

Oracle Fusion Cloud and OCI Managed Services - Innovation, Optimisation, Enhancement and Support

Service Definition Document

Sopra Steria



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1 About Sopra Steria

1.1 Overview

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

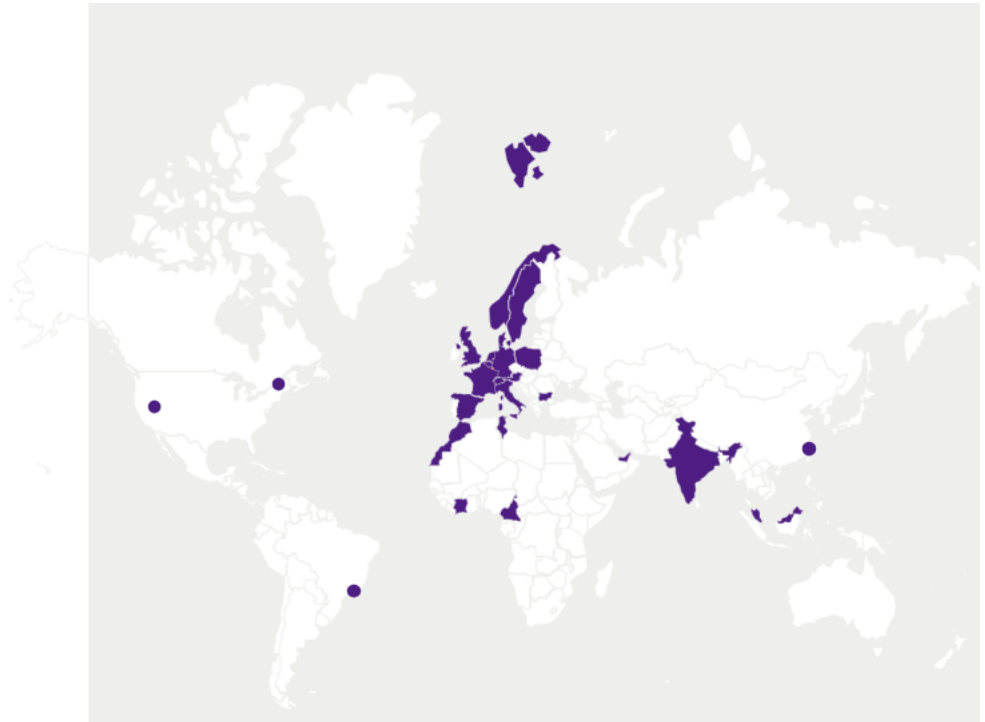
Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Cloud Capability

Sopra Steria Cloud Practice brings together leading digital, cloud and engineering expertise to accelerate transformation for our clients.

- Delivering comprehensive digital and cloud transformation, including strategic consulting, change management, large-scale migration, application modernisation, next-generation development and secure, optimised operations
- Integrating deep capability across applications, data, infrastructure, cloud platforms and security, supported by industrialised assets to enable solutions across Private, Public, Hybrid and Sovereign Cloud environments
- Using an end-to-end cloud delivery model that integrates business, engineering, security and operations, ensuring continuous innovation, strong governance, and measurable business value throughout the full cloud lifecycle.

1.3 Our Credentials

Capacity

More than 15,000 cloud experts in 30 countries
(Vision, Ops, Design, Scale)

Market recognitions

- Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)
- Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG)
- Leader "Cloud Infra Brokerage" (NelsonHall)
- Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar)
- Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant)
- Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)

Key partners





Main market recognitions

2nd in IT Services in France and 10th in EMEA*

Cybersecurity	Digital	AI	IT for Green	Cloud			
• Leader "Cyber resiliency services" (NelsonHall) • Leader "cybersecurity" in France & Germany (ISG) • Top 5 "cybersecurity" in France (Markess)	• Leader "Application Transformation Services" (Quadrant) • Leader "Digital Banking" (NelsonHall) • Leader "Digital Banking Services" (ISG) • Major Contender "Digital twin Services" (Everest) • Innovator "Digital Manufacturing" (NelsonHall)	• Leader AI Services & Gen AI (PAC Innovation Radar) • Leader AI Services (Quadrant) • Leader "Intelligence Process Automation" (Quadrant) • Major player "European Professional Services for Data-Drive" (IDC) • Major contenders "AI services" & "Intelligent Process Automation services" (Everest)	• Leader "ESG for Banking Services" (NelsonHall) • Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar) • Major Contender "NetZero Consulting Services" (Everest)	• Large account (best category>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester) • Leader "Cloud Infra Brokerage" (NelsonHall) • Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar) • Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant) • Leader "Cloud public in Europe" & " Next Gen Private & Hybrid Cloud" (ISG) • Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)			
							

* Source PAC 2024

2 Service Overview

2.1 Our Team

Sopra Steria have been a trusted Oracle partner for over 25 years. This long-standing history of delivering successful projects into the public sector portfolio provides us with a deep insight into the challenges that Public Sector departments face when implementing new business systems. We have built a wealth of knowledge and established an understanding of how to seamlessly apply 'Modern Business Practices' to meet the unique needs of public sector customers.

Our UK Oracle Practice is made up of over 100 proven Oracle professionals, with skills spanning the Oracle SaaS , PaaS and IaaS landscape. We also have access to hundreds of accomplished Oracle professionals from across the global Sopra Steria Limited Group. We have crafted a robust implementation approach, Sopra Steria Intelligent Innovation Cloud, which ensures that your implementation progresses successfully.

At Sopra Steria, we recognise that the technology is only one piece of the puzzle when it comes to a Managed Service. The human element of any service is arguably the most important factor to get right and the overarching vision of our service is to put people at the very heart of what we do. Our talented team can provide outstanding Change and Transformation services to ensure your organisation is ready to make this important step, with the ability to draw on our Sopra Steria Next consulting team to support on more complex projects. To that end, we will work collaboratively with you to agree a robust and transparent governance approach which provides clear channels for decision making and issue escalation.

Throughout this document we will use the umbrella term 'Oracle Cloud Applications' which is synonymous with all the following commonly used terms i) Oracle Cloud-based SaaS applications across ERP, HCM, SCM, CX, EPM and FDI, ii) Oracle Fusion Cloud, iii) Oracle Fusion and iv) Oracle Cloud SaaS.

2.2 Service Description

Sopra Steria delivers a highly responsive, quality managed service specifically designed to support our Cloud customers. Our approach ensures that services remain operational at all times, with prompt response and resolution of customer issues, in line with client expectations.

Beyond maintaining service continuity, we actively build upon these foundations by fully leveraging the inherent benefits of Oracle Fusion SaaS, PaaS, and IaaS. This approach guarantees that clients receive ongoing improvements and innovations, which serve to optimise and enhance their systems. An integral part of our service includes the regular review and management of the Oracle Cloud quarterly release cycle, ensuring that every implementation takes advantage of Oracle's latest innovations and features.

Our comprehensive managed service for Oracle Cloud Infrastructure (OCI) covers a broad range of components, including databases, compute resources, networking, and application workloads, among others. Clients have the flexibility to opt for a complete OCI managed solution or select management of specific components as required. All aspects of the service are delivered in accordance with ITIL best practices, ensuring consistency, reliability, and excellence throughout. Sopra Steria provides OCI Managed Services to customers onboarded by us as well as those whose services have transitioned into our Oracle Practice.

Figure 1 detailed below is our Service Management Framework.

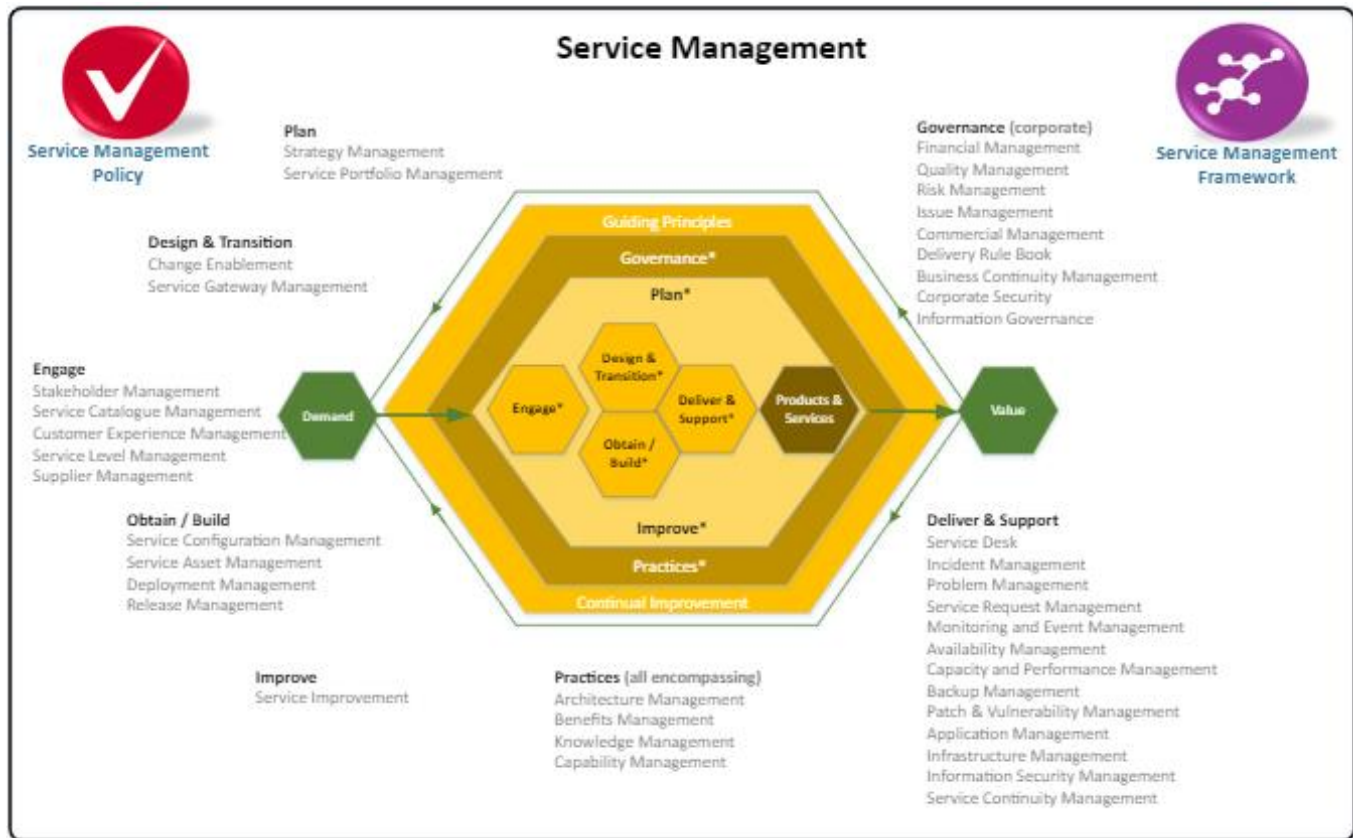


Figure 1 – Service Management Framework

Sopra Steria has secured ISO44001 certification and is a member of the Institute for Collaborative Working's (ICW) Executive Network. ISO44001 is the International Standard for Collaborative Business Relationship Management. It is a framework for establishing and managing collaborative relationships with suppliers, customers, partners and inter department or functions to generate benefits for all parties. It is about driving organisational mind set and culture toward collaboration, rather than being focused solely on delivering contractual obligations.

As part of our delivery, we work together with our clients to create a Team Charter based around our shared values and produce a Relationship Management Plan which describes how we will apply collaborative working and relationships within our respective businesses and across the relevant functions.

Our ISO/IEC 2000 compliant Service Management framework supports management and delivery of services, meeting account requirements/targets whilst managing risk and Buyer satisfaction. Responsive to evolving needs it optimises service performance via checklists, processes and documents supporting the full lifecycle.

Sopra Steria offer a Foundational SaaS Managed Service, with a catalogue of additional services which can be layered on to the Foundation to provide a flexible and personalised service. This allows businesses to choose a service level based on their operational requirements, complexity of their Oracle SaaS deployment and levels of internal SaaS and architecture expertise and can be modified over time as your business needs change.

2.3 Features and Services

System Management and Monitoring:

- **System Monitoring and Maintenance:** Conduct continuous monitoring and routine maintenance to ensure system uptime and peak performance
- **Configuration Management:** Regularly review and adjust configurations to align with evolving business needs, compliance requirements and technology standards as part of continuous improvement

- Incident Management: Implement a comprehensive incident management framework and root cause analysis that swiftly addresses and resolves system issues to maintain service continuity, including optional 24 x 7 support
- Establish and monitor key performance indicators (KPIs) and Customer Success Factors (CSF) to measure the effectiveness of the process and system performance over time
- Implement our Architecture Management processes to maintain control over the evolving design of the solution throughout the development lifecycle.

Optimisation:

- Performance Tuning: Continuously monitor and tune the system to optimise performance across different operational loads and conditions
- Resource Efficiency: Streamline resource usage to ensure the Oracle Cloud resources are utilised in the most cost-effective manner
- Data Management Optimisation: Enhance data governance strategies to improve data management, quality, access and security, supporting robust data-driven decision-making
- Licensing Optimisation: Review system usage, consumption, user roles and trends to identify opportunities for licensing cost reduction or prevent unanticipated license volumetric increases
- Untapped Potential: Identify unused functionality or capability within licensed products which can be implemented to address known pain points or support operational and strategic objectives.

Enhancement:

- Security Enhancements: Regularly update security measures to protect against emerging threats and comply with the latest data protection regulations
- User Adoption and Interaction analysis: Monitor and analyse features and process utilisation and adoption to identify areas of low usage or where additional support may be required and quantify the impact of new capability introduction such as AI supported processes
- Interface and Usability Enhancements: Improve the user interface and in application guidance and support to enhance user satisfaction, confidence and engagement to drive improved system adoption
- Functional Expansions: Extend and upgrade system functionalities to accommodate new business processes and workflows, ensuring the platform remains aligned with organisational growth and changes
- Benefits Realisation: Implement our Framework Benefit Management Process, including analysis, planning and regular benefits delivery reviews.

Innovation:

- Tailored Solution Development: Design and implement tailored solutions that address specific organisational challenges, driving greater efficiency and effectiveness
- Technology Integration: Integrate the latest technological advancements, such as Generative AI and agentic workflows, into the existing Oracle Fusion environment, enhancing functionality and user experience
- Analytics Enhancement: Optimise and extend analytics capability to deliver AI supported improved insights, proactive monitoring and scenario modelling to support organisational objectives
- Adaptive Feature Implementation: Proactively explore, support business case identification, test and adopt new features and updates from Oracle Fusion quarterly and EPM monthly release cycles to maximise your investment.
- Digital Adoption: Identify focus areas for improved digital adoption and design solutions to support improved user experience and efficient task completion rates.

Each of these activities underlines a commitment to comprehensive service delivery, ensuring that management, innovation, optimisation, and enhancement are continuously addressed to keep your Oracle Cloud investment effective, efficient and aligned with the strategic goals of the organisation.

2.4 Benefits

Protects Revenue and Business Continuity:

- Reduced system disruption which directly impacts billing, payroll, customer experience, and decision-making
- Fewer outages during critical periods (month-end, payroll, peak trading)
- Faster recovery when issues occur
- Confidence the business can operate without interruption.

Removes Key-Person Dependency:

- Eliminate single-point dependency and institutional risk
- Continuity despite staff turnover
- Reduced exposure to skills shortages
- Confidence the environment is always supported.

Predictable Operating Cost:

- Replace unpredictable Oracle costs with a transparent, predictable service model
- Clear monthly costs instead of reactive spending
- Reduced reliance on premium Oracle contractors
- Better ROI from existing Oracle investment.

Enables Faster and Better Operational and Strategic Decisions:

- Ensure leaders have reliable, timely insight to make confident decisions.
- Faster access to accurate financial and operational insight
- Less time reconciling reports.

Reduced Risk:

- Reduce operational, regulatory, and security risk across finance, HR, and data Audit readiness
- Reduced exposure to data breaches and compliance failures
- Stronger governance over sensitive business data.

Frees Internal Teams to Focus on Growth

- Takes Oracle complexity off your teams so they can focus on growth and transformation
- Finance, HR, and IT spend more time on strategic initiatives
- Faster execution of digital and business change.

Supports Change and Transformation

- Confidence to adopt new capabilities without business disruption
- Technology supports strategy instead of limiting it.

2.5 Our Approach

Sopra Steria excels at guiding customers through a meticulous and strategic planning process to ensure the seamless implementation and management of cloud software services. We recognise the context of your organisation and ensure careful integration with existing support frameworks to ensure continuity.

Our iQ Business Management Framework, alongside vendor specific implementation methodologies, was developed to enable implementation delivery and service management teams to work in a consistent manner. We focus on quality and continuous improvement whilst providing flexibility to tailor to individual customer projects. iQ contains business policies, rules, processes, work instructions, templates, checklists and guidelines reflecting industry best practices, compliant with various industry standards e.g. ISO 9001, ISO 22301, ISO 20000, ISO 44001.

We use Microsoft Projects and Sopra Steria's operational and financial management tool, JET for creating and managing delivery plans, reporting status and managing issues. Jira and Confluence are used for tracking bugs/issues to resolution for specific work packages within a project and for Agile project requirements/progress management and change control. Sopra Steria use Service Now for our ITIL operations.

The process begins with a comprehensive evaluation of the existing IT support infrastructure, including internal service desks, IT teams, and any third-party vendors involved. This assessment identifies how the managed service can augment the current support mechanisms without disrupting ongoing operations, ensuring that the Oracle Cloud managed service complements existing processes.

The managed service design includes detailed protocols for collaboration between the organisation's in-house IT support and the managed service provider. This alignment involves setting up standardised processes for incident response, system monitoring, and regular maintenance activities that integrate smoothly with the client's existing support services.

Key Foundation components of the service include 24/7 monitoring and support, regular updates and management of Oracle system releases, and a robust data security framework tailored to meet public sector compliance and regulatory standards. Ongoing training and knowledge transfer are provided to ensure that the internal teams are fully capable of handling new system functionalities and can resolve issues with minimal external assistance. This approach not only leverages the existing capabilities of the organisation's support services but also ensures enhanced operational efficiency, system reliability, and compliance adherence through the managed service framework.

For OCI managed services our service design includes the same approach with the addition of expert infrastructure, networking and database maintenance, patching and security.

Sopra Steria Intelligent Innovation Cloud

In addition to using our experience in managing Oracle Cloud solutions, we employ our progressive Sopra Steria Intelligent Innovation Cloud methodology for our implementations, which is inspired by Oracle True Cloud Method. Collaboration and transparency underpin our methodology. We utilise the same approaches and underpinning values to support the delivery of continuous improvement and innovation opportunities which are delivered as part of our managed service. Sopra Steria will use a consultative approach to understand the unique needs and objectives of the buyer. By gaining insights into business drivers and potential challenges, we will recommend a robust and achievable implementation plan.

Our strategic planning involves collaborative sessions, ensuring the development of a robust solution that aligns precisely with your business objectives. We prioritise user-centricity, integrating thorough training programs and change management strategies to guarantee a smooth transition for the buyer. Our proactive risk mitigation approach identifies and addresses potential challenges, assuring a seamless deployment.

Our Sopra Steria Intelligent Innovation Cloud Method is inspired by Oracle True Cloud Method. The four guiding principles of our approach are as follows:

- Collaboration
- User-centric and Solution Driven Design
- Embrace and Enhance Mindset
- Proactive Innovation.

Our approach, illustrated in Figure 2 (below), is centred around delivering solutions that prioritise user experience. We are dedicated to understanding your specific goals and objectives for embracing new technology, identifying your business drivers, and crucially, pinpointing your desired outcomes. Working in close collaboration with you, we ensure that these needs are not only met but exceeded. Our focus extends beyond how technology can support

these requirements to ensuring your business is seamlessly prepared for change with minimal disruption. Our commitment is to deliver cloud applications that are simple, user-centric, and robust, enhancing employee experience and empowering active engagement.

SSL Intelligent Innovation Cloud

An approach to creating value via business and technology enablement. Focused on collaboration, outcome focus, user-centric design and **Embrace & Enhance**

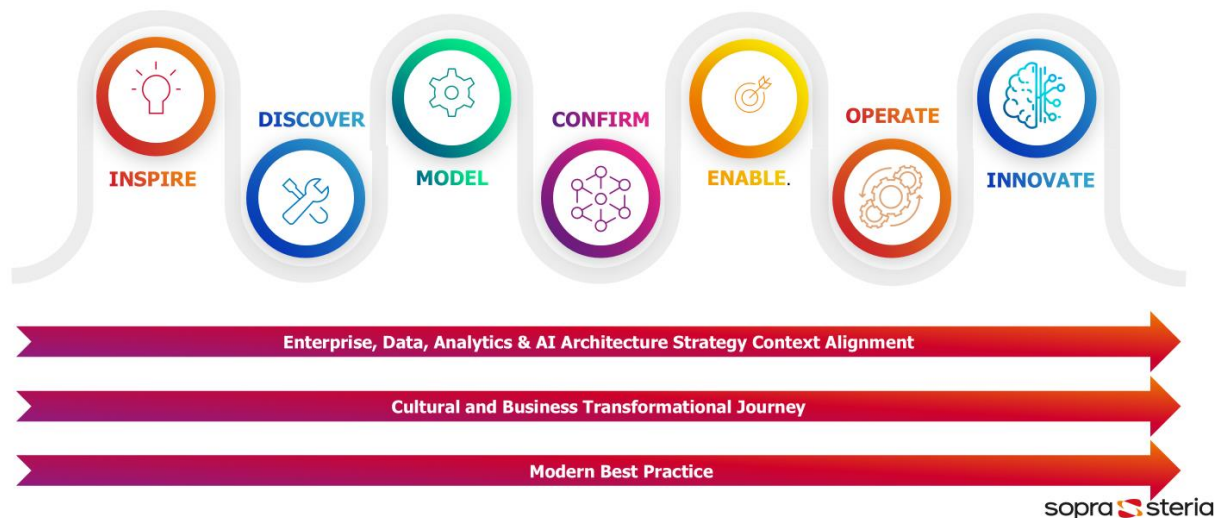


Figure 2 - Intelligent Innovation Cloud Methodology

2.6 Inputs

To effectively define a managed service for Oracle Cloud SaaS essential inputs are:

- Service Level Agreements (SLAs) - Define expected service quality, response times, and issue resolution targets
- Compliance Requirements – All applicable legal, regulatory, and security standards
- Existing IT Infrastructure Details - Overview of the current IT setup, including hardware, software, and network configurations
- Operational Requirements - Specific functions the service will support, such as finance, procurement, and HR processes
- Backup and Disaster Recovery Plans - Requirements for data backup, disaster recovery protocols, and system resilience strategies
- Security Specifications - Security measures like data encryption, user authentication, and access control policies
- Stakeholder Information - Details on key stakeholders including their roles, responsibilities, and involvement in the service
- Change Management Strategy - Plan for managing transitions, including communication, training, and documentation
- Budget Constraints - Financial limits for initial setup and ongoing operation
- Performance Metrics and Reporting - Criteria for measuring service performance, reporting formats, and frequency.

This is a high-level list and is not exhaustive and we can discuss altering our approach and level of collaboration and support to accommodate your situation.

2.7 Outputs and Deliverables

Dependant on the agreed scope of the service, some of the outputs and deliverables generated are identified below:

- To provide the service to as defined and agreed in this document
- To deliver work to the standards and procedures as defined in this and other supplementary documents
- To produce deliverables to the agreed quality, cost and timescale
- To forecast and plan work in accordance with priorities agreed with the business
- To provide metrics and reports which quantify the service provided and the performance of the Sopra Steria team
- To provide effective reporting through service dashboards, reports and meetings
- To review the service to ensure that the service remains in line with business requirements
- To manage and plan resources to meet the changing needs of the business
- To operationally manage suppliers under client contract management, providing feedback to client of supplier performance
- To maintain effective communication, escalating immediately any change or issue that may impact the business
- To handle, promptly and effectively, any issue or complaint raised to the satisfaction of those concerned
- To provide an agreed RACI across Sopra Steria, client resources and suppliers
- To provide an agreed governance process
- To provide an agreed escalation and critical issues process.

This is a high-level list to provide examples and is not exhaustive. Not all outputs will be identified as deliverables.

2.8 Certifications and Skills

Some of our certifications and skills related to this service are identified below:

- Oracle Global Human Resources Cloud 2025 Implementation Professional
- Oracle Learning Cloud Implementation Professional
- Oracle Talent Management Cloud Implementation Professional
- Oracle Fusion Cloud Applications HCM Process Essentials Certified
- Oracle Fusion Cloud Applications ERP Process Essentials Certified
- Oracle Project Management Cloud Implementation Professional
- Oracle Analytics Cloud Professional
- Oracle Cloud Fusion Analytics Warehouse Certified Implementation Professional
- Oracle Cloud Infrastructure Enterprise Analytics Professional
- Oracle Cloud Infrastructure Data Management Professional
- Oracle Cloud Infrastructure Architect Associate
- Oracle Cloud Infrastructure Architect Professional
- OCI Architect Associate
- Oracle Autonomous Database Cloud Professional
- Oracle Cloud Infrastructure Foundations Associate
- Oracle Cloud Infrastructure 2025 Cloud Operations Professional
- Oracle Autonomous Database Cloud Professional
- Oracle Infrastructure Certified Architect Associate
- Oracle Cloud Infrastructure Networking Professional
- Oracle Cloud Infrastructure DevOps Professional
- Oracle Integration Cloud Implementation Professional
- Oracle Cloud Infrastructure Integration Professional

- Oracle Cloud Infrastructure Application Integration Professional
- Oracle Cloud Infrastructure Developer Professional
- Oracle Cloud Infrastructure Security Professional
- Oracle Cloud Infrastructure AI Foundations Associate
- Oracle Cloud Infrastructure Generative AI Professional.

This is a high-level list and is not exhaustive.

2.9 Case Study

Client: A Public Sector Organisation.

The Challenge: The organisation aimed to transition from a heavily customised legacy IT system to a modern, integrated Oracle Fusion SaaS solution covering ERP, HCM, and Project Accounting. Sopra Steria were responsible for the managed service once the system had gone live. The primary challenge was to manage the user adoption while ensuring the new system delivered the intended business benefits. There was also a need to maintain continuous system improvements and updates without disrupting daily operations.

What We Delivered: Our managed service addressed these needs through a comprehensive approach encompassing system management, innovation, optimisation, and enhancement:

- **System Management and Monitoring:** Established system monitoring and support to ensure high availability and performance, including management of the quarterly Oracle Fusion release cycle to seamlessly integrate new features and updates
- **Innovative Solutions Development:** Continuously developed functionalities tailored to the customers unique needs. This involved engineering enhancements that aligned with the organisation's specific processes that became better understood once the system was live
- **Path to Green Strategy:** Addressed an overwhelming number of trouble tickets post-implementation by prioritising issues based on their operational impact, implementing rapid fixes, and systematically resolving each issue. Regular updates and transparent communication ensured that problems were efficiently tracked, managed, and resolved, restoring system stability and user confidence.

Outcome

The managed service delivered significant improvements and transformative benefits across various dimensions, as you would expect from a Cloud SaaS implementation. Specifically, in this case, it is the increase in end user confidence which is the highlighted outcome. The introduction of the "Path to Green" strategy played a crucial role in rapidly addressing and resolving post-implementation issues, restoring stability and functionality. This transparent and responsive approach significantly increased confidence among the end-user community, fostering a positive relationship and greater trust in the system's reliability.

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: sector-support@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

