migrated
- Assess security, compliance, and business risks
- Choose the appropriate migration approach
- Execute the transfer to the Oracle Cloud software solution and verifying result
- Manage any hybrid or transitional state that may exist during the migration

2.1.4. BrovAnture Cloud Security Services

Throughout our engagement with a client BrovAnture will assess the client's security requirements and propose protections, controls, and services applied to the Oracle Cloud EPM environment to safeguard data, applications and infrastructure, manage risk, and ensure compliance with appropriate government security standards and outcomes.

This will include:

1. Security-by-Design and Secure Configuration

Oracle Cloud EPM will be set up and its use proposed in ways that incorporate security controls from the start. This means applying secure defaults and embedding security considerations throughout the solution lifecycle.

2. Protection of Data and Access

Oracle Cloud provides encryption (both at rest and in transit), strong identity and access controls, and segregation of users and workloads.

3. Operational Security

Oracle Cloud services provided by the hosting party, Oracle, provides threat monitoring, vulnerability management, patching, incident detection and response

4. Governance, Risk and Compliance

Oracle Cloud services support ongoing risk management, compliance with legal and regulatory obligations

5. Alignment with Security Principles

Services such as Oracle Cloud are covered by a wide range of security accreditations held by Oracle. In addition, Brovanture is certified for Cyber Essentials, ISO27001, and ISO9001.

2.1.5. Brovanture Quality Assurance and Performance Services

Brovanture provides services to assure clients that our work, consulting, implementation, training and support of Oracle Cloud EPM meets defined standards for quality, reliability and performance, and that they are tested, measured and verified against those criteria before release to a client or during operation. Brovanture is certified for ISO27001 and ISO 9001 and barriers out the following services where requested by the client:

Quality Assurance (QA)

- Planned, systematic examination and validation of outputs against requirements
- Establishing and following structured QA frameworks and processes
- Reviews and documentation of quality throughout the delivery lifecycle

Performance Services

- Performance testing
- Benchmarking of application and infrastructure performance
- Monitoring and reporting on service performance metrics
- Optimisation recommendations to improve performance and responsiveness.

Testing and Verification

- Functional testing to verify a system behaves as expected
- Non-functional testing such as security, load and endurance testing
- Operational acceptance testing to ensure readiness before go-live

Reporting and Assurance Outputs

Brovanture works with the client team to ensure and document the quality standards and performance requirements have been met.

2.1.6. Brovanture Cloud Training

Brovanture provides client specific learning, skills development and capability building activities that help client admis, users and teams to gain the knowledge and competence needed to adopt, manage, secure and use Oracle Cloud EPM effectively. This includes:

1. Skills and Knowledge Development

Users are trained to understand Oracle Cloud EPM fundamentals, architecture, and how it differs from on-premises EPM.

2. Practical Competence for Adoption and Use

Training sessions to equip users and admin staff to manage, operate, secure and optimise Oracle Cloud EPM

3. Supporting Organisational Cloud Strategy

Train the trainer and admin user training ensures that clients can build internal capability to execute their cloud strategies, manage migrations, govern cloud services and improve delivery outcomes.

4. Cross-Functional Capability Building

Working in conjunction with the client team training can the implications of Oracle Cloud EPM to commercial, governance, security and operational areas.

2.1.7. Brovanture On-Going Support

Brovanture provides ongoing assistance, help and operational support for Oracle Cloud EPM to users and organisations to keep the solution functioning effectively over time. This includes support before, during and after service delivery and is tailored to meet the client's specific requirements both for services required, their structure and pricing. Brovanture's support services include:

- Helpdesk and user support - both Tier 1 and Tier 2(e.g., resolving issues users encounter)
- Operational assistance (fixing faults, managing incidents)
- Maintenance and updates (ensuring services are up-to-date and continue to meet requirements)
- On-going training courses (included as part of our support contracts}
- Support for continuity (helping manage cloud environments as needs evolve)
- Software modification and change projects are included using support time purchased

Full details of our support are provided later in this document.

2.2. Migration and Hosting – Making the best better

Oracle Hyperion market leading on-premises EPM solutions combined with Brovanture's 20 plus years of experience of consulting and supporting them will ensure your organisation gets the best results and value for money.

Migrate and upgrade without disruption – migrate with confidence and upgrade if you wish. Take advantage of the latest functionality and ensure support and product compatibility with the latest releases of desktop software.

- Leverage the extensive migration and upgrade experience of the Oracle Hyperion certified Brovanture team
- Supplement your resources with ours to ensure a timely migration and upgrades
- Apply our proven migration and upgrade processes to ensure your success

Flexible hosting - improve performance and flexibility with a robust, enterprise-level platform to host your critical financial applications.

- Benefit from a platform and service specifically designed for Oracle Hyperion applications
- Specific security, tuning and customisation adds value beyond traditional hosting services
- Flexibility includes hybrid hosting, secure SaaS backups and on-premises to Cloud integration

Trusted support - get the answers and solutions you need to keep your Oracle Hyperion EPM applications running smoothly and effectively.

- Make one call for strategy advice, system or application issues or process suggestions
- Receive proactive communication on application updates and fixes and advice on action to take
- Benefit from Brovanture's direct access to Oracle EPM experts to leverage new functionality and fixes

2.3. Implementation – Together we Deliver Success

In our experience, successful implementations only happen with a 'one' team approach. Our expert consultants integrate and work closely with you to ensure communication, understanding, collaboration and ultimately, an on-time, on-budget and successful implementation.

Our team is your team - all of us at Brovanture view the relationship with you, our client, as a partnership where we are just as committed to the success of your project as your team.

- We measure our success in terms of yours
- Our carefully selected teams deliver excellence and success
- We encourage openness and honesty in all our client relationships

A process that delivers - at Brovanture, we take the project management of your work very seriously. Effective project management increases speed, certainty and ensures cost control.

- Dedicated project management co-ordinates all the disciplines
- Account management ensures your satisfaction and provides guidance in your dealings with Oracle
- An iterative and agile implementation process keeps your project on track and meeting your requirements

Expect success - you require nothing less and so do we. Our culture is based on delivering the highest quality and an absolute dedication to project success.

- Objectives and outcomes are clearly defined and agreed
- Project plans, scope, resources, responsibilities and deliverables are developed with our clients
- We communicate, review and report throughout all our projects

2.4. Consulting – Answers and Solutions

Every one of our consultants is Oracle certified in the products they advise you on. They will also have additional qualifications and the practical experience to provide the answers you need to deliver the best processes and solutions for your organisation.

Certification is the norm - at Brovanture investing in training is our norm. But we go beyond that. We require all our staff to be Oracle certified in the products they work with.

- On average, consultants are certified in at least two products
- Over half of our consultants have recognised finance qualifications
- Continuous learning is actively encouraged and financially supported

Practical and theoretical - too often consultants have all the right theories but little practical experience. Our teaming approach with clients plus their past experiences means our consultants understand both.

- A 'one team' approach means we really understand your organisation
- Our iterative and agile methodology means we stay on track and in the 'real world'
- Regular sharing of experiences within our team enhances overall knowledge

Creative solutions to challenges - our consultants are some of the brightest around. We select them carefully not only on what they have done, but also on what we believe they can achieve. We have not been disappointed yet!

- Difficult challenges, both technical and organisational are what our consultants thrive on
- We specialise in turning around problem applications and implementations
- Our expertise and creative ability have been recognised by Oracle

2.5. Training – leverage our expertise

Delivered by our Oracle and NetSuite certified consultants our training is designed specifically to meet client needs and provide real-world advice. Public courses are also available, for clients to attend and no cost, forever.

Based on the ‘real’ world – our training is not carried out by dedicated ‘trainers’ who last experienced the real-world years ago! We know you want up-to-date and practical training that gives real value.

- All our consultants are trainers and vice versa
- Dedicated training is based on your specific implementation and requirements
- All training is based on and uses the latest version of software

Our training, your way – we are not prescriptive on what and how we deliver. Our aim is to give your organisation the training it needs to ensure success.

- Face to face, on-line, on site, off site we will accommodate your requirements
- On the job, in the classroom, one to one we will deliver what you need
- Back-up help is made available after training has been completed

Free forever – for supported clients we provide a programme of public training courses designed to keep them up to date with software changes.

- Courses cover the latest new features and implications
- Courses are run regularly and can be booked online via our website
- There are no charges for supported clients – yes free forever

2.6. Support – expert help, when you need it

The BrovAnture support team has one goal – to deliver timely, high quality and value for money support when you need it. On support or not, feel free to give us a call as we’re always happy to chat; whether it’s system or application issues, process advice or just about what’s happening in the Oracle EPM and ERP world.

Experts not trainees - unlike many organisations we do not staff our support desk with new starters. We appreciate when you have a problem you need to speak to someone who can really help.

- All our support desk staff are Oracle Certified
- Average tenure of our support team is 3 years
- Average time working with the products they support is 11 years

Service on your doorstep - our support desk is based in our UK office. We do not believe in offshoring this or any of the other services we offer. Local support is better managed and really understands local needs.

- Local support covering local business hours
- Extended support hours available when you need it
- 3 levels of support to meet your specific needs

Value for money - we don't do cheap, or expensive. Our support is focused on giving our clients the best support and value for money available in the market today.

- Flexible pricing related to the service you need
- Experts always only a phone call away
- Call us even if you do not have a contract – we will do our best to help

3. Delivering 21st Century Oracle Hyperion EPM Hosting

It has become apparent that in these highly competitive and difficult times organisations have developed extremely lean IT functions. IT teams have less expertise and time to support an often vast array of products and applications. Plus, they are expected to support the move to new cloud applications that focus on adding new value and insight to the organisation. Brovanture consultants have the experience and knowledge to help clients to really leverage their existing Oracle Hyperion EPM solutions and take load off internal IT departments so they can focus on new projects.

When organisations are ready to move to a new Cloud EPM solution Brovanture can also provide the help and experience clients need having been involved in many successful projects of this type.

Brovanture's Oracle Hyperion EPM Managed Cloud Service include the following:

Environments are hosted on best-of-breed hardware in Oracle's UK Sovereign Cloud and designed by the most experienced EPM infrastructure architects in Europe. Our hosting partner, Oracle (Oracle Cloud Infrastructure), guarantees the best performance whilst also protecting your business-critical information against unauthorised access and ensuring network security and availability.

Oracle Cloud Infrastructure (OCI) is a set of complementary cloud services that enable the building and operating a range of applications and services in a highly available hosted environment. OCI provides high-performance compute capabilities (as physical hardware instances) and storage capacity in a flexible overlay virtual network that is securely accessible from the client's on-premises network.

Backup and Licensing

- Inbuilt automated backup policies native to Oracle Cloud Infrastructure
- Resilient virtual servers host on OCI
- Windows 2022 Server licensing included
- Oracle database licensing included
- Anti-virus licensing included

Hardware Guarantee

- In the unlikely event of hardware failure OCI automatically live migrates the virtual instance to a healthy node
- The nature of virtualisation means that the solution remains resilient even in the event of hardware failure

Secure

- Industry-leading SLA
- Inbuilt secure firewalls and load balancers with fully customised security lists
- ISO-accredited, ultra-secure UK data centres
- A combination of VPN and SSL access ensures that your data is safe and secure

Accreditations

- CSA STAR (Assurance and Risk)
- GSMA SAS-SM (Datacentre Operations)
- ISO 27001 (Information Security)
- ISO 27017 (Cloud Specific Controls)
- ISO 9001 (Quality Management)
- ISO 27018 (Personal Information Controls)
- PCI DSS (Data Security)
- SOC 1, 2, 3 (System and Organisation Controls)
- The full list can be found here: <https://www.oracle.com/corporate/cloud-compliance/>

High Availability and Disaster Recovery

- Flexible options around DR and HA to suit your needs
- Simple effective DR using virtual replication
- More complex Active-Active DR options

Flexibility

- Managed service support is on a rolling hourly contract
- Unused support hours are rolled-over to the next year
- Unused hours can be used for any service including consulting and training

Expertise

- All our support staff are Oracle certified
- Support staff have many years of experience either working with Oracle or as end-users
- All Oracle Hyperion EPM, Oracle EPM Cloud and Oracle Analytics Server components supported

Infrastructure and Functional Support

- Infrastructure experts available to resolve any issues related to configuration or stability

- Direct access to your servers to reduce resolution time
- We provide a “Remote Administrator” service for functional type queries such as user provisioning, FDMEE mappings, Master Data updates etc.

4. Brovanture Oracle Hyperion EPM Managed Cloud Solution

What can you expect with a Brovanture hosted solution?

- **No Hardware:** reduce cost of hardware & software support
- **Scalability:** automatic to meet client needs
- **Automation:** Backups and patches
- **Comprehensive expertise:** 20+ years of best practice in Oracle Hyperion EPM
- **Powerful Analytics:** Dashboards & predictive capabilities give unparalleled insight
- **Affordability:** Fixed price monthly hosting cost
- **Compatibility:** With the latest software solutions such as Microsoft office
- **Rapidly Deployable:** migration and implementation are fast and simple, so you can have an immediate impact on your organisation
- **Easy to Learn:** Training is directly related to your organisation
- **Low Risk:** Your deployment is configured to your needs but is also fixed price

5. Brovanture Support

Brovanture regards support services as a strategic element of our offering so, unlike many of our competitors, we do not use our Service Desk as a training area. As a result, we can guarantee our client support is undertaken by seasoned EPM practitioners.

Brovanture believes that small select teams of highly skilled professionals can deliver excellence and ensure success. Our ability to deliver high value support is directly related to the diversity of the team and we actively recruit people with varied accounting and technical experiences to strengthen this aspect of the business. Along with this we invest in our staff, sponsoring ACCA, CIMA & AAT and selected Open University and Oracle and NetSuite Accreditation courses. For many years we have run a Graduate Training Scheme that has developed expert support consultants, many of whom remain with us today. As a consequence of how we treat and invest in our staff, turnover is very low.

Brovanture is a committed member of the Oracle Partner Network where we have subscribed to the respective Partner Enablement Plans. Every single member of our team has a Certification identifying them as specialists in Oracle products. Many have specialised and are Certified in two or more products.

The team is made up of a mix of technologists and accountants and we include ACCA, CIMA and AAT qualified accountants amongst our ranks. In addition, thanks to the cosmopolitan mix of people in our group, we have skills across multi-GAAP disciplines along with IFRS and fluency in Spanish, French, Italian & Romanian.

We are continually updating our knowledge and expertise across the Oracle product ranges ensuring our consultants can provide consistent and relevant best practice driven capabilities. This includes

an ongoing commitment to comprehensive product training as well as external education opportunities for all our staff. Our direct support is generally conducted in English.

Brovanture agreements are tailor-made and flexible to support our clients' specific requirements. Agreements can cover all areas of EPM & ERP, from support issue resolution and regression testing to functional consulting and training.

Brovanture runs an application support desk based in our office in Guildford, UK. The desk is operational from 08:00 until 17.00 (UK Time) Monday-Friday. Key to our support is the use of Zendesk, an award-winning web-based help desk portal and support ticket system. This can be accessed by our supported clients in addition to calling us.

Some clients like to have extended availability of our support services beyond the standard times particularly during the budgeting season or financial year end. This is available on an ad hoc basis, as and when required. There is an additional fee based on our G-Cloud 15 rates. We ask clients for their finance calendar so that we can have key resources available in preparation, before and during these critical periods. Our support can include defined additional services during period and year end close or budget/planning preparation including virtual process administration. For some clients our services involve a weekly or monthly visit in line with the financial event calendar.

We can operate as a Virtual Systems Administrator managing users, security, iterations, design modification and process/task adjustment. We are often used to back up holidays and maternity/paternity support.

Brovanture application support clients are asked to nominate Brovanture to My Oracle Support. This enables us to act on the client's behalf in dealings with the Oracle Support and the Oracle Product Development team. Constant liaising with the Oracle Technical Support and Product Development teams is an important part of our Helpdesk activity.

The application specific support team typically works in tandem with clients' systems administrators, collaborating on issues and providing guidance and ad hoc consulting to ensure a smooth experience for their end users. In some cases, we are asked to interact directly with the end users as first tier support. We are happy to work either way, the choice is our clients'.

We offer a package of hours that can be used for Service Level Agreement (SLA) support, training and ad hoc consulting on a consumption basis. A typical package would be 100 hours which can be renewed as and when they have been consumed. We issue a support statement monthly to keep clients informed of the work we have been doing on their behalf and the current position on their package. Support is priced based on our G-Cloud 15 rates.

The typical SLA for our standard support (Tier 2) is as per the table below. This is included within the Support Agreement.

Priority	Description	Definition	Target Response	Target Resolution
Severity 1	Business Critical Emergency	Emergency situation in which production is not available or complete business disruption	30 mins	4 hours
Severity 2	Severe Business Impact	A problem, which causes a severe loss of service. There is no acceptable workaround, although one may be used temporarily to prevent a Critical Business Impact.	2 hrs	24 hrs
Severity 3	Medium Business Impact	A problem causes a minor loss of service, but impact is merely inconvenient and a workaround restores functionality	8 hrs	3 days
Severity 4	Low Business Impact	No loss of service and system operation is not affected	2 days	5 days
Request for Information	N/A	There is no impact on the business. The requested information will be provided within a mutually agreed time frame	5 days	10 days

Tier 1 support (direct support for client's users) can be provided where the client does not have, or does not wish to use, its own support desk. This support is provided on a similar basis. Please contact Brovanture to discuss specific Tier 1 requirements and to obtain a customised quote.

6. About Brovanture

Brovanture successfully delivers Enterprise Performance Management (EPM) and Enterprise Resource Planning (ERP) solutions to large and mid-size commercial and public sector organizations, based on Oracle and NetSuite technology. Brovanture is an 'Oracle Certified Service Partner' for Oracle Cloud EPM and Oracle Hyperion solutions, is an accredited supplier with UK Government G-Cloud and has Cyber Essentials, ISO9001, ISO27001 and ISO 14001 accreditations. It was one of the first Oracle Partners to implement Oracle Cloud EPM, both planning and financial close, and continues to be at the forefront implementing and supporting Oracle's cloud technology. In 2025 Brovanture celebrated its 20 anniversary and has completed over 150 successful projects for organisations including The UK Department of Health and Social Care, arqiva, Bird & Bird, Mountstreet Group, discoverIE, HS2, Guy's and St Thomas' NHS Trust and Liberty Global. Brovanture's onshore Helpdesk supports Oracle Cloud, NetSuite and on-premises Hyperion solutions across a wide range of high-profile organisations including Dechra Pharmaceuticals. HM Treasury, National Highways, Hillingdon Council and Applegreen.