

AI Enablement for Oracle SaaS, Data and Analytics, EPM, AI Services, Database 26AI and eBusiness Suite

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

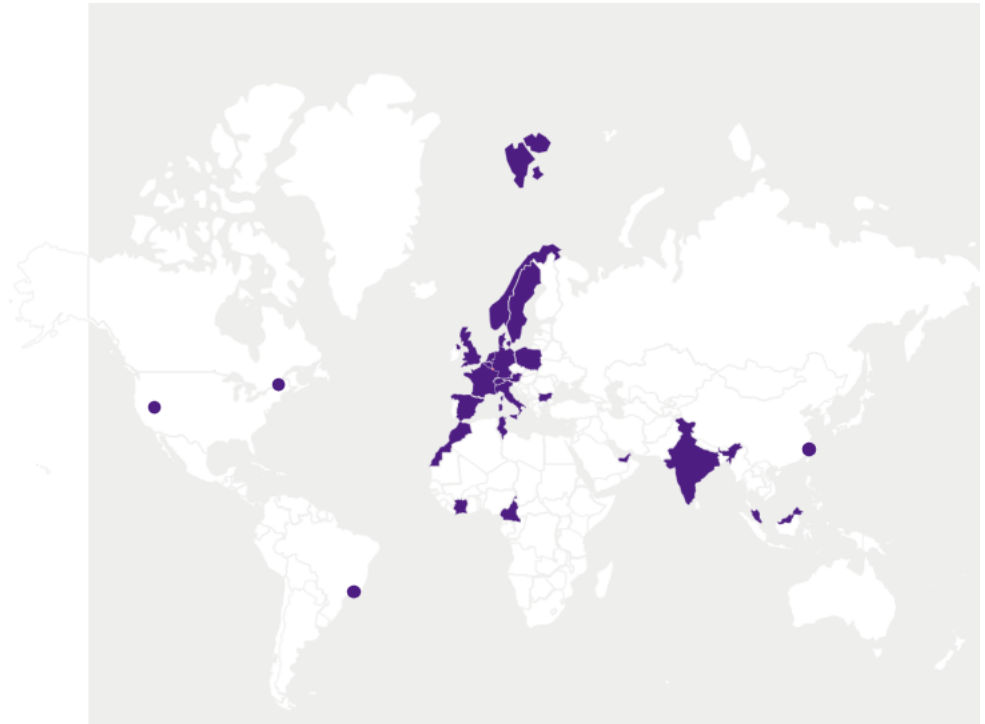
Top 5

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

The Sopra Steria service enables organisations to harness Oracle native AI features and complementary tooling to deliver targeted improvements across planning, operations, service delivery and workforce management within Oracle Cloud applications or eBusiness Suite. Consultants guide the buyer through practical enablement steps and ensure alignment with best practice, governance and security requirements. We provide a structured pathway for adopting and operationalising Artificial Intelligence capabilities within Oracle Fusion applications, Analytics and AI Services. Delivering measurable improvements in ERP, HCM, Supply Chain and related functional areas. We ensure that the full end to end process is understood, issues are identified, and outcomes required are agreed in advance. This ensures that any AI solution being proposed becomes a true enabler of business benefit rather than a sticking plaster on a broken process.

We embed Oracle Agentic AI, intelligent automation, and analytics into our Oracle Cloud project delivery to help organisations move beyond transactional systems toward insight-driven and autonomous operations. By leveraging Oracle Fusion AI capabilities, OCI AI services, AI driven analytics and intelligent workflows, we enable smarter decision-making, automated processes, proactive insights and improved user productivity across finance, HR, supply chain, and planning functions.

Our Oracle Cloud SaaS implementation service focuses on delivering user-centric, simple, and intuitive solutions that make every day work easier for employees. Innovation and a modern user experience are at the core of our approach, supported by embedded analytics, AI-driven insights and real-time information delivery to drive business value realisation. We work collaboratively with our clients to ensure the right support and information is available at the right time, enabling faster, more confident business decisions and ensuring that desired business outcomes are achieved in the most efficient, streamlined, and future-ready way.

Sopra Steria have been a trusted Oracle partner for over 30 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 Oracle AI enabled solutions to Oracle Modern Best Practice or NOVA processes and Government Digital Standards, tailored for the unique challenges of the variety of public sector organisations.

Our UK Oracle Practice is made up of over 250 Oracle professionals, with skills spanning the Oracle SaaS, PaaS and eBusiness Suite landscape and associated AI capability. In addition to our UK based professionals we also have access to hundreds of Oracle professionals from across the global Sopra Steria Limited Group. We have crafted a robust implementation approach called Intelligent Innovation Cloud, which ensures that your implementation progresses successfully and delivers the identified benefits.

At Sopra Steria, we recognise that technology, including AI, is only one piece of the puzzle. The human element of any project is 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 consulting team can provide outstanding Change and Transformation services to ensure your organisation is ready to start or extend your journey into AI adoption, with the ability to draw on the Sopra Steria Next consulting team to support on more complex AI projects. We maximise the use of Oracle product capability such as Guided Learning to support business change, communication and training, driving user adoption and satisfaction.

We will work collaboratively with you to agree a robust and transparent governance approach which provides clear channels for decision making and issue escalation and provides the appropriate policy alignment and guardrails for the implementation of new AI technology.

Some of the activities that can be included in this service are highlighted below, please note, this is not an exhaustive list:

- Collaborative agreement of business drivers and establish desired business outcomes
- AI readiness, maturity assessment and road mapping
- Programme and project management

- End to end process mapping to find inefficiencies and design improved future state processes, incorporating AI where appropriate
- Application of DAMA frameworks for data governance to ensure that data is treated as a strategic asset and is fit for purpose for the application of AI technologies
- Iterative and interactive solution design, build and validation
- User-centric design and delivery approach which considers the needs of all types of users
- Development of measurement mechanisms to confirm benefits and RoI
- User validation support, including automated AI driven scripting, testing and configuration capabilities
- Business change management and transformation services
- Guidance to support users in interpreting AI results and adjusting operational behaviour accordingly.
- Familiarisation and knowledge transfer including embedded in process guidance and support for AI use aligned to organisational policy
- Hypercare for immediate post go live period
- Continuous Improvement and innovation via our Managed Service, further details of which can be found in our Oracle Cloud Managed Service proposal.

We have proven tools that can be used in areas such as testing automation, configuration management and data conversion and provide accelerators that will be used to drive faster business value and benefit realisation.

Our Next Consulting team are able to offer a number of complimentary AI services, please see further details in our proposals:

- AI Readiness Assessment
- AI Data Quality Assessment
- AI Compliance, Governance and Ethics
- AI Benefits Realisation.

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

- Our Intelligent Innovation Cloud Method, Methodology inspired by the Oracle True Cloud Method, providing a structured, low-risk, and standards-based approach aligned to Oracle Fusion SaaS delivery and UK public sector and Government design and assurance principles
- AI readiness and maturity assessment, including understanding of organisational AI usage policies, governance processes and organisational appetite
- Collective agreement of business issues, success factors and required outcomes to identify high value AI focus areas and specific AI use cases, incorporating MoSCoW analysis
- Creation of roadmaps for AI exploitation and implementation
- Support for business case development for selected AI opportunities, incorporating mechanisms for benefits measurement and anticipated RoI and measurable benefits to ensure value for money
- Enablement of embedded AI features, including seeded agentic workflows in SaaS applications, incorporating mechanisms for guiding users to new features and supporting their use and any associated usage constraints
- Development of organisation specific agentic workflows and AI services
- Delivery of data management solutions which incorporate data architecture, data handling, data quality compliance and security considerations to ensure that data becomes a reliable strategic asset able to maximise the use of AI supported insights and modelling
- Enablement of Enterprise Performance Management, Fusion Data Intelligence and Oracle Analytics Cloud and AI Data Platform AI solutions to improve financial and workforce planning, budgeting and forecasting,

support operational decision making, provide data insights to identify trends and patterns, perform scenario modelling to allow Finance, HCM, Supply Chain, Procurement and Service professionals to focus on strategic decision making

- Enablement and exploitation of database 26ai vector search, agentic AI, analytics, data development, and application integration capabilities
- Interactive iterative solution design, incorporating playbacks using configured Oracle Fusion environments, providing early visibility of processes, analytics, security roles, and user experience to reduce delivery risk
- Robust and automated testing mechanisms aligned to Oracle and Government standards
- Experienced change and transformation consultants supporting organisational readiness, user adoption, and service continuity for all types of users, including those with accessibility needs and supported by Oracle Cloud capability such as Guided Learning to reduce the training and change management overhead and ensure appropriate controls are incorporated
- User familiarisation and knowledge transfer, incorporating Oracle in-application guidance, role-based training, and embedded process support to ensure sustained adoption and operational confidence
- Ongoing optimisation of AI solutions, incorporating new capability released by Oracle.

2.3 Benefits

- Harnessing the power of AI enabled automation to improve operational efficiency, freeing time for value add activities
- Provide seamless integration with AI Services for unstructured and structured information retrieval and processing to improve interoperability and automate processing across systems and data sources
- Enabling task completion via natural language processing to reduce off system and manual processing and increase system adoption
- Provide real time personalised assistance to customers and staff at a time and channel that fits their needs, automating query management to reduce back office support requirements
- Retrieving, linking and summarisation of structured and unstructured information across sources to automate provision of relevant and specific responses and recommendations to internal and external users providing a more personalised service and improving satisfaction
- Provide AI driven anomaly detection, trend identification and contextual insights to identify issues before they become significant problems
- Make advanced analytics available to a wider audience to reduce reliance on data experts and drive improved operational and strategic decision making
- Streamlining regulatory and internal stakeholder reporting to provide more time for strategic analysis and focus
- Incorporating in process and application to direct users to helpful AI features, build confidence in solutions and ensure features are used appropriately and in line with organisation policy and guidelines
- Monitoring of before and after to measure benefit and drive value, gaining organisational confidence and buy in to further AI driven improvements
- Effective change and transformation support ensures smooth transition and maximised user adoption
- Collaborative working promotes confidence in the solution and increases likelihood of success
- Experienced Cloud Project managers develop realistic timelines to stay on track
- Streamlined data strategy ensures data consistency, quality and integrity organisation wide
- Advanced and in process analytics allow intelligent, timely decision making and improve operational and strategic decision making
- Training and knowledge transfer solutions facilitate business readiness and user adoption and ongoing support
- Robust security measures and governance activities ensure regulatory compliance
- Continuous innovation and quarterly release management ensures systems remain optimised.

2.4 Our Approach

The Intelligent Innovation Cloud Method is our broad approach to Oracle Cloud capability implementation, inspired by Oracle True Cloud Method. The approach is tailored in approach, activities and deliverables depending on the nature and scope of the AI enablement engagement.

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 the Figure 1 below, is centred around delivering solutions that prioritise user experience. We are dedicated to understanding your specific goals and objectives for embracing new technology such as AI, 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 Oracle solutions that are simple, user-centric and robust, enhancing employee experience, empowering active engagement and facilitating transformational business benefit.

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 1 – Sopra Steria Intelligent Innovation Cloud Approach

Inspire

The Inspire phase stands as a cornerstone for project success. At Sopra Steria, we deeply value collaboration and fostering a unified team spirit, recognising its pivotal role in project outcomes. Throughout this phase, our focus is on establishing robust working relationships, rooted in our core values of Respect, Excellence, Empathy, and Community. Optionally, we undertake an AI literacy and AI maturity assessment delivered by our Next Consulting team, to ensure that your organisation is ready to take on the AI challenge. This insight ensures that as a team we are well positioned to maximise the potential transformational benefits of introduction of AI capabilities and identifies any challenges or barriers to be resolved in advance of the project initiation or during implementation.

Armed with an understanding of your AI appetite, policies, readiness and aspirations we commence with a kick-off

meeting, where we collectively outline and align on the project approach, resource requirements, responsibilities, and allocation. Together, we develop a comprehensive project management plan and complete the Cloud and AI Adoption Readiness Assessment. Encouraging your input, we guide the creation of a Customer Success Statement, articulating key business drivers and outlining the desired project outcomes and benefits. Our overarching goal in this phase is to ignite inspiration, enthusiasm, and unwavering commitment among all stakeholders, fostering a shared dedication to successfully delivering the project.

During this phase, our business change and transformation teams will work closely with you to agree your change strategy and communications plan. Further details of change and transformation support can be found in our GCloud 15 offering titled "*Oracle Cloud Managed Services - Management, Innovation, Optimisation, Enhancement and Support of Oracle Fusion Cloud and Infrastructure.*"

Discover and Collaborate

We will run collaborative discovery workshops to understand how your business works today, your pain points and confirm your business drivers for AI introduction. We will discover the key foundations of your business, such as workforce and finance structures, compliance and statutory requirements, data management and security, and reporting. We believe that it is key to understand AI attitudes, viewpoints and understanding of the various personas within the workforce in the context of the process and the AI impact. This ensures that we implement in a way that gains the confidence and buy in across the organisational user base to ensure that adoption and benefits realisation are maximised.

In recent years, the principle of 'Adopt NOT Adapt' has gained traction in Oracle Fusion Cloud projects. However, we recognise that this approach can present challenges, especially in public sector environments with unique business requirements where Oracle Fusion Cloud may not offer ideal solutions. We advocate a mindset of 'Embrace and Enhance.' We believe in '*Embracing*' the capabilities of Oracle Cloud applications and analytics capability, which are designed to align with modern best practices, while also critically evaluating areas where it may fall short. We acknowledge that there are situations where '*Enhancing*' the solution is necessary. Our consultants will collaborate with you to determine where enhancement is appropriate, adhering to rigorous governance processes and Oracle allowable extension and best practice. Incorporating components such as; the development of AI agents for advice and guidance, and agentic workflows; incorporating external data sources and unstructured data, supplementary AI driven forecasting, scenario modelling and anomaly detection analytics and bespoke AI services; where this will maximise business benefits in key operational or strategic areas.

Following this activity, the scope of the implementation will be clarified, and data and integration strategies will be drafted. Key design decisions will be agreed.

This phase is intended to be as interactive and collaborative as possible. Pre-prepared questionnaires will be provided to assist you in communicating your specific design needs. Wherever possible we will provide early sight of the application itself to aid this key decision-making phase. We harness our extensive expertise to assist businesses in making informed design decisions for new technology implementations, accelerating the decision-making process.

We will work with you to craft a data migration and integration strategy that best meets your individual needs and tried and tested automation tools and re-useable components will be used to facilitate these activities. More detail is provided in the 'Model and Refine' phase.

Model and Refine

During this phase, our approach is to foster agility and iteration whenever feasible. Embedded within our distinctive Intelligent Innovation Cloud methodology is our commitment to providing you with early visibility into the solution. This enables you to visualise how embracing modern best practices, enhanced by AI capability can align with your core business processes. Critical design decisions are seamlessly integrated into the application, and throughout this phase, we conduct continuous and iterative user story playback sessions. These sessions are designed to be interactive, offering you a hands-on experience with the solution. Whenever possible, we encourage your active involvement in these playback sessions, empowering you to take ownership. This not only enhances your understanding of the solution but also ensures continuous validation and familiarity throughout the implementation journey.

Over 75% of cloud implementations face delays stemming from data-related challenges. We collaborate with a trusted partner specialising in providing advanced data migration tools to expedite implementation timelines. These

tools offer automated data migration and management processes and programmatic opportunities for data cleansing significantly saving time and mitigating error risks, thus expediting implementation timelines. This approach not only improves data quality but also ensures quick, efficient, and cost-effective migration. By organising and transforming legacy data through rule-based extraction, transformation, and validation processes, we enhance the quality and reliability of the migrated data.

We are also able to incorporate development of a data management approach based on DAMA data governance principles, incorporating Data Quality Management solution components to support the accurate and effective introduction of AI supported data insights.

Whilst working through your integration requirements, we will utilise, wherever possible, our library of re-useable integration components and patterns. These provide tried and tested accelerators to save time during this activity and incorporate data quality considerations and management products where agreed in scope.

Validate

Sopra Steria offers a specialised applications testing and quality assurance service tailored for Oracle Fusion Cloud. During the validation phase, some of the activities include:

- Authoring of Testing Strategy
- Test Automation – wherever possible
- Test Management
- Data conversion Testing
- Systems Integration Testing
- Regression Testing where/when appropriate – automated wherever possible
- User Validation Testing support
- Quarterly Release Testing – automated wherever possible.

For further details of our testing capability and standalone offering please refer to GCloud 15 offering titled "*Oracle Testing-as-a-Service (TaaS) Service.*"

Our enhanced testing service incorporates the use of automated testing capabilities provided by our partners, developed specifically for Oracle Fusion Cloud. Automated testing tools offer numerous advantages, including increased efficiency, accuracy, and cost-effectiveness. By automating repetitive test processes, these tools can execute tests much faster and with greater consistency than manual testing, leading to significant time and resource savings. Automated testing also enhances test coverage by identifying bugs and issues across a wide range of scenarios, while providing faster feedback on software quality, facilitating shorter development cycles, and supporting continuous integration and deployment pipelines. Additionally, reusable test scripts, detailed documentation, and seamless scalability make automated testing an essential component of agile and DevOps practices, enabling development teams to maintain a rapid pace of innovation without compromising on reliability or quality.

In addition to the formal testing phases, our Intelligent Innovation Cloud Method inherently fosters continuous testing throughout the project lifecycle. Our collaborative and iterative approach, encapsulated in the "Model > Visualise > Confirm" cycle within the "Model and Refine" phase, offers continuous testing mechanisms that instil confidence throughout implementation. This approach not only ensures ongoing validation but also better prepares business users for User Validation Testing, mitigating a common pain point experienced in many projects.

Enable

During the enable phase, we will work with you ensure that you are ready for the transition onto the new solution. Business change and transformation is a key part of this phase; we will work closely with your teams or can use our own highly skilled Sopra Steria Next Business consultants.

Evaluation of user validation testing, the accuracy of data migration and integration, and the resolution of any outstanding issues is key. A clear cutover plan will be devised to ensure that the systems enablement runs smoothly.

On-going familiarisation and knowledge transfer is inherent throughout the implementation due to our Intelligent

Innovation Cloud methods. In addition to this, Oracle Cloud solutions have evolved significantly in recent years and offer comprehensive in-application support solutions. These solutions provide a modernised way of ensuring users are informed with the correct way to interact with the system to complete common business processes and transactions. Oracle Guided Learning and Oracle Digital Assistant can be used to minimise the need for the creation and maintenance effort for training materials. "Out of the box" functionality is available or specific guidance can be tailored where required. Journeys can also be used to guide users through common activities. We are highly skilled in this area and can utilise these modern features to ensure you are supported and to promote user adoption during both the 'Enable' and 'Operate and Innovate' phases.

Dependant on specific customer requirements, we can also provide various levels of training that follow a more traditional approach and would be happy to discuss your unique training needs with you.

Operate and Innovate

Sopra Steria will provide an agreed period of Hypercare to ensure that the transition is seamless with minimal disruption. Working collaboratively, we will closely monitor the system to address any issues or challenges and continue regular check in sessions to discuss progress. Any issues will be rapidly identified and resolved.

There will be an opportunity to gather feedback on the success of the implementation, aligned to the objectives and key drivers shared from the business case to assist in identifying areas for improvement. This feedback loop is essential for refining processes, addressing user concerns and enhancing overall satisfaction with the service.

The Hypercare phase sets the stage for continuous improvement. Lessons learned from the initial implementation and Hypercare support are analysed to make informed decisions for ongoing optimisation and enhancement of the services. Oracle Guided Learning and Digital Assistant Analytics can be used to identify any areas where additional support is required, and additional artefacts can be built to support these. Note: Availability of these analytics tools is dependent on the purchased components.

As the environment and usage stabilises, Hypercare will cease and will transition into standard support. We would be happy to provide your ongoing support and enhancement. Additional details of our managed service offering can be found our GCloud 15 offering titled "*Oracle Cloud Managed Services - Management, Innovation, Optimisation, Enhancement and Support of Oracle Fusion Cloud and Infrastructure*" or we can provide comprehensive handover to your own support teams.

As part of the 'Operate and Innovate' phase, we will encourage you to focus on continuous improvement and innovation. Focus can be placed on functionality that was not included in the initial implementation, and new innovations included in quarterly releases can be assessed and prioritised.

2.5 Inputs

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

- A dedicated team of engaged and committed stakeholders / subject matter experts
- Engagement with end users representative of your key user personas
- A clear understanding of your desired business drivers and outcomes
- Willingness to be active participants throughout the implementation and to champion the project
- Access to all related system and process artefacts
- Embrace and Enhance mindset
- Ability to make timely decisions to support project timelines
- Continuous positive senior stakeholder messaging to support agreed ways of working
- AI Policy and Governance Board
- Open and honest collaborative mentality.

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

2.6 Outputs and Deliverables

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

- AI Literacy assessment (optional)
- AI Maturity Assessment (optional)
- AI Adoption Roadmap
- AI Baseline and Benefit Measurement Framework
- Target Operating Model
- Business Impact Analysis
- Business Change and Training Strategy
- Key Design Decisions
- High Level Design
- Epics and User Stories
- Best Practice Process Models and User Journey Maps
- Data conversion Strategy
- Integration Strategy
- Systems Design - Configuration Workbooks
- Solution Design Documents
- Testing Strategy
- Pre-populated Testing Scenarios and Testing Outcomes
- Cutover Plan
- Adoption measurement and AI Impact Assessment
- Prioritised Backlog of AI Opportunities, Features, Functions, Capabilities for Future Adoption.

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

Our Oracle delivery capability is aligned with Oracle's latest certification framework and roadmap, covering end-to-end implementation, analytics, Oracle Integration Cloud, Oracle AI and Agentic AI services, and cloud architecture across ERP, HCM, EPM, OCI and eBusiness Suite. These certifications demonstrate our ability to design, implement, integrate, and operate cloud-native and AI-enabled best practices and Oracle Fusion and EPM Cloud solutions using current Oracle standards. These incorporate monthly and quarterly update models, enabling secure, scalable, and future-ready enterprise solutions.

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

- Oracle Cloud Infrastructure Generative AI Professional
- Oracle Fusion AI Agent Studio Foundations Associate
- Oracle Cloud Infrastructure AI Foundations Associate
- Oracle Global Human Resources Cloud Implementation Professional
- Oracle Talent Management Cloud Implementation Professional
- Oracle Learning 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 Procurement Cloud Implementation Professional
- Oracle Analytics Cloud Professional
- Oracle Cloud Fusion Analytics Warehouse Certified Implementation Professional
- Oracle Cloud Infrastructure Enterprise Analytics Professional

- Oracle Integration Cloud Implementation Professional
- Oracle Cloud Infrastructure Application Integration Professional
- Oracle Infrastructure Certified Architect Associate
- Oracle Cloud Infrastructure Developer Professional
- Oracle Cloud Infrastructure Foundations Associate
- Oracle Cloud Infrastructure Architect Associate
- Oracle Cloud Infrastructure Architect Professional
- Oracle Cloud Infrastructure Security Professional
- Oracle Cloud Infrastructure Cloud Operations Professional Oracle Autonomous Database Cloud Professional.

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

2.8 Case Study

The Challenge: Our customer's ecosystem incorporated both Oracle applications and third-party products for workforce management, deployment and recruitment. They faced a challenge of high drop-out rates and elevated attrition rates amongst staff. The problem required constant efforts to attract, recruit, and train new personnel. However, limited insight into the reasons behind these issues made it challenging to address them effectively. This lack of understanding added to the complexity of the situation and diverted resources from their primary business objective. Addressing these problems was critical for our customer to function effectively.

What We Delivered: Our solution integrated advanced data analytics and predictive modelling to proactively address the challenges of staff attrition and recruitment. By analysing historic data, crucial drivers behind resignations and increased dropout incidences were identified, and showcased through dynamic, interactive dashboards. The solution was further enhanced by implementing predictive models that digested historic data and analysed it to understand the patterns within it, to anticipate future exits.

Outcome

This foresight allowed for targeted retention strategies and optimised resource distribution, facilitating a more focused and efficient deployment of resources. The insights empowered leadership and HR departments to effectively target areas of concern, identifying at-risk groups to bolster retention rates and reduce dropouts effectively.

Conclusion

Our customer transitioned from a reactive to a proactive framework, securing continuity and helping foster a stable and motivated workforce.

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](#).

