

Brovanture Ltd – G-Cloud 15 Description of Services

Implementation, Consulting, Training and Support

Oracle Cloud Database and Analytics Service



HM Government
G-Cloud
Supplier

ORACLE

Partner

ORACLE NETSUITE
Solution Provider

brovAnture

a fresh approach to EPM,
ERP & Analytics success

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1. Oracle Cloud Database and Analytics Service

Brovanture's G-Cloud 15 Oracle Database and Analytics Service encompasses three Oracle Cloud products either individually or in any combination. These products are:

- Oracle Fusion Data Intelligence (FDI)
- Oracle Analytics Cloud (OAC)
- Oracle Cloud Infrastructure (OCI)

2. Oracle Fusion Data Intelligence (FDI)

Oracle Fusion Data Intelligence Platform is a next-generation data, analytics, and AI platform that helps Oracle Fusion Cloud Applications customers achieve better business outcomes by combining data-driven insights with intelligent decisions and actions. This platform, an evolution of the Oracle Fusion Analytics Warehouse product, will deliver business data-as-a-service with automated data pipelines, 360-degree data models for key business entities, rich interactive analytics, AI/ML models, and intelligent applications. All of these out-of-box capabilities run on top of the Oracle Cloud Infrastructure (OCI) Data Lakehouse services, including Oracle Autonomous Database and Oracle Analytics Cloud, which enables full extensibility at the data, analytics, AI/ML, and application layers.

The Oracle Fusion Data Intelligence Platform includes the following out-of-box capabilities that will enable Oracle Fusion Cloud Applications customers to derive the most value out of their data:

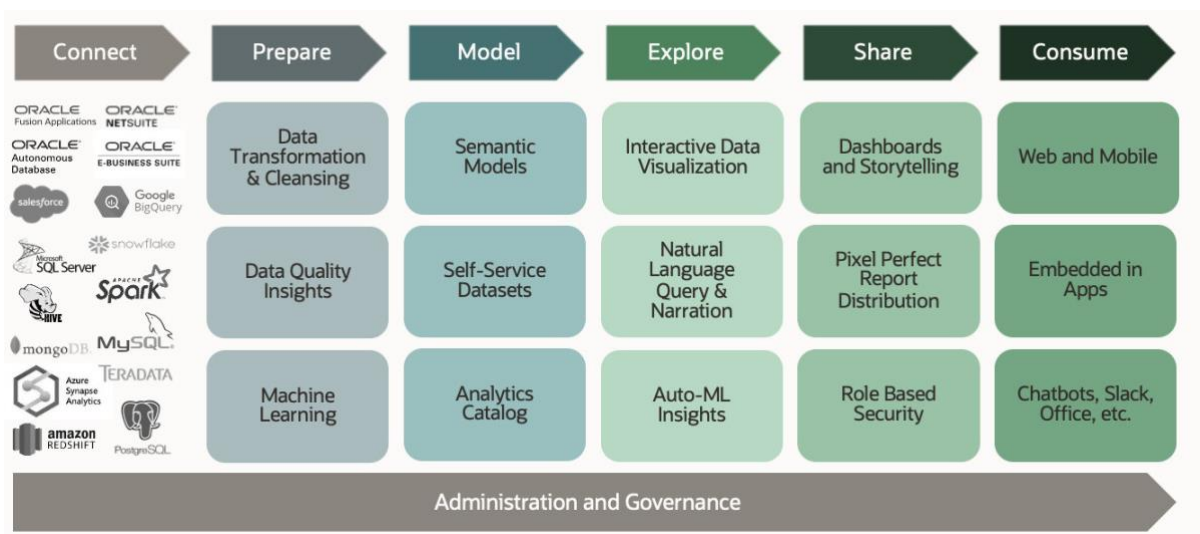
- **360-Degree Data Models:** Will help business users understand how their data relates to business processes and goals by providing them with a clear and consistent representation of their organization's data. By providing a collection of conformed data models based on Oracle Fusion Cloud Applications data and other data sources, the platform will provide organizations with a 360-degree view into various aspects of their business—customers, products, accounts, suppliers, and employees.
- **Prescriptive AI/ML Models:** Will help organizations solve specific business problems by using out-of-box AI/ML models, such as workforce skills assessment and customer payment forecasting, to automate time-consuming tasks and free up employees to focus on more strategic tasks. In addition, large volumes of data can be quickly analysed, uncovering valuable insights and patterns to identify opportunities for business growth and efficiency.
- **Rich Interactive Analytics:** Will help business users interactively explore and visualize their data using out-of-box dashboards, reports, and KPIs. In addition, they can use Analytics Cloud capabilities like natural language query, auto insights, and mobile apps to gain quick access to data and insights.
- **Intelligent Applications:** Will help organizations make more informed decisions faster by leveraging underlying prebuilt data models, AI/ML models, and analytics content. These applications will go beyond insights and recommend intelligent actions that improve business outcomes.

The Oracle Fusion Data Intelligence Platform includes a rich portfolio of out-of-box analytics for Oracle Fusion Cloud Enterprise Resource Planning (ERP), Oracle Fusion Cloud Supply Chain &

Manufacturing (SCM), Oracle Fusion Cloud Human Capital Management (HCM), and Oracle Fusion Cloud Customer Experience (CX). These analytics offerings include:

- **Oracle Fusion ERP Analytics:** New Accounting Hub analytics will provide finance teams with the ability to create a system of insights for accounting data that is sourced from Oracle Accounting Hub sub-ledger applications.
- **Oracle Fusion SCM Analytics:** New Manufacturing analytics will help manufacturers increase productivity by providing timely insights into work order performance; improve shop floor efficiency by quickly detecting anomalies; and continuously optimize plan-to-produce processes by connecting insights across supply chain data.
- **Oracle Fusion HCM Analytics:** New Inferred Skills, Payroll Costing, and Continuous Listening analytics will provide organizational leaders with integrated workforce insights into their employees' skills, payroll trends and anomalies, and the effectiveness of a continuous listening strategy at any given point-in-time.
- **Oracle Fusion CX Analytics:** New Quote-to-Cash analytics will enable users to extend analyses beyond the lead-to-opportunity pipeline by providing insights into how the contract, price, and quote process impacts the overall customer experience.

Oracle Fusion Data Intelligence Platform supports the entire analytics workflow:



- **Data connectivity:** Unify data sources using a wide range of out-of-the-box data connections. Or use JDBC (Java Database Connectivity) for other sources and legacy systems. Access all data, including personal data sets like Excel or CSV, wherever they're located. Securely create, manage and share connections with the team or across the organization.
- **Data preparation:** Ingest, profile, and cleanse data using a variety of algorithms.
- **Data flow:** Transform and aggregate data, and then run machine-learning models at scale.
- **Data modelling:** Develop trusted and governed semantic models to ensure a consistent view of business-critical data. Use semantic models to ensure trusted numbers across the enterprise, regardless of which visualization chosen. Business users can directly join tables through self-service and share self-service data models with their colleagues.

- **Data visualization:** Visualize and explore data, on any device, on-premises, and in the cloud. See the signals in data and make complex ideas engaging, meaningful, and easy to understand.
- **Data discovery:** Subject matter experts can easily collaborate with other business users, blending intelligent analysis at scale and machine learning insights.
- **Data collaboration:** Large organizations and small teams can share data more simply, without the need to manage or consolidate multiple versions of spreadsheets, and quickly perform ad hoc analysis of their spreadsheet data. Data-level security, enables fine-grained access to ensure that your team or users can share reports but see only data they have access to.
- **Data access:** Stay connected with automated delivery of analytics and monitor ongoing business performance from anywhere at any time. Mobile apps learn from unique patterns and data interests to deliver intelligent recommendations for further analysis or data exploration.
- **Data-driven:** Application developers can utilize interfaces that enable them to extend, customize, and embed rich analytic experiences in the application flow.

Oracle Fusion Data Intelligence Platform offers analytics capabilities to all roles within an organization including IT, executives, data engineers, citizen data scientists, business analysts. and business users:

 Data Engineers	 Citizen Data Scientists	 Business Analysts	 Business Users		
Governed Analytics		Self-Service Analytics		Augmented Analytics	
Dashboards	Distributed Reports	Data Preparation	Data Visualization	Voice & Chatbot	Natural Language
Semantic Models	Query Federation	Storytelling	Collaboration	Data Enrichment	1-Click Explain
Role Based Security	Data Export	What-If Analysis	Mobile	Adaptive & Personalized	Machine Learning
Open Connectivity Oracle Cloud Third Party Cloud On-Premises					

- Centralized, governed reporting and analytics together with business-led self-service analytics, while always ensuring consistent and trusted numbers.
- A semantic model that abstracts physical data sources and query languages from business users.
- Built-in, trackable, and repeatable data preparation and enrichment that removes the need for insecure data exports and Excel.

3. Oracle Analytics Cloud (OAC)

The Oracle Analytics platform is a cloud native service that provides the capabilities required to address the entire analytics process including data ingestion and modelling, data preparation and enrichment, and visualization and collaboration, without compromising security and governance. Embedded machine learning and natural language processing technologies help increase productivity and build an analytics-driven culture in organizations. Oracle Analytics Cloud supports a hybrid deployment strategy, providing flexible paths to the cloud.

Oracle Analytics Cloud empowers the entire organization to ask any question of any data across any environment, on any device. It fits into existing ecosystems, enabling analysis in the cloud while also providing easy access to any data source. The result is the best use of all data, no matter where it is. Oracle Analytics Cloud provides a variety of options for intelligent analysis without being overwhelming to deploy and manage, making it an effective way to engage more people in analysis and extend an organization's expertise.

Oracle Analytics Cloud serves all analytics needs, no matter how advanced—or simple. Unlike other products that require compromise between governed, centralized analytics, and self-service, Oracle Analytics Cloud resolves this dilemma with a single solution that incorporates machine learning (ML) and artificial intelligence (AI) into every step of the process. Oracle Analytics Cloud includes the following in a single solution:

Build compelling visual stories using analytics

Visually explore data to create and share compelling stories using Oracle Analytics Cloud. Discover the signals in data that can turn complex relationships into engaging, meaningful, and easy-to-understand communications.

Accelerate the data analytics process and make decisions with actionable information. A code-free, drag-and-drop interface enables anyone in the organization to build interactive data visualizations without specialized skills.

Forge an analytics-driven culture with machine learning

With the volume, variety, and sources of data constantly growing, machine learning (ML) helps users discover unseen patterns or insights from data. ML built into Oracle Analytics Cloud removes human bias and enables users to easily interpret possible outcomes and opportunities. Integrate OCI AI Services for use directly in analytics projects. Everyone—from clickers to coders—can use embedded ML to build custom, business-specific models for better decision-making. Business users do not need special technical or programming skills to use ML. In addition, data scientists, engineers, and developers can accelerate model building, training, and publishing by using the Oracle Autonomous Database environment as a high-performance computing platform with your choice of language, including Python, R, and SQL.

Anywhere, anytime analytics

Stay connected with automated delivery of analytics and ongoing monitoring of business performance from anywhere at any time. The Oracle Mobile app learns from each person's own patterns and data interests to deliver intelligent recommendations for further analyses or data exploration. Use natural language to query data verbally or use search-like patterns in 28 languages. Receive alerts in real time based on different triggers such as when new data or reports become available, a threshold in a metric is reached, or arriving at a specific GPS location.

Any source, any data

Unify data across the organization and from multiple data sources for a complete and consistent view. Oracle Analytics Cloud offers more than 35 out-of-the-box native data connection choices, including JDBC (Java Database Connectivity). Securely create, manage, and share data connections with individuals, teams, or the entire organization. Access data wherever it is located: public cloud, private cloud, on-premises, data lakes, databases, or personal datasets, such as spreadsheets or text-based extracts.

Built-in data preparation and enrichment for any user

Use self-service data preparation to ingest, profile, repair, and extend datasets, local or remote, greatly saving time and reducing errors. Data quality insights provides a quick view of data to identify anomalies and help with corrections. The custom reference knowledge capability enables Oracle Analytics Cloud to identify more business-specific information and make relevant data enrichment recommendations. Build visual dataflows to transform, merge, and enrich data and save results in Oracle Analytics Cloud storage, a connected relational database (e.g. Snowflake or MySQL), or Oracle Essbase.

A scalable, single view of all data for analysis

Gain trusted and consistent information across the enterprise with a business representation of data using a shared semantic model, without compromising governance. Users access data through nontechnical business terms, predefined hierarchies, consistent calculations, and metrics. Create seamless views across data sources visually explore them using native queries that deliver high performance. Easily configure the balance of live and cached connections to ensure high-performance data access. Support multiple data visualization tools, such as Microsoft Power BI, and retain a consistent and trusted view of enterprise metrics.

Capabilities for analytics developers

The analytics developer panel provides detailed technical information about data visualization projects. Identify potential performance issues down to the individual visualization object. View the logical SQL and execution logs to help identify problems. Copy autogenerated HTML code to embed any visualization into other web applications.

Built-in platform usage tracking shows what content is being used and by who. Increase the analytics platform's adoption by proactively updating less-used content and ensuring popular content is

served as quickly as possible. Create a better user experience by safely removing old and unused data and analytics content.

Use the OCI command line interface to operationalize and automate administrative tasks, such as starting, stopping, or scaling the OAC instance.

Reduce risk and control access

Evolving methods of working are demanding more secure data analytics systems. With Oracle Analytics Cloud, the semantic layer and data model ensure that everyone uses a common set of curated data and definitions, thereby reducing inconsistencies. Application and role-based security specify who is authorised to access what. Data-level security enables fine-grained access controls while ensuring that all stakeholders use the same data irrespective of their personalized view and level of access. Plus, native integration with federated identity management systems enables single sign-on (SSO) across applications.

4. Oracle Cloud Infrastructure (OCI)

Oracle Cloud is the first public cloud built from the ground up to be a better cloud for every application. By rethinking core engineering and systems design for cloud computing, its innovations solve problems that clients have with existing public clouds. It accelerates migrations of existing enterprise workloads, deliver better reliability and performance for all applications, and offers the complete services clients need to build innovative cloud applications. There are six key reasons customers are choosing Oracle Cloud Infrastructure (OCI) for all their cloud workloads.

Far easier to migrate critical enterprise workloads

Many enterprise applications are challenging to move to the cloud, as most hyperscale cloud providers were architected on a virtual machine model with resources shared through the compute hypervisor and oversubscribed networks. This older cloud computing architecture makes it difficult for enterprise applications to run at the expected levels of performance and availability without typically significant modification, which adds complexity and risk. Enterprise applications and other performance-sensitive on-premises applications were designed to run best on: scale-up architectures for resource scaling (not scale-out); ultra-low latency networks; persistent connections to relational databases; and clustering of resources for availability. OCI was designed with key cloud technologies to address the requirements of enterprise applications. OCI delivers:

- Off-box virtualisation
- Custom security chips
- Non-Blocking networks
- Flexible infrastructure
- RDMA cluster networking
- L2 network virtualisation

Everything you need to build modern cloud native applications

While OCI is designed to be better for enterprise applications, the same innovations in networking, compute, and storage make cloud native applications more performant, resilient, and scalable. OCI has the broad cloud services and partner ecosystem you need to build production cloud native apps. OCI delivers:

- Interfaces and automation
- API management
- Machine learning
- Serverless
- Databases
- Containers
- Streaming
- Operations

Autonomous services automatically secure, tune, and scale your apps

Autonomous services are designed to automate the patching and performance tuning of the operating system and the database. Misconfiguration and poor optimization can rob an application of its performance, and misapplied security patches can introduce vulnerabilities into the system.

Autonomous services are designed to reduce risk and cost of human error by:

- Automating provisioning of new databases and compute instances
- Automating configuration of user access
- Automating encryption of services
- Automating online patching and updating
- Automating resource scaling as demand changes
- Automating performance tuning

Oracle Cloud provides the most support for hybrid cloud strategies

Oracle designed the architecture of Oracle Cloud to support a wide range of deployment options for customers. Customers can run an entire OCI region from within their data centre, move entire on-premises VMware environments to public cloud regions, or deliver OCI services like Exadata and Roving Edge right to the site of the work needed. Oracle also has a unique interconnection with Microsoft Azure to provide low-latency, unified identity, multi-cloud services in 12 regions around the world. Whether customers have already chosen a primary cloud provider, or are earlier in their cloud adoption, they can modernize their business with the control, performance, and value of OCI's range of hybrid choices:

- Oracle Public regions
- Dedicated regions
- VMware solution
- Exadata Cloud@Customer
- Roving Edge infrastructure
- Microsoft Azure interconnect

Oracle approach to security—built in, on by default, at no extra charge

When building the next-generation cloud, Oracle didn't just improve the architecture, but also improved key attributes such as security. In most public clouds, apps are built, then as they become larger and more functional, security is bolted on to the application and the services that run it. Securing every application requires a host of different services, often with different pricing per service. For OCI, Oracle designed security into the core experience from the start of application build or migration, and most of the security tooling free as part of each environment. OCI delivers:

- More security by default
- Auto detection and remediation
- Automatic database and data protection
- Most security services are built in at no extra charge

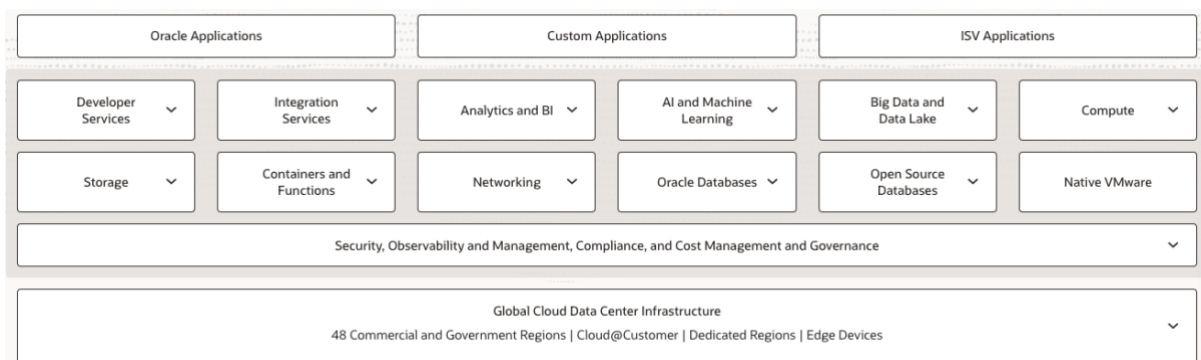
OCI offers superior price-performance

In designing Oracle Cloud, Oracle wanted a cloud that performed better for every application, but also had better price-performance. To do this, they have made pricing globally consistent, where the cost for a compute or storage service is consistently low across all regions to simplify adoption. Their pricing is competitive without requiring clients to make significant, multiyear commitments. Core cloud capabilities, such as security and container management is included in the cost of compute, not as an add-on charge. Also included are built better performing networks, but also priced the movement of data out of the cloud in recognition of how clients are building multicloud networks to serve their customers.

OCI is backed with the most comprehensive SLAs, including financial guarantees not only on availability, but also the performance of network and storage services as well as clients' ability to manage services through APIs at all times.

Complete cloud infrastructure and platform services for every workload

OCI offers a common set of 100+ services in each cloud region. All the services required—from containers and VMware to AI—to migrate, modernize, build, and scale IT. Automate all workloads, including both existing and new applications and data platforms.



5. Brovanture Services for Oracle Cloud Database and Analytics Service

Brovanture offers a configurable mix of Implementation, Consulting, Training and Support services designed specifically for the successful set up and continued use of Oracle Fusion Data Intelligence, Oracle Analytics Cloud (OAC) and Oracle Cloud Infrastructure (OCI). 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.

5.1. Services Summary

5.1.1. 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

5.1.2. 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.

5.1.3. 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

5.1.4. 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.

5.1.5. 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.

5.1.6. 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.

5.1.7. 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.

5.2. 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 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

5.3. 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 - 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 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

5.4. 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

5.5. 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, ERP and analytics 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

6. A Brovanture Implementation of Oracle Cloud Database and Analytics

What can you expect with a Brovanture managed implementation and a move to the cloud?

- **No Hardware:** Reduce cost of hardware & software ownership
- **Scalability:** Address both operational and financial processes
- **Automation:** Backups, patches and new functionality
- **Comprehensive Solutions:** 20+ years of best practice in one solution
- **Powerful Analytics:** Dashboards & predictive capabilities give unparalleled insight
- **Affordability:** Monthly licence cost
- **Compatibility:** With the latest software solutions such as Microsoft office
- **Rapidly Deployable:** Implementation is faster and simpler, 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

7. 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. 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 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.

Oracle update Oracle Cloud applications continuously with new functionality being introduced regularly. BrovAnture runs a 'Update' training program for its supported clients that revisits products on a regular basis to update and maintain skills within client organisations. There is no charge for our supported clients to attend these important sessions.

BrovAnture undertakes regression testing with our Cloud clients to ensure there is no halt to business-as-usual with the frequent updates that are made to these products by Oracle.

8. 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.