

Oracle Application and Licence Audits

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 Service Description

Sopra Steria provides an independent Oracle Cloud Applications Licence and Compliance Audit service designed to help public sector organisations gain a clear, accurate, and defensible view of their Oracle Cloud licence position. The service supports organisations using Oracle Fusion Cloud Applications, including ERP, HCM, SCM, and EPM, and aligns with G-Cloud principles of transparency, value for money, and risk reduction.

As Oracle Cloud adoption increases, organisations often face challenges in understanding subscription entitlements, user metrics, access models, and contractual obligations. Sopra Steria's service independently assesses Oracle Cloud Application usage against Ordering Documents, contractual terms, and Oracle policy guidance. This enables organisations to establish an accurate Effective Licence Position (ELP), reduce compliance risk, and avoid unexpected financial exposure during audits or renewals.

The service is aligned to Oracle Licence Management Services (LMS) and Global Licensing and Advisory Services (GLAS) audit frameworks, ensuring assessments reflect Oracle's audit methodology while remaining grounded in contractual rights. Sopra Steria supports customers throughout the full audit lifecycle, including audit readiness, audit response, audit defence, and post-audit optimisation. Activities include validating user numbers, roles, and access rights, reviewing subscription metrics, and identifying areas of over- or under-utilisation. Sopra Steria delivers an independent, evidence-based audit defence that enables organisations to engage with Oracle from a position of confidence. Findings are clearly documented, traceable to contract clauses, and suitable for internal governance, commercial negotiation, and external assurance. This improves control over Oracle Cloud subscription costs and reduces financial and audit risk.

Beyond compliance, the service provides insight to support cloud optimisation and modernisation. Accurate licence data enables informed decisions on subscription sizing, service redesign, and future cloud adoption, ensuring Oracle Cloud investments deliver sustainable value.

Sopra Steria brings expertise in Oracle LMS and GLAS processes and experience supporting complex Oracle Cloud estates across the UK public sector. The service is delivered independently and in line with modern best practices, providing impartial advice aligned to Oracle's evolving cloud roadmap and licensing models. 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 Features

1. Oracle Licence Position Assessment

- Review of Oracle licence entitlements, contracts, Ordering Documents, and support agreements
- Assessment of actual usage versus entitlements across Oracle Applications and technology stack
- Identification of compliance gaps, over-deployment, and optimisation opportunities.

2. Oracle Application Usage and Configuration Review

- Analysis of Oracle Application modules enabled and actively used
- Validation of user access, roles, and responsibilities against licensed metrics
- Review of customisations and integrations impacting licence requirements.

3. Audit Readiness and Risk Management

- Independent audit readiness assessment aligned to Oracle audit methodology
- Identification of high-risk areas commonly targeted by Oracle LMS / GLAS
- Practical guidance on evidence collection, data accuracy, and audit responses.

4. Licence Optimisation and Cost Control

- Recommendations to reduce licence exposure and support costs
- Advice on module de-implementation, user rationalisation, and configuration changes
- Support for aligning licence strategy with Oracle roadmap (e.g. Fusion, OCI, SaaS migration).

5. Commercial and Strategic Advisory

- Support for audit defence and engagement with Oracle
- Input into Oracle contract renewals, future roadmap planning, and cloud transition scenarios
- Alignment of licensing strategy with future business and digital transformation plans.

The service delivers a comprehensive set of outputs including a formally documented Effective Licence Position (ELP) report, providing a clear and defensible view of Oracle licence entitlements and actual usage. This is supported by an Oracle LMS / GLAS-aligned audit risk assessment, identifying areas of potential non-compliance and audit exposure. The service also includes a detailed compliance gap analysis with a quantified view of financial and licensing exposure, alongside pragmatic optimisation and remediation recommendations to reduce risk and cost. An executive-level summary is provided, suitable for senior stakeholders, supporting informed decision-making and use in commercial discussions and negotiations with Oracle.

2.3 Benefits

- Clear and defensible view of Oracle licence compliance
- Reduced financial and audit risk
- Improved control over Oracle licensing and support spend
- Confidence when engaging with Oracle during audits or renewals
- Insight to support cloud adoption and modernisation decisions.

2.4 Our Approach

Sopra Steria delivers Oracle Licence and Audit services through a structured five-stage approach, underpinned by our proprietary methodology and framework. Our approach is designed to provide customers with a clear, actionable path to understand, optimise, and maintain their Oracle licence position while ensuring alignment with Oracle LMS (Licence Management Services) and GLAS (Global Licensing and Advisory Services) audit processes. Our approach ensures compliance, mitigates financial and operational risks, and provides a foundation for sustainable optimisation across on-premise, cloud, and hybrid Oracle deployments.

1. Foundation – Initial Review and Assessment

The initial stage of our methodology establishes the baseline understanding of the customer's Oracle environment. This stage is crucial, as it enables us to map existing entitlements against actual deployments, laying the groundwork for subsequent analysis and recommendations.

Key Activities Include:

- **Contractual Review:** Examination of Oracle agreements, including Master Agreements (OMA/OLSA), Ordering Documents, ULAs, support agreements, and amendments to understand entitlements
- **System Inventory Assessment:** Collection of information about deployed Oracle Applications, Database instances, Middleware, Management Packs, and Oracle Cloud (OCI) usage
- **Stakeholder Engagement:** Collaboration with your team, including application owners, technical leads, and finance teams, to gather operational and business context
- **Data Collection and Discovery:** Completion of structured questionnaires and collection of artefacts, including user access reports, module configurations, and integration details
- **Current State Mapping:** Documentation of the customer's Effective Licence Position (ELP), identifying

known compliance gaps and areas requiring further validation.

This stage ensures that all relevant artefacts, contractual information, and operational data are in place, enabling a robust, evidence-based assessment. It also establishes a shared understanding of objectives, risks, and success criteria with stakeholders.

2. Impact Assessment – Reporting and Analysis

In this stage, Sopra Steria analyses the collected data to assess the licence compliance status, quantify potential exposure, and identify optimisation opportunities. Using Oracle LMS/GLAS methodology, we examine deployments against contractual entitlements and Oracle licence metrics.

Key Activities Include:

- **Data Validation:** Verification of system-reported usage, user counts, roles, and technical deployment metrics against contractual terms
- **Compliance Gap Analysis:** Identification of over-deployment, under-licensing, and indirect usage that may trigger audit findings
- **Audit Risk Assessment:** Highlighting high-risk areas based on Oracle audit history, typical GLAS targets, and licensing nuances such as multiplexing, virtualisation, test/DR environments, and shared access
- **Quantified Exposure Analysis:** Estimation of financial and operational impact arising from non-compliance, enabling prioritisation of remediation actions
- **Reporting:** Preparation of detailed, executive-friendly reports providing transparency on licence positions, risk areas, and optimisation potential.

This stage equips stakeholders with actionable insights and a clear view of the current Oracle licensing landscape, enabling informed decision-making for remediation and optimisation initiatives.

3. Advisory – Recommendations and Roadmap

Following the impact assessment, Sopra Steria provides strategic recommendations tailored to the customer's business objectives, risk appetite, and Oracle contractual context. This stage ensures that remediation and optimisation efforts are aligned with Oracle licensing policies and audit compliance requirements.

Key Activities Include:

- **Remediation Recommendations:** Clear guidance on addressing compliance gaps, including licence adjustments, user rationalisation, and configuration changes
- **Optimisation Strategies:** Identification of unused entitlements, redundant modules, or under-utilised licences to optimise cost and reduce support fees
- **Audit Defence Guidance:** Support in preparing evidence and strategies for audit responses in line with Oracle LMS/GLAS expectations
- **Roadmap Development:** Creation of a structured plan for licence optimisation, compliance remediation, and cloud adoption aligned with Oracle roadmap initiatives such as Fusion Applications, OCI, and SaaS adoption
- **Executive Advisory:** Presentation of findings and recommendations to senior stakeholders with a clear articulation of risks, benefits, and ROI from optimisation efforts.

This stage ensures that remediation and optimisation actions are not ad-hoc but part of a structured plan that delivers measurable business value and mitigates financial and operational risk.

4. Test and Deploy – Fixing or Implementing Improvements

The fourth stage focuses on implementing the recommended actions and ensuring they are tested and aligned with Oracle's contractual and licensing framework. This ensures that any corrective measures or optimisations are effective, compliant, and sustainable.

Key Activities Include:

- **Implementation of Remediation Actions:** Adjustments to user access, module enablement, environment configurations, or contractual amendments to correct compliance gaps
- **Validation and Testing:** Verification of licence alignment, including reconciliation of entitlements, system usage, and actual deployment
- **Process Improvement Deployment:** Implementation of governance processes, monitoring controls, and reporting mechanisms to maintain ongoing compliance
- **Change Management Support:** Coordination with technical teams, functional leads, and stakeholders to ensure minimal operational disruption
- **Documentation:** Recording all changes and updates in audit-ready documentation aligned with Oracle LMS and GLAS best practices.

This stage ensures that remediation and optimisation measures are not only executed correctly but also validated, documented, and sustainable. It also establishes a foundation for long-term licence governance.

5. Recover, Run and ROI – Maintaining and Ensuring Stability

The final stage focuses on long-term maintenance, monitoring, and measurement of business value from the Oracle Licence and Audit service. Sopra Steria ensures that compliance is maintained, improvements are embedded, and the return on investment is realised.

Key Activities Include:

- **Ongoing Licence Monitoring:** Continuous review of usage and deployment to prevent drift from licensed entitlements
- **Sustainability and Governance:** Implementation of licence governance processes, controls, and reporting frameworks
- **Audit Preparedness:** Ensuring evidence, documentation, and compliance controls are in place for future Oracle audits
- **ROI Measurement:** Assessment of cost savings, optimisation benefits, and reduced audit exposure resulting from remediation actions
- **Continuous Improvement:** Identification of additional optimisation opportunities, cloud adoption strategies, or licensing adjustments as business needs evolve
- **Stakeholder Reporting:** Regular updates and executive reporting to ensure visibility, accountability, and confidence in licence management practices.

This stage ensures that the Oracle licence environment remains compliant, optimised, and aligned with business objectives, providing long-term value and reducing the risk of audit exposure.

Methodology and Framework

Our five-stage approach is underpinned by Sopra Steria's methodology and framework, which integrates Oracle best practices, LMS/GLAS guidance, and public sector compliance requirements. This framework ensures:

- **Structured, repeatable process:** Each stage is clearly defined with inputs, activities, outputs, and stakeholder responsibilities

- **Evidence-based analysis:** Recommendations and reports are grounded in verified data and Oracle contractual terms
- **Audit-ready documentation:** All outputs are documented to withstand scrutiny from Oracle LMS or GLAS teams
- **Alignment with Oracle roadmap:** Guidance incorporates future technology adoption, SaaS migration, and cloud optimisation strategies
- **Business value focus:** Recommendations and remediation actions are prioritised based on risk, compliance, and financial impact, delivering measurable ROI.

By combining deep Oracle expertise with a structured methodology, Sopra Steria ensures that customers achieve defensible licence positions, reduced audit risk, cost optimisation, and sustainable licence governance.

2.5 Inputs

We would expect the following inputs from you as part of this service:

- Dedicated and engaged stakeholders and subject matter experts with knowledge of the Oracle estate, licensing, and contracts
- Clear articulation of business drivers, audit objectives, and desired outcomes
- Active participation throughout the Oracle Licence and Audit engagement
- Access to all relevant artefacts, including Oracle contracts, Ordering Documents, support agreements, and system information
- Completion of structured discovery questionnaires and support for data validation activities
- Willingness to collaborate openly and transparently in line with Oracle LMS / GLAS processes
- Ability to make timely decisions to support agreed timelines
- Visible and positive senior stakeholder sponsorship to reinforce agreed ways of working.

This is a high-level list and is not exhaustive. If you cannot provide all of these inputs, then we can discuss adapting our approach to accommodate your situation.

2.6 Outputs and Deliverables

As part of the Oracle Licence and Audit service, Sopra Steria provides a structured set of outputs and deliverables designed to give customers a clear, evidence-based understanding of their Oracle licensing position and audit exposure. The following deliverables support audit readiness, risk mitigation, and informed commercial decision-making:

- Documented Effective Licence Position (ELP) report providing a clear and defensible view of Oracle licence entitlements versus actual usage
- Oracle LMS / GLAS-aligned audit risk assessment highlighting key compliance and exposure areas
- Detailed compliance gap analysis with a quantified view of financial and licensing risk
- Identification of over-deployment, under-utilisation, and optimisation opportunities across the Oracle estate
- Practical remediation recommendations to address non-compliance and reduce audit exposure
- Licence optimisation actions to support cost control and support fee reduction
- Executive-level summary tailored for senior stakeholders
- Outputs suitable to support informed decision-making and commercial discussions or negotiations with Oracle.

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

2.7 Certifications and Skills

To deliver the Oracle Licence and Audit service, Sopra Steria combines deep Oracle expertise, audit experience, and recognised certifications. This ensures a defensible, compliant, and optimised Oracle licensing position for customers across on-premise and cloud environments.

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

- Oracle Fusion Cloud Applications HCM Process Essentials Certified
- Oracle Fusion Cloud Applications ERP Process Essentials Certified
- Oracle Project Management Cloud 2025 Implementation Professional
- Oracle Global Human Resources Cloud 2025 Implementation Professional
- Oracle Talent Management Cloud 2025 Implementation Professional
- Oracle Learning Cloud 2025 Implementation Professional
- Oracle Analytics Cloud 2025 Professional
- Oracle Cloud Infrastructure 2025 Architect Professional
- Oracle Integration Cloud 2025 Implementation Professional
- Oracle Cloud Infrastructure 2025 Application Integration Professional
- Oracle Cloud Infrastructure 2025 Security Professional
- Oracle Cloud Infrastructure 2025 Cloud Operations Professional
- Oracle Cloud Infrastructure 2025 AI Foundations Associate.

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

2.8 Case Study

Client: A Public Sector Organisation

A public sector organisation is a long standing Oracle customer operating a large and business critical ERP estate hosted on Oracle Cloud.

The challenge: Oracle Licence Management Services (LMS) audited the organisation some years back that resulted in a significant unplanned financial settlement. As a result senior stakeholders were keen to ensure the organisation did not find itself in a similar position again.

In response, the organisation introduced a quarterly audit cadence to improve oversight and control of its Oracle licensing position. However, years of system evolution, infrastructure change, and incremental licensing decisions had created a complex and difficult to interpret licence landscape. There was limited confidence that contractual entitlements, deployment metrics, and actual usage across applications, databases, and supporting technology were consistently aligned. With the potential Oracle LMS revisiting, the organisation required an independent, accurate, and defensible view of its Oracle licence position, while also seeking to maximise the value of its long term investment in Oracle ERP.

What we delivered: Sopra Steria delivered an independent Oracle licence and compliance audit covering Oracle ERP and the associated Oracle technology stack deployed on Oracle Cloud Infrastructure. The engagement was aligned to Oracle LMS and GLAS audit methodology and focused on establishing a clear and evidence based Effective Licence Position.

A detailed review of Oracle contracts, ordering documents, and support agreements, alongside analysis of deployed databases, middleware, management packs, and cloud infrastructure usage. Application and technical deployments were validated against contractual entitlements, including user access, environments, and supporting components. A targeted audit risk assessment was completed, identifying areas commonly scrutinised by Oracle and highlighting compliance gaps, historic risk, and optimisation opportunities. Clear, pragmatic recommendations were provided to improve licence governance, reduce exposure, and support audit readiness.

Outcome:

The organisation achieved a clear, accurate, and defensible view of its Oracle licence position across its Oracle ERP and cloud hosted technology estate. Audit and financial risk were significantly reduced, and the quarterly audit cadence was underpinned by robust data, clear governance, and audit ready documentation. The organisation was in a position to engage with Oracle with increased confidence, avoid repeat unplanned financial exposure, and identify opportunities to optimise licence usage and protect the value of its Oracle investment over the long term.

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](#).

