

NAMOS SOLUTIONS

Lot 3 Service Definitions Oracle Cloud Professional Services

G-Cloud 15

Contents

- 01** | Oracle Cloud Migration Planning and Cloud Gap Assessment
- 02** | Oracle Cloud Rationalisation and Migration Planning for Organisational Change
- 03** | Collaborative Change Support and Adoption
- 04** | Oracle Cloud Set-up and Migration - End-to-End Implementation Service
- 05** | Oracle Cloud Accelerator Implementation Service
- 06** | Oracle Cloud Change and Enhancement Implementation Service
- 07** | Oracle Cloud Quality Assurance Testing Services
- 08** | Oracle Cloud Training and Knowledge Transfer Services
- 09** | How to Contract
- 10** | Namos Security, Assurance & Certifications
- 11** | Working with Namos

01 |

Oracle Cloud Migration Planning and Cloud Gap Assessment

Cloud Gap Assessment

Namos provides expert Cloud Gap Assessment and Enterprise Architecture services, helping organisations understand their current Oracle environment, identify opportunities for Cloud adoption, and plan strategic, actionable transformations.

With deep experience spanning Oracle E-Business Suite (EBS) to Oracle Cloud, we've guided numerous customers through successful migrations, optimisations, and architectural redesigns. This experience gives us unique insight into what makes a Cloud Gap Assessment truly valuable: not just documenting systems, but aligning technology to strategy and business outcomes.

Working collaboratively with your teams, Namos assesses your strategic, organisational, and business drivers, evaluates cloud readiness, and provides actionable recommendations.

We examine existing enterprise architecture, system dependencies, integration points, and process maturity. The outcome is a detailed view of gaps and opportunities, potential risks, and practical options for transformation, migration, or optimisation.

Moving to Oracle Cloud can be complex and high-risk. Namos UK-based Oracle expertise can help navigate this risk with clear proposals and recommendations for next steps that reduce uncertainty, support compliant decision-making, and enable confident transformation from legacy ERP/HCM/EBS to Oracle Fusion and OCI.

Namos provides a variety of tangible benefits when considering your move to Oracle Cloud:

- Recommendations built on Oracle best practices and years of experience from our experienced delivery consultants
- Leveraging the newest Oracle Cloud technologies and functionality to ensure you are bringing out the best that Oracle Cloud has to offer
- A collaborative OneTeam approach that works with you to evaluate your needs, assess how they overlay onto Oracle Cloud functionality, and agree the most effective way forward

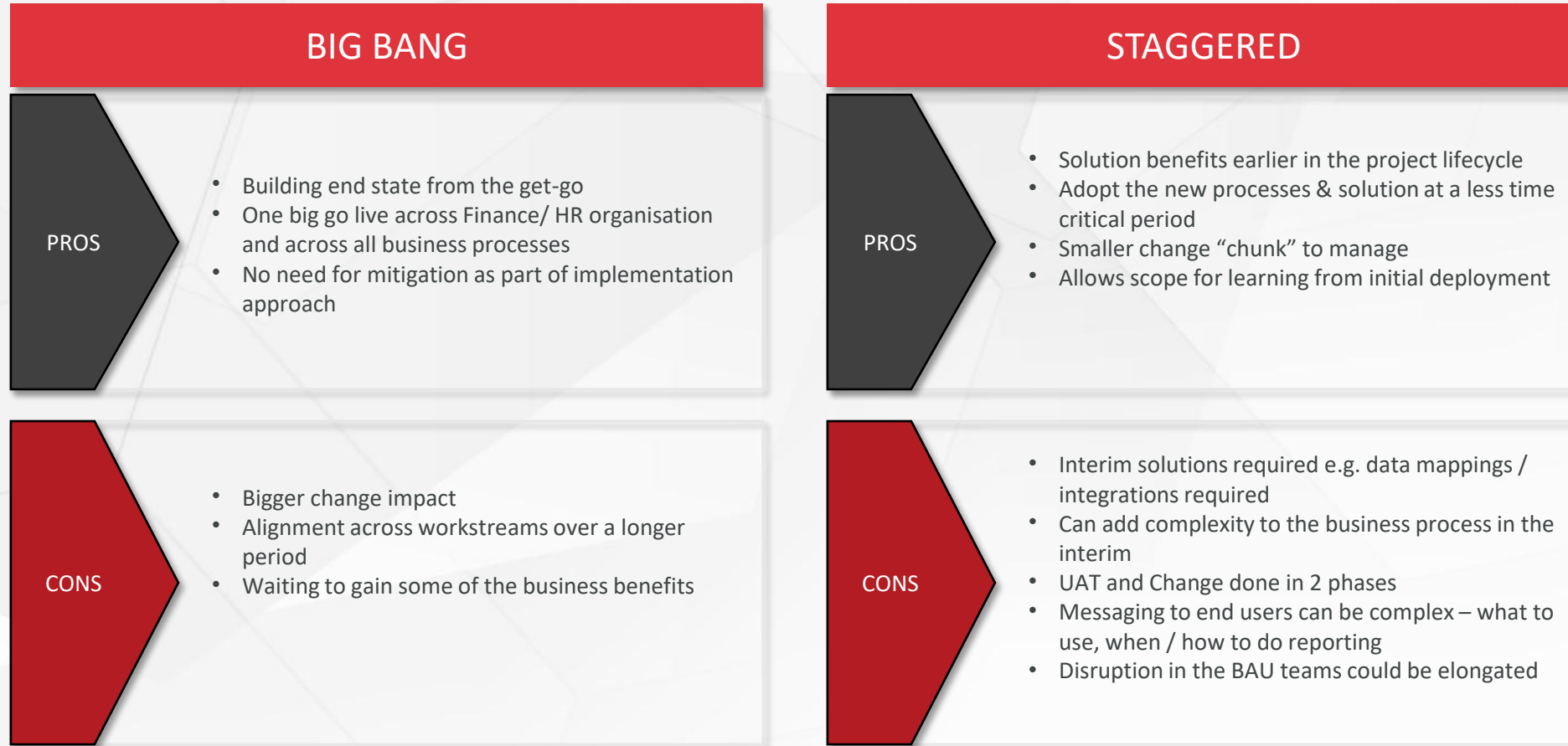
Stakeholders gain clarity on the implications of change, supported by a roadmap that prioritises initiatives, aligns to business goals, and prepares your organisation to adopt Oracle Cloud with confidence.

Business needs might dictate that the required Cloud solution comprises of multi-cloud hyperscalers, public/private/ hybrid clouds, or a combination of these. Namos has extensive experience in working with these requirements and can offer key insight and knowledge transfer.

With Oracle Cloud functionality continually improving and new features being deployed, Namos is able to provide you the latest updates applicable to your workload and what this means for your solution. As with any cloud hyperscaler, there will always be mandatory Oracle Cloud updates to the services, for example Compute, Autonomous Database, Identity and Access Management, but Namos are able to provide early sight and proactive planning of upcoming changes.

Aligned vs Staggered Go live

Risk vs Reward



Consideration of...

Organisation design, for example Establishment, Chart of Accounts, TOM Deign, Clarity of Reporting requirements, ERP / HCM data requirements - typically occurs concurrently with the ERP design to ensure the solutions and business processes are aligned.

Scope

Service optional inclusion

- Oracle estate assessment (EBS, databases, integrations, IAM)
- Cloud readiness and gap assessment
- Target-state architecture and options analysis
- Migration sequencing and dependency mapping
- OCI and Autonomous Database planning
- Roadmap and delivery plan
- Security and compliance considerations (ISO27001/CE+/GDPR alignment)

Service Exclusions

- Actual migration execution (data movement, cutover, build)
- Ongoing managed services or application support
- Software licensing costs
- Custom development beyond planning and architecture.
- Operational monitoring, backup or disaster recovery delivery

Buyer Dependencies

- Provide access to relevant current-state documentation, including architecture diagrams, process flows, and system inventories.
- Make available appropriate stakeholders and subject matter experts to support discovery workshops and validation sessions.
- Grant timely read-only access to relevant Oracle Cloud environments and supporting systems, where required.
- Confirm the scope, objectives, and success criteria for the assessment at the outset.
- Support review and sign-off of findings, recommendations, and prioritised outcomes.

Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.

02 |

Oracle Cloud Rationalisation and Migration Planning for Organisational Change

Organisational Change

Namos provides organisational change and optimisation services for UK public-sector organisations using Oracle Cloud, whether responding to structural change or seeking improved efficiency, cost reduction and better value from existing investments.

Delivered by UK-based, Oracle-certified consultants, the service combines deep Oracle expertise with public-sector insight to support informed business decisions, rapid change and measurable benefits. The service follows a structured, implementation-style approach, starting with a focused Oracle Cloud Health Check to understand how the solution has been configured, adopted and operates in practice.

Namos assesses alignment to Oracle Modern Best Practice, identifies configuration drift, inefficiencies and complexity, and highlights opportunities to simplify, standardise and optimise.

Where pace is critical, Namos works pragmatically and at speed—supporting organisations under financial pressure or delivery deadlines to prioritise high-impact changes, improve operational performance and realise cost and efficiency benefits without unnecessary disruption or large-scale reimplementation. We work on small discrete projects with customers who are looking to resolve a key concern in HR or Finance and others who need long term business transformation support where an understanding of the impact of technology on HR and Finance can support their business objectives. Our Oracle Cloud knowledge underpins our organisational change advice to our customers.

Our Namos team can partner with you to provide:

- **Faster realisation of savings and benefits:** Rapid identification of optimisation and standardisation opportunities within existing Oracle Cloud solutions, enabling organisations to reduce costs, improve efficiency and realise intended benefits without large-scale reimplementation.
- **Confident, informed decision-making under pressure:** Clear, evidence-based options aligned to Oracle best practice, helping public-sector leaders make timely, defensible decisions in response to financial constraints, structural change and delivery deadlines.
- **Stronger operational alignment and future readiness:** Re-align Oracle configuration to business needs, reducing complexity and technical debt while establishing a cleaner, more sustainable platform that supports future change, funding cycles and Oracle's evergreen roadmap.

Buyer-Facing Use Cases

Local Government Reorganisation

Plan consolidation of multiple Oracle ERP and HCM estates during the move to unitary authorities, addressing workforce harmonisation, payroll alignment and financial control.

Higher Education Mergers

Assess and rationalise complex Oracle finance, HR and payroll structures to support university mergers while protecting staff, student and research operations.

Arm's-Length Body Consolidation

Support rationalisation of Oracle platforms when ALBs merge or are restructured, aligning security, reporting and operating models.

Workforce Transformation

Enable safe planning for workforce restructuring, TUPE transfers and payroll harmonisation across Oracle HCM and Payroll.

Scope

Service optional inclusion

- Targeted discovery of Oracle Cloud configuration and business alignment
- Review against Oracle Modern Best Practice and intended design outcomes
- Identification of configuration drift and optimisation opportunities
- Options analysis to support cost reduction, efficiency and simplification
- Functional and technical impact assessment across Oracle Cloud modules
- Prioritised change roadmap aligned to business and financial drivers
- Support for rapid decision-making under time and budget constraints
- Clear recommendations for reconfiguration, standardisation or adoption changes
- Knowledge transfer to internal teams to support sustained improvement

Service Exclusions

- Full end-to-end Oracle Cloud reimplementation (covered by separate Statement of work where required)
- Delivery of a large-scale transformation programmes (covered by a separate Statement of work where required)
- Legal, HR, TUPE or workforce policy advisory services
- Ownership of organisational change communications or training delivery (covered by a separate statement of work where required)

Buyer Dependencies

- Provide access to relevant current-state documentation, including architecture diagrams, process flows, and system inventories.
- Make available appropriate stakeholders and subject matter experts to support discovery workshops and validation sessions.
- Grant timely read-only access to relevant Oracle Cloud environments and supporting systems, where required.
- Confirm the scope, objectives, and success criteria for the assessment at the outset.
- Support review and sign-off of findings, recommendations, and prioritised outcomes..

Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.

03 |

Collaborative Change Support and Adoption

Collaborative Change Support and Adoption

Organisations adopting Oracle Cloud or undertaking major transformation programmes face significant operational, process, and cultural shifts. Effective change and cloud migration planning ensures these shifts are controlled, predictable, and aligned to strategic objectives.

Namos provides a structured and proven approach that prepares organisations for transition, mitigates risk, and supports confident adoption of new cloud capabilities.

Our service offers clear, outcome-driven planning across the full lifecycle of cloud migration. This includes early-stage assessments of readiness, existing processes, and organisational impact; the creation of tailored adoption strategies; and detailed planning for communication, stakeholder engagement, and training. By combining best practice with deep Oracle Cloud expertise, we ensure that migration activities are sequenced logically and that all stakeholders understand their roles in achieving a smooth transition.

Namos embeds governance and quality controls throughout the planning process, enabling organisations to track progress, manage dependencies, and identify risks early. Our structured frameworks ensure that technical changes and process redesigns are properly documented, communicated, and understood. This disciplined approach reduces uncertainty and builds confidence across delivery teams and business functions, supporting a stable transition to the cloud.

Key Benefits

Informed decision making with best practice and previous experience examples.

Change metrics to deliver measurable and quantifiable change with a clear ROI.

Change support that is built on years of experience in delivering Oracle solutions with roadmap and future ready built-in.

““We needed a partner that would work with us, not implement to us”.

Head of HR Transformation
University of Salford

Cloud Migration Planning

Putting people at the forefront of your technology change.

People are key are to any change that you make in your business so why look for a systems integrator that just implements the technology? Implementing a new system is a business transformation so you need a partner who recognises that and can work with you so that you understand what you are getting from your new system and the benefits that it will bring to your business and your people.

Oracle is a business transformation enabler but Namos can help you to achieve a SaaS mindset and unlock the potential of your HR and Finance system.

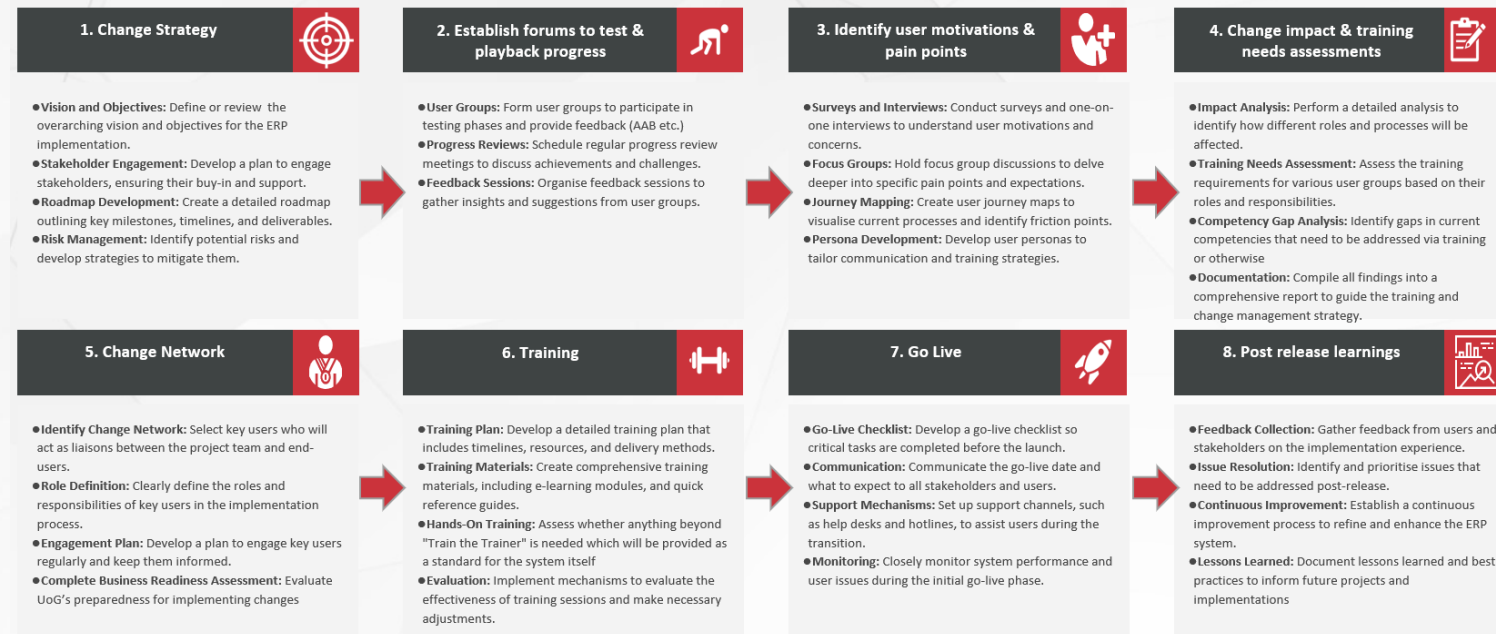
Our eNance Transform offering can benefit you as you start to think about whether you are ready for a new SaaS solution, as you are getting ready to start your Oracle Cloud implementation, during your implementation or after you have had Oracle Cloud in place for a while.

We work on small discrete projects with clients who are looking to resolve a key concern in HR or Finance and others who need long term business transformation support where an understanding of the impact of technology on HR and Finance can support their business objectives. Our Oracle Cloud knowledge underpins our business transformation advice to our clients but, due to the work that we do, we are also able to provide system agnostic support.

Namos provides comprehensive Change Management services designed to support organisations through every stage of transformation within their Oracle Cloud environments.

Our service includes the planning, coordination, and delivery of structured change activities aligned to industry best practice, ensuring that new functionality, enhancements, and process updates are introduced smoothly and with minimal business disruption.

Change Management and Adoption Activities



By methodically covering these areas, the change management and adoption programme aims to ensure a smooth ERP implementation, fostering user acceptance and ongoing system optimisation.

Service Inclusions

Putting people at the forefront of your technology change will ensure that the implementation and change adoption will be a successful one. Namos position our consultants and change consultants to be side by side with customers to support them every step of the way.

What is included:

- Change Strategy creation and advice
- Training Strategy creation and advice
- Vision and Case for Change
- Change Impact Assessments
- Change Network establishment
- Change Success Metrics
- Flexible Oracle Cloud Training and Knowledge Transfer
- Super Users, Support and Administrator training
- Guidance on training design for end user training customer delivery
- Training Needs Analysis
- Train the Trainer, classroom and virtual training delivery
- eLearning and/or Guided Learning development

Our Namos team can partner with you to provide:

- ABCs – Aligned Business Change approach to support your people to understand, manage and adopt your new Oracle Cloud solution
- Transform – A tailored Change approach that will assess how you are currently working, help you identify the vision that you want to achieve through your SaaS solution and partner with you to support you to achieve your transformation vision.

CASE FOR CHANGE

We support you to align your business drivers with strategy and outcomes (benefits) enabled by cloud solutions

STAKEHOLDER ENGAGEMENT & COMMS

Stakeholders are brought into the change, to understand how they're impacted and know what they need to do to support success in Oracle Cloud

CHANGE IMPACT MANAGEMENT

We will support you to Identify, assess and manage impacts and opportunities to optimise end to end business processes

READINESS ASSESSMENTS

We recommend regular assessments with stakeholders to keep change on track

USER PERSONAS & JOURNEYS

Stakeholders understand new ways of working and new behaviours

CHANGE CHAMPION MOBILISATION

Mobilise Change Champions to advocate the new normal and support stakeholders to successfully adopt the new ways of working

LEARNING & ENABLEMENT

Capabilities are established to ensure training and future state adoption during the project and into the future

TRANSITION TO FUTURE STATE

Identifying and executing business transition activities ensures your stakeholders are operationally ready to adopt the new normal

ADOPTION & BENEFITS MEASUREMENT

Monitor and support your stakeholders to adopt the new ways of working, measure and celebrate success

Exclusions and Dependencies

Namos will provide guidance and advice to assist customers to navigate the change journey when implementing or adopting Oracle technology. We believe that the majority of change activities should be delivered and owned by the customer who is best positioned to take their people on the journey. Therefore, some areas are out of scope or have dependencies that we will support on but not own or support while ensuring dependencies are known, including:

- End User Training
- User Acceptance Testing
- Test Script Creation
- Decision-making and design sign off
- Target Operation Model design or transformation
- Policy changes and working practices
- Business Flows, process mapping to customer design level diagrams
- User Guides
- Training Manuals

Dependencies include:

- Organisational Readiness
- Communication Strategy
- Stakeholder mapping and user group profiling
- Available training environments
- Cutover planning
- Feedback and lessons learnt

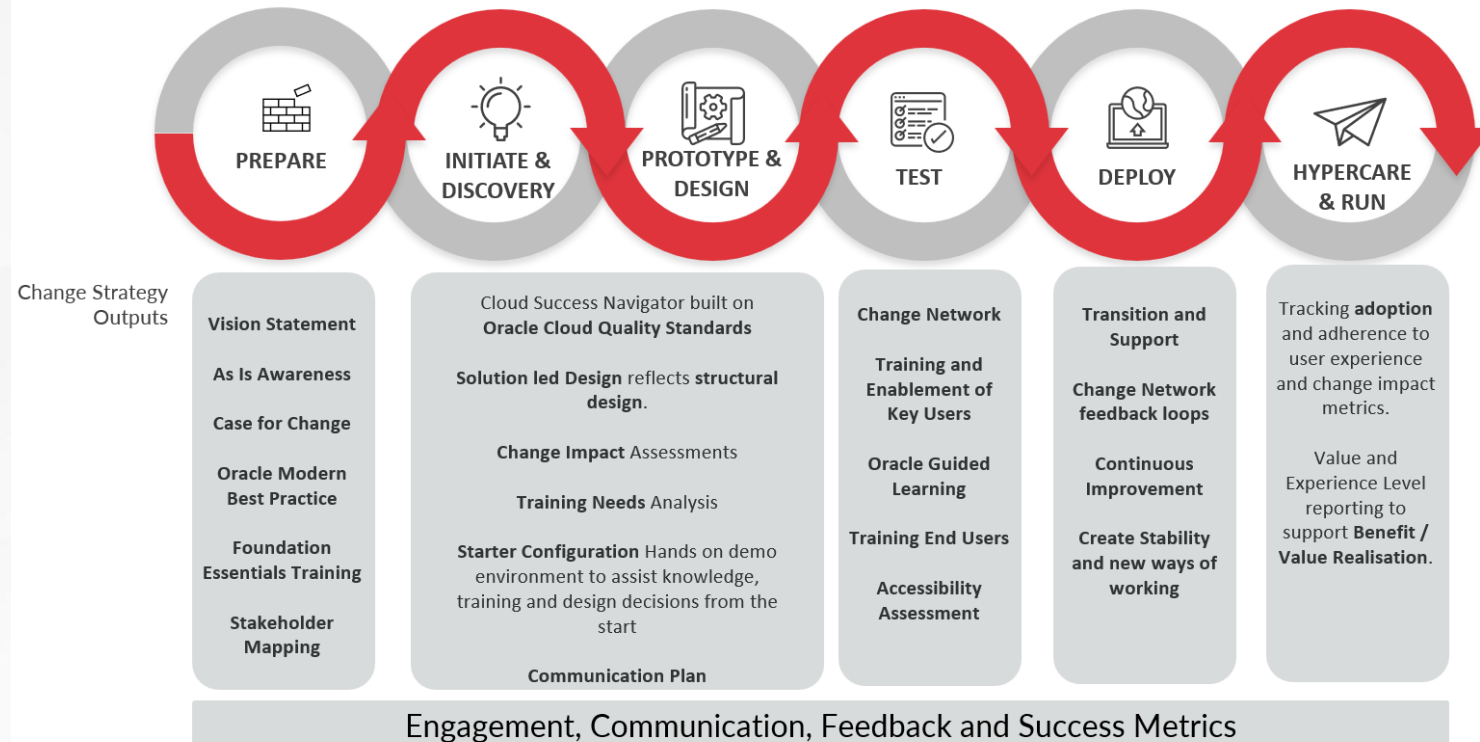
“Change is one the hardest aspects of any ERP implementation. Working closely with our partner Namos, Oracle Success Navigator is helping us to bring people closer to the change early.

We are planning to use it to build hands on understanding for the team, engaging with our impacted people early, so they can influence and understand with the intention of helping people to feel equipped, confident and dare I say it excited about new ways of working”

Programme Manager, Imperial College

Key Points

MEASURING CHANGE IMPACT & BENEFITS



Scope

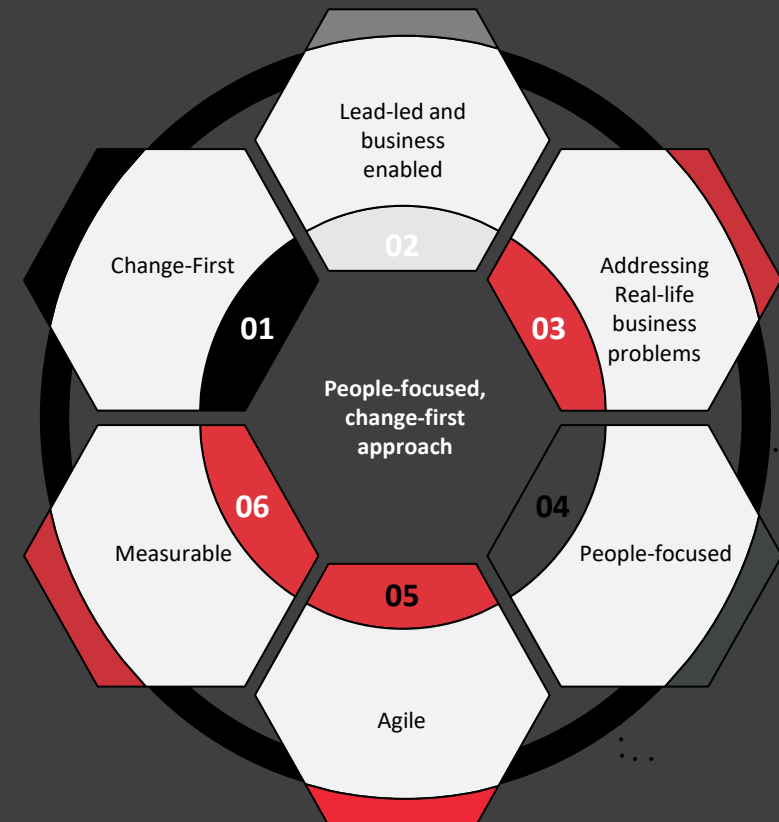
Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.

"Thank you so much to everyone who organised and presented at these sessions. Really clear to see all the hard work that went into pulling together the content for us all"

"Thanks to all the Namos team for presenting such a condensed format of all these deep subject areas and racing through them at pace"

Training Manager, Imperial College London



04 |

Oracle Cloud End-to-End Implementation Service

End-to-End Implementation Service

Namos has a tried and tested implementation approach, refined over multiple years through the successful delivery of Oracle Cloud projects across industries and levels of complexity (see – Methodology graphic). Our approach blends expert-led consultancy with modern delivery tooling to accelerate project timelines while reducing risk.

Our methodology follows clearly defined stage entry/ exit criteria aligned with Oracle Cloud Success Navigator Standards (CSN), supported by structured governance and milestone management.

Key delivery components include:

- Use of automated configuration management and structured configuration capture to reduce

errors and enable repeatability

- Tool-assisted data migration and validation to minimise disruption during cutover
- Standardised test packs and reporting accelerators to drive quality assurance
- Embedded support for requirements traceability, ensuring alignment to business objectives throughout the lifecycle

Our delivery toolkit and methodology ensure a fully traceable, quality-assured, and efficient implementation journey—from discovery through to Hypercare and handover into BAU. This enables customers not only to go live with confidence, but to operate effectively and evolve continuously within the Oracle Cloud.

“As its underpinning business system the implementation of BPSS was the largest, most complex and time-critical non-operational challenge that the Constabulary has ever faced. Initially its realisation seemed unachievable and unlikely. Nonetheless an effective partnership brought the required technical skills, a willingness to help us learn on our journey, and a blend of effort, passion and leadership. Together we delivered a truly unique success. As a senior Police Officer, it is rewarding to discover that beyond public service, in the for-profit world of commerce and contracts, there is still a place for trust, the universally important ingredient that acts to bond the effort of partners.”

**Professional Development Lead
Civil Nuclear Constabulary**

Oracle Success Navigator

Accelerating Implementation - Best Practice Guidance

Speed to Value

- Industry accelerators
- Blueprinted process
- Phased for Success
- Knowledge Transfer throughout project to upskill workforce
- Quick benefits realisation

"Success Navigator lets me have true visibility - In my role I want to know, what I didn't know, that I needed to know and Success Navigator makes this possible like never before."

MHRA, Head of People Systems

Oracle Best Practice

- Proven Templated Solution
- Oracle Certified Expertise in HCM, Payroll, ERP, EPM

Oracle Cloud Success Navigator (CSN) is a powerful tool designed to reduced risk in implementing Oracle software, accelerate Oracle implementations and provide structured guidance, system access, and best practice business process maps. CSN is an implementation accelerator. It streamlines the adoption of Oracle Cloud by offering a clear roadmap aligned to industry-leading standards, ensuring efficient configuration and deployment.

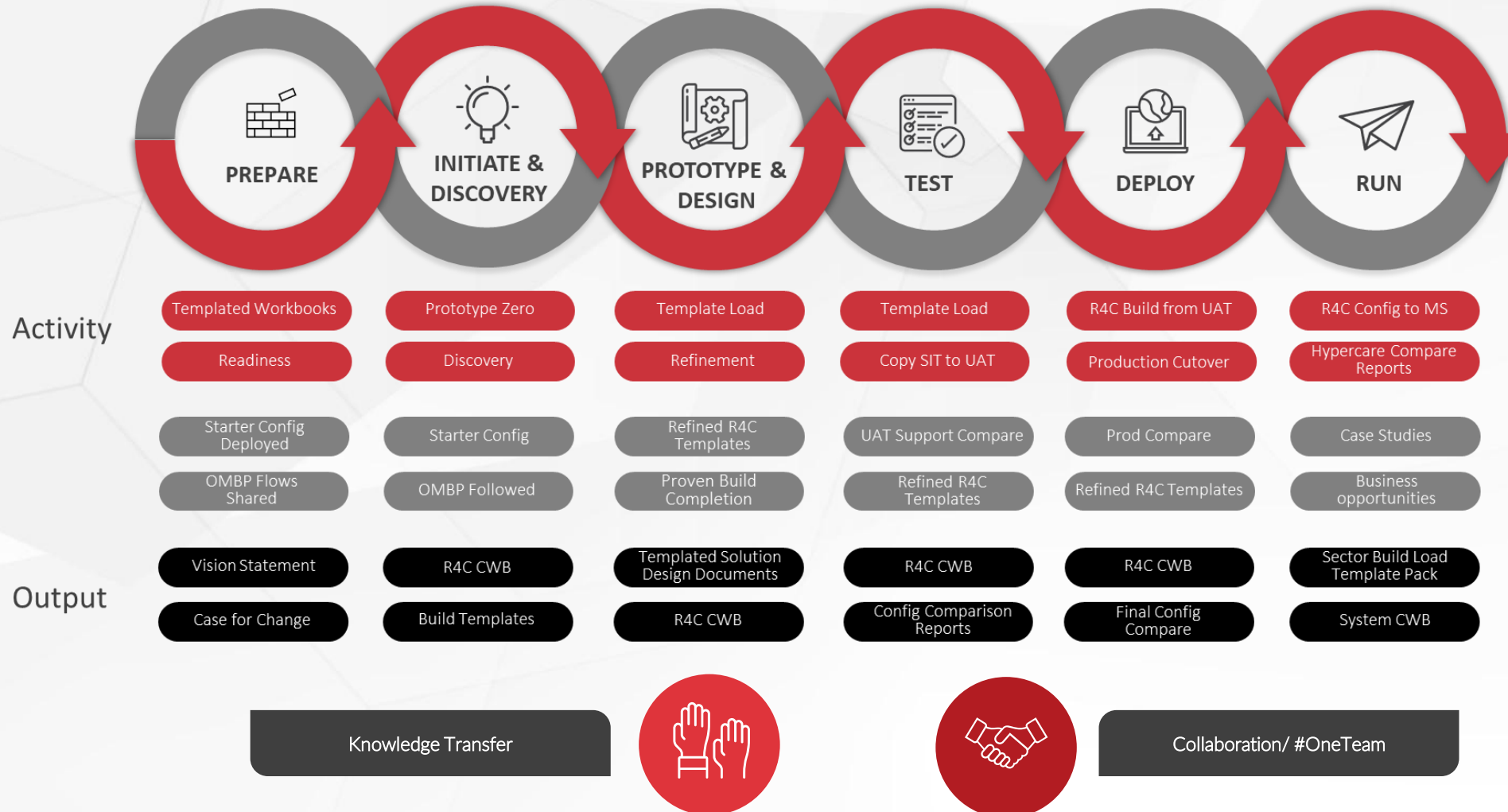
Namos has been at the forefront of working with Oracle on CSN, having fully embedded the use of the tool into our delivery approach, actively endorsing Oracle's value-driven methodology and ways of working.

CSN serves as a foundational resource, enabling a customer's project team to explore Oracle's predefined modern best practice processes, access business maps, validate design decisions, helping to ensure alignment across teams and standards. By leveraging this tool, Namos drive a faster and more effective implementation, minimising risk and maximising value throughout the implementation project.

Namos Methodology

The Accelerated delivery is underpinned by our proven methodology, created from our experience of multiple successful business transformation projects and Oracle Cloud implementations. It outlines the phased approach that we will follow to support our customer's Implementation projects.

We will align our methodology as required to the Customers ways of working and agreed requirements within the Accelerated timeline.



Service Inclusions

In support of our methodology Namos will provide all necessary artefacts to meet governance requirements, including (but not limited to):
Project Initiation Document (PID), Solution Design

Documents (SDD), Test Scripts, Configuration Workbooks (CWB), Release Notes, User and Admin training, and where required data flow diagrams.



Classification: Restricted

“Our long-standing partnership with Namos has been integral to the successful implementation and ongoing development of our Oracle systems. Their UK-based team is consistently invested in our outcomes and always ready to support us when we need them — it’s a relationship built on trust, collaboration, and shared success.”

Kash Singh
Head of Data, West Midland Fire Service

Governance

Quality Assurance



DEFINE

ISO27001 ISMS
Working to ISO9001 QMS
ITIL Adoption
Testing strategy set at Initiation
Entry & Exit Criteria defined

ANALYSE

Namos Design Authority
Peer Review at every stage
Change Authority Board

IMPROVE

Proactive Project Team Forums
Reactive Escalation Paths
Exec Sponsor throughout

MEASURE

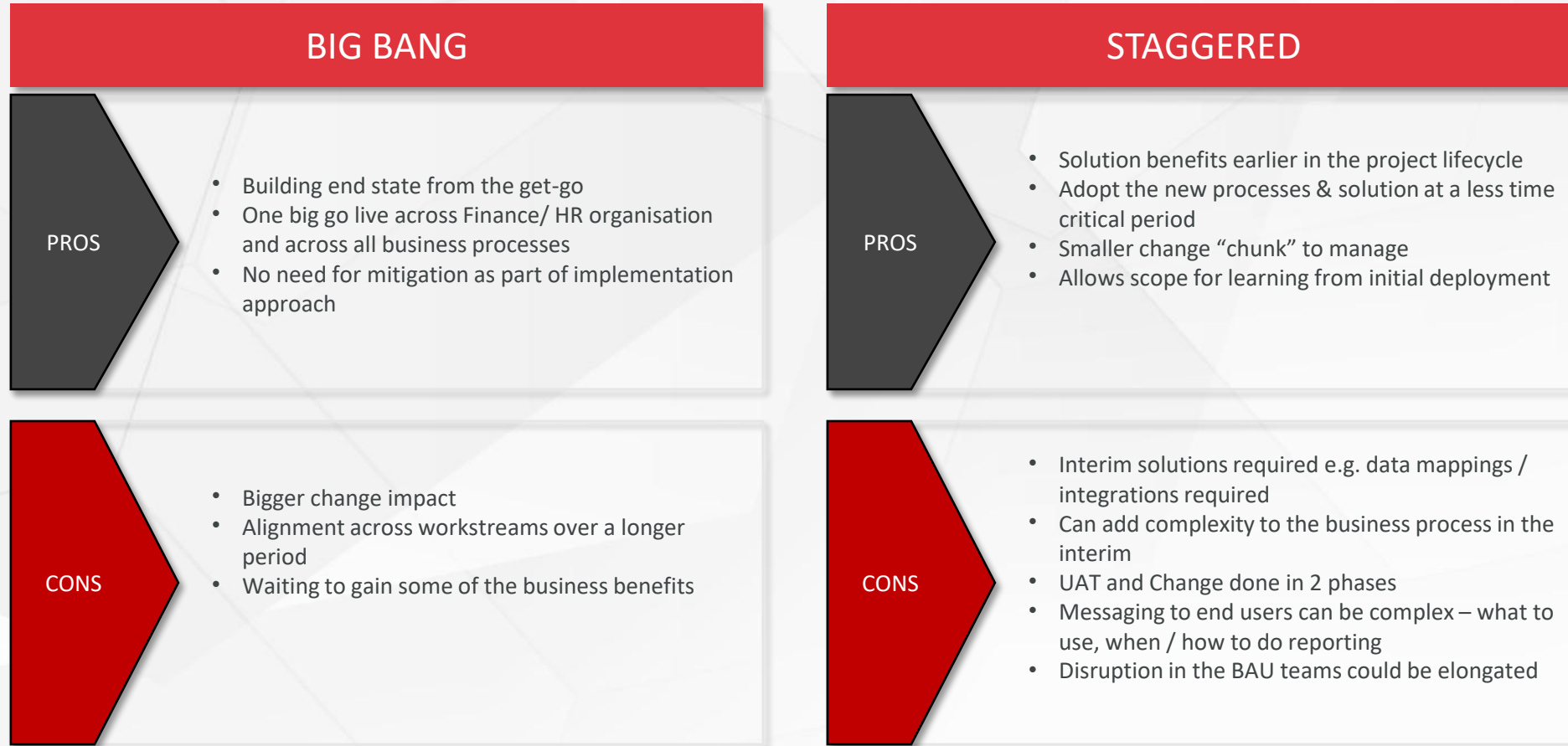
RAG Status weekly
Business Readiness at every stage
Requirements traceability
Data Migration breadth and depth
Evidenced SIT Execution
UAT Coverage & Execution Status
HyperCare Defect Management

CONTROL

Project Governance Groups
Internal ELT, DLT
Lessons Learned

Aligned vs Staggered Go live

Risk vs Reward



Consideration of...

Organisation design, for example Establishment, Chart of Accounts, TOM Deign, Clarity of Reporting requirements, ERP / HCM data requirements - typically occurs concurrently with the ERP design to ensure the solutions and business processes are aligned.

Example RACI Matrix

ACTIVITY	DETAIL	NAMOS				Customer			
		R	A	C	I	R	A	C	I
Requirements specification	Alignment to customer strategy. Acceptance of design								
Process workshops	Discovery and Application Walk-Through								
Solution Design Document Creation	Word document describing agreed design								
Solution Design Doc Review & Sign Off	Understanding design before sign off								
Configuration of Oracle	Configuration as per agreed designs								
Business Process Change									
Data Migration Planning	Lead on planning for the Project								
Data Migration	Extract (Cleanse) & Transform								
Data Migration	Loading of Approved templates								
Data Reconciliation	Reconciling Data between legacy and Oracle and sign off as correct								
Business Transformation & Change									
Training (Train-the-trainer)	Train-the-trainer								
Training (End-user)									
Unit & System Testing									
UAT Management (incl. Defect Mgt)	Process, Planning and reporting								
UAT Test Execution	Using detailed SOP's aligned to User Stories								
Project Governance	Status reporting, Gate Reviews, RAID log....								
Hypercare Defect Resolution									

R = Responsible

A = Accountable

C = Consulted

I = Informed

Fig 5 Recommended High Level Project RACI

End-to-End Implementation Service

Service Inclusion Options

The End-to-End Implementation service includes delivery of a complete Oracle Cloud implementation using configuration-led, best-practice methods:

- Structured mobilisation, governance and delivery management
- Functional discovery, solution design and configuration aligned to Oracle Modern Best Practice
- Technical design covering security, environments, integrations and reporting
- Data migration strategy, and validation cycles
- Integration design and build using preferred supported tooling
- System Integration Testing (SIT) execution and coordination (OIC)
- User Acceptance Testing (UAT) planning, guidance and defect management
- Release management, cutover planning and go-live support
- Hypercare support and transition into business-as-usual services
- Embedded change adoption, training support and knowledge transfer
- Delivery by UK-based, Oracle-certified consultants
- Security-by-design delivery aligned to ISO27001, Cyber Essentials Plus and GDPR

Service Exclusions

The service does not include the following unless explicitly agreed in the Statement of Work:

- Ongoing managed service or operational support beyond hypercare
- Business process re-engineering outside Oracle-supported patterns (“adopt not adapt”),
- Bespoke or unsupported custom development
- Third-party software licensing or supplier contract management
- Infrastructure sizing, provisioning or performance tuning (Oracle responsibility)
- Disaster recovery, backup or resilience services (Oracle Cloud native)
- Legal, HR, payroll compliance or statutory advisory services
- Data cleansing or correction of source data owned by the Buyer
- End-user devices, networks or local IT infrastructure

End-to-End Implementation Service

Buyer Dependencies

- Executive sponsorship and timely decision-making
- Access to relevant business, functional and technical stakeholders
- Availability of subject matter experts for workshops and validation
- Provision of accurate legacy data and documentation
- Timely review and approval of deliverables
- Engagement in testing, training and adoption activities
- Access to required Oracle environments and licences
- Clear definition of scope priorities and success criteria
- Ownership of organisational change and internal communications

Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- While this service description provides the information required to support a Call-Off Contract award, the specific configuration, scale and prioritisation of activities will vary significantly between buyers based on organisational context, existing Oracle footprint, operating model and service maturity. Namos therefore delivers the defined services in this pack through a collaborative, partnership-led approach, confirming detailed requirements during contracting to ensure outcomes align to buyer objectives, governance and value expectations.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.
- Optional accelerators, extensions or additional services may be procured separately
- Implementation services can transition seamlessly into managed application support
- Multiple G-Cloud services may be procured under a single Call-Off where required

05 |

Accelerator Implementation Service

Accelerator Implementation Services

The Namos Accelerator Oracle Cloud Implementation service delivers rapid, controlled adoption of Oracle Cloud SaaS through predefined MVP products and proven delivery accelerators.

Designed for speed and certainty, the service provides full lifecycle delivery including configuration, data migration, integrations, testing and deployment, focused on achieving early value with minimal risk.

Organisations adopt Oracle Cloud using fixed-scope, accelerator-led MVP packages built from Namos' deep Oracle expertise and public-sector delivery experience. Each accelerator applies Oracle Modern Best Practice by default, supported by Oracle Cloud Success Navigator alignment where appropriate, ensuring compliant design, assured delivery and a scalable foundation for future growth.

This approach is intentionally evolutionary. Buyers establish a robust core capability quickly, then extend functionality incrementally using additional modules or accelerators as priorities, funding and organisational readiness allow.

Namos acts as a trusted guide throughout the journey, helping organisations make informed decisions, avoid unnecessary customisation, and maximise long-term value from Oracle Cloud.

Delivery follows Namos Implementation Approach based on Oracle's Unified Cloud Implementation Methodology, adapted pragmatically using a blended Agile and structured approach to suit public-sector governance. The model creates strong foundations for future change, aligns technology investment to business outcomes, and plans customer involvement realistically to maintain momentum without operational disruption.

Faster time-to-value with reduced risk

Rapid adoption of Oracle Cloud through fixed-scope MVP accelerators, applying Oracle best practice by default to deliver early outcomes, lower delivery risk and a scalable foundation for future growth.

Assured, public-sector-ready delivery

Delivered by UK-based, Oracle-certified consultants using proven public-sector accelerators and assurance-led governance, providing confidence, transparency and predictable outcomes aligned to statutory and budgetary constraints.

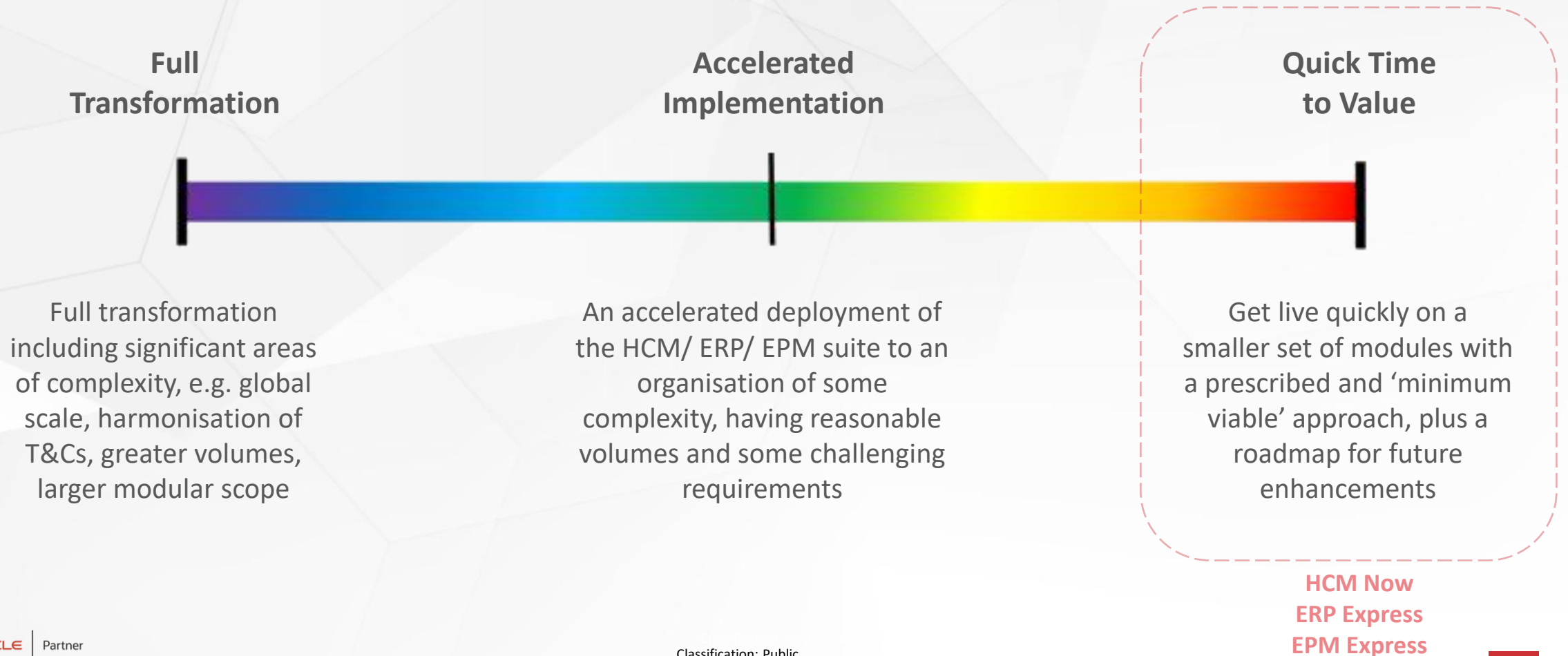
A platform designed to evolve, not constrain

Establish a robust Oracle Cloud core quickly, then extend capability incrementally using modular accelerators, avoiding unnecessary customisation while supporting organisational change, future funding cycles and Oracle's evergreen roadmap.

Namos delivers using a collaborative "one team" approach, working alongside customer stakeholders to drive adoption, transparency and shared ownership. This results in faster time-to-value, reduced delivery risk and a clear, extensible Oracle Cloud platform that evolves confidently over time.

Implementation Spectrum

No two Oracle Cloud implementations are the same, but they all fall somewhere on this spectrum. Customers comfortable with the definition on the right are best suited to Namos' Accelerator Implementation Services HCM Now, ERP Express and EPM Express.



Namos Accelerator HCM Now

Providing foundation level end-to-end HR and Recruiting



CORE HR

End-to-end HR processes with full self-service for employees and managers on PC and mobile



ABSENCE MANAGEMENT

Efficiently manage employee holiday, sickness and occupational leaves globally and locally.



RECRUITING

Source candidates, process and interview applicants through to offer, onboarding and day 1 tasks



Circa 6 month implementation



PAYROLL



TIME & LABOUR



TALENT



Add these (and more) later



HR HELPDESK



COMPENSATION



LEARN

Namos Accelerator ERP Express

The fast track to finance excellence in Oracle Fusion

Core financials

Fixed Price & Scope
Covers R2R, O2C, P2P.
DM included for efficient go live
Optional MS and OGL packages

9-month implementation

Oracle OMBP 'built in'
CSN based delivery for success
complemented by Namos own
methodologies

Built for Growth

Core financials foundation
expand by priority (SCM, projects
Sustainability ledger)
CSN enabled roadmaps
Add HCM now or EPM express.

Minimum
Viable
Product



General Ledger



Accounts receivables



procurement



Tax



Cash management



Accounts payables

Complete
functionality
for R2R, O2C,
P2P and
expenses



Fixed Assets



Adv. collections



Expenses

Namos Accelerator EPM Express

The fast track to Oracle Fusion Enterprise Performance

Enterprise Planning

Fixed Price & Scope
Defined deliverables.
1yr optional MS available

4-month implementation

Oracle OMBP best practice
Oracle PM and SE validated
CSN based delivery aligned to
Namos own best practice

Built for growth

Start with planning
expand by priority
CSN enabled roadmaps
AI through IPM insight included

Minimum
Viable Product
Shaped to
Business
Priority



Financials

Plan, budget and forecast



Workforce

Manage the cost of your talent



Projects

Manage detailed project financials

Choose 3



Capital

Full lifecycle of your investments



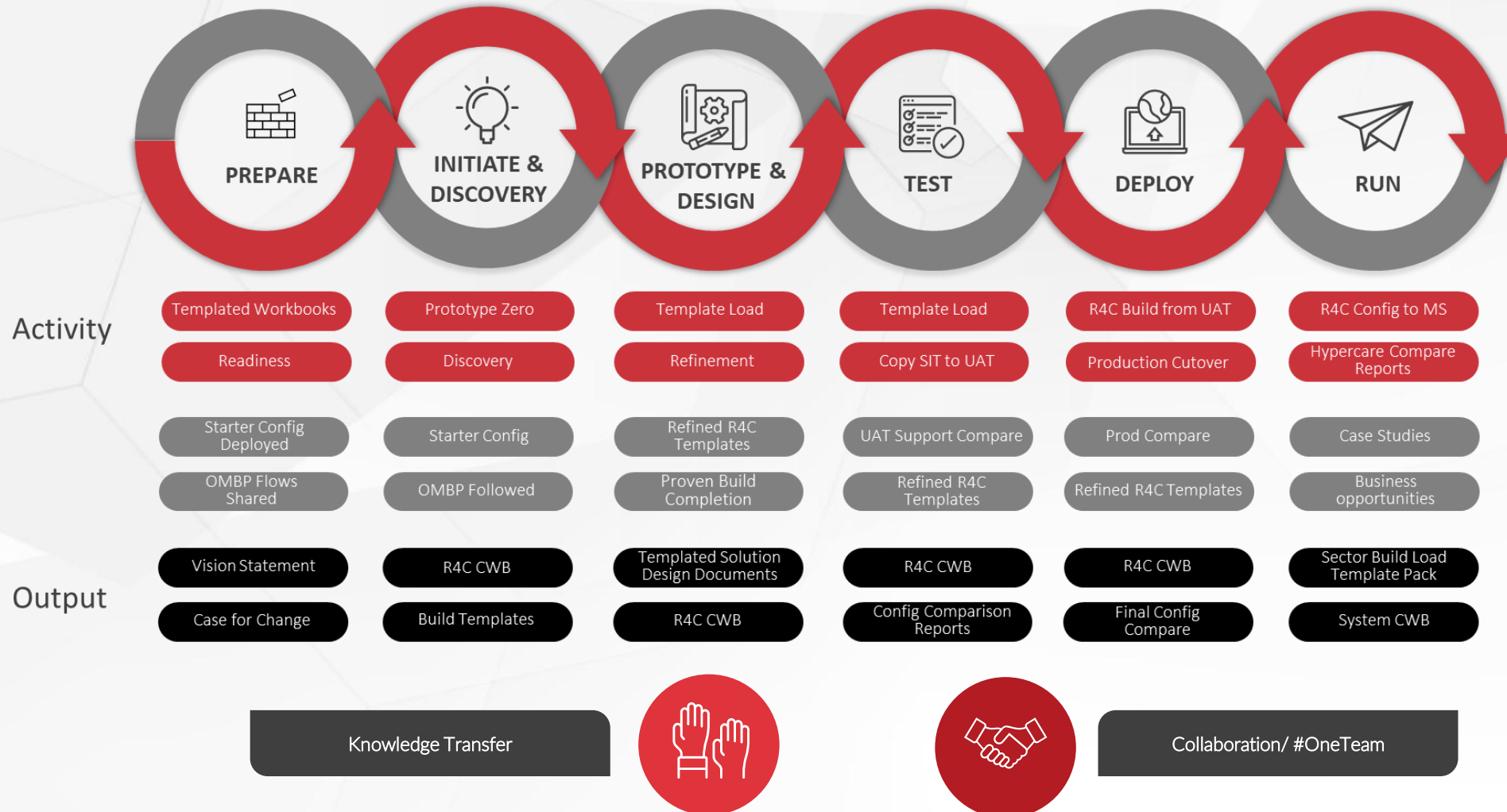
Student Income

Real time HE income modelling

Namos Methodology

The Accelerated delivery is underpinned by our proven methodology, created from our experience of multiple successful business transformation projects and Oracle Cloud implementations. It outlines the phased approach that we will follow to support our customer's Implementation projects.

We will align our methodology as required to the Customers ways of working and agreed requirements within the Accelerated timeline.



Scope

Service Scope (Included)

- Accelerated Oracle Cloud set-up and migration using MVP or modular packages
- Pillar-level MVP delivery (e.g. HCM, ERP, EPM or targeted modules)
- Hands-on starter configuration aligned to Oracle Modern Best Practices
- Cloud Success Navigator—assured delivery, governance and success tracking
- Configuration-led design adopting Oracle standard functionality
- Core data migration to support MVP, guidance, support, tooling and iterative cycles aligned to requirements
- Security configuration aligned to Oracle Cloud standards
- Testing and deployment support to enable production readiness
- Knowledge transfer supporting transition to BAU or managed services
- Fixed scope, fixed price delivery for predictable outcomes

Service Scope (Not Included)

- Ongoing application or platform managed services (available separately under Lot 3 Managed Cloud)
- Large-scale transformation or full-suite deployments beyond defined MVP scope
- Bespoke development or unsupported customisation
- Complex legacy data migration or historical data archiving
- Third-party software licensing or infrastructure provisioning
- Business-as-usual operational support post-hypercare
- Continuous enhancement or change delivery beyond packaged modules

Buyer Dependencies

- Access and support for relevant systems.
- Key users access controls/ data policy requirements identified prior to project commencement.
- The Buyer provides first line support for queries on the Archive Solution.

“From day one, Namos made it a collaborative effort by creating a one team approach to delivering to our requirements. They brought best practice, structure and clarity to the design using Oracle’s out of the box configuration to meet my custom requirements in policing and worked closely with us through testing to make sure the system met the needs of our end users. When we hit an issue with approvals not routing correctly in Learning assignments, they responded quickly to understand the issue, reconfigure and test alternatives without delay. Namos delivered on their true partnership from start to finish.”

Professional Development Lead, Civil Nuclear Constabulary

Commercial Terms

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- While this service description provides the information required to support a Call-Off Contract award, the specific configuration, scale and prioritisation of activities will vary significantly between buyers based on organisational context, existing Oracle footprint, operating model and service maturity. Namos therefore delivers the defined services in this pack through a collaborative, partnership-led approach, confirming detailed requirements during contracting to ensure outcomes align to buyer objectives, governance and value expectations.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.
- Optional accelerators, extensions or additional services may be procured separately
- Implementation services can transition seamlessly into managed application support
- Multiple G-Cloud services may be procured under a single Call-Off where required

"Change is one the hardest aspects of any ERP implementation. Working closely with our partner Namos, Oracle Success Navigator is helping us to bring people closer to the change early. We are planning to use it to build hands on understanding for the team, engaging with our impacted people early, so they can influence and understand with the intention of helping people to feel equipped, confident and dare I say it excited about new ways of working"

Programme Manager, Imperial College London

06 |

Change and Enhancement Implementation Service

Change and Enhancement Services

Namos provides a comprehensive Change and Enhancement Service designed specifically for organisations already live on Oracle Cloud. Our offering supports customers who require additional capability, expert intervention, or structured improvements beyond initial implementation. With a proven track record in stabilisation, optimisation, and post-go-live evolution, Namos ensures that Oracle Cloud environments continue to align with changing business needs and strategic objectives.

Our Step-In Implementation Service enables customers to rapidly deploy new Oracle Cloud modules, introduce advanced functionality, or resolve emerging business requirements. We integrate seamlessly with in-house teams to deliver targeted enhancements, configuration updates, workflow improvements, integrations, and reporting capability. The Namos team can deliver change and enhancement services for customers or with customers to leave them self-sufficient to configure and own the change. This flexible engagement model allows organisations to expand their system footprint efficiently while maintaining control, governance, and operational continuity.

To maximise the value of the existing Oracle investment, Namos also delivers structured Adoption and Enablement Services. These include training, role-based upskilling, process optimisation workshops, release readiness reviews, and user experience improvements. By focusing on user adoption and operational effectiveness, Namos ensures customers make full use of Oracle's capabilities and embed strong, sustainable processes across the organisation.

Namos can deliver change and enhancement at pace

Namos consultants can deliver changes on behalf of customers who lack the capacity to be able to deliver required changes due to other challenges or work. Namos are a trusted partner to deliver change for you.

Aligned team members to empower self-sufficient delivery in-house

Where customer support teams are self-sufficient Namos can adapt our delivery style to support teams to share knowledge and upskill teams to implement independently with guardrails of support from Namos

Namos' Managed Services provide ongoing optimisation aligned with Oracle's quarterly updates and evolving best practices. We offer health checks, value realisation assessments, impact analysis, improvement roadmaps, system tuning, and enhancement delivery throughout the year. This approach ensures customers remain future-ready, benefit from continuous innovation, and maintain a system that evolves in line with business priorities.

Namos delivers using a collaborative "one team" approach, working alongside customer stakeholders to drive adoption, transparency and shared ownership. This results in faster time-to-value, reduced delivery risk and a clear, extensible Oracle Cloud platform that evolves confidently over time.

Scope

Service Scope (Included)

- Accelerated Oracle Cloud set-up and migration using MVP or modular packages
- Aligned to Oracle Modern Best Practice as a blueprint delivery
- Cloud Success Navigator—assured delivery, governance and success tracking
- Configuration-led design adopting Oracle standard functionality
- Core data migration guidance, support, tooling and iterative cycles aligned to requirements
- Security configuration aligned to Oracle Cloud standards
- Testing and deployment support to enable production readiness
- Knowledge transfer supporting transition to BAU or managed services
- Fixed Days/ Fixed Price options
- Trusted processes to align new capability into live BAU environments

Service Scope (Not Included)

- Ongoing application or platform managed services (available separately under Lot 3 Managed Cloud)
- Large-scale transformation
- Bespoke development or unsupported customisation
- Complex legacy data migration or historical data archiving
- Data cleansing and extraction
- Third-party software licensing or infrastructure provisioning
- Business-as-usual operational support post-hypercare
- Continuous enhancement or change delivery beyond packaged modules

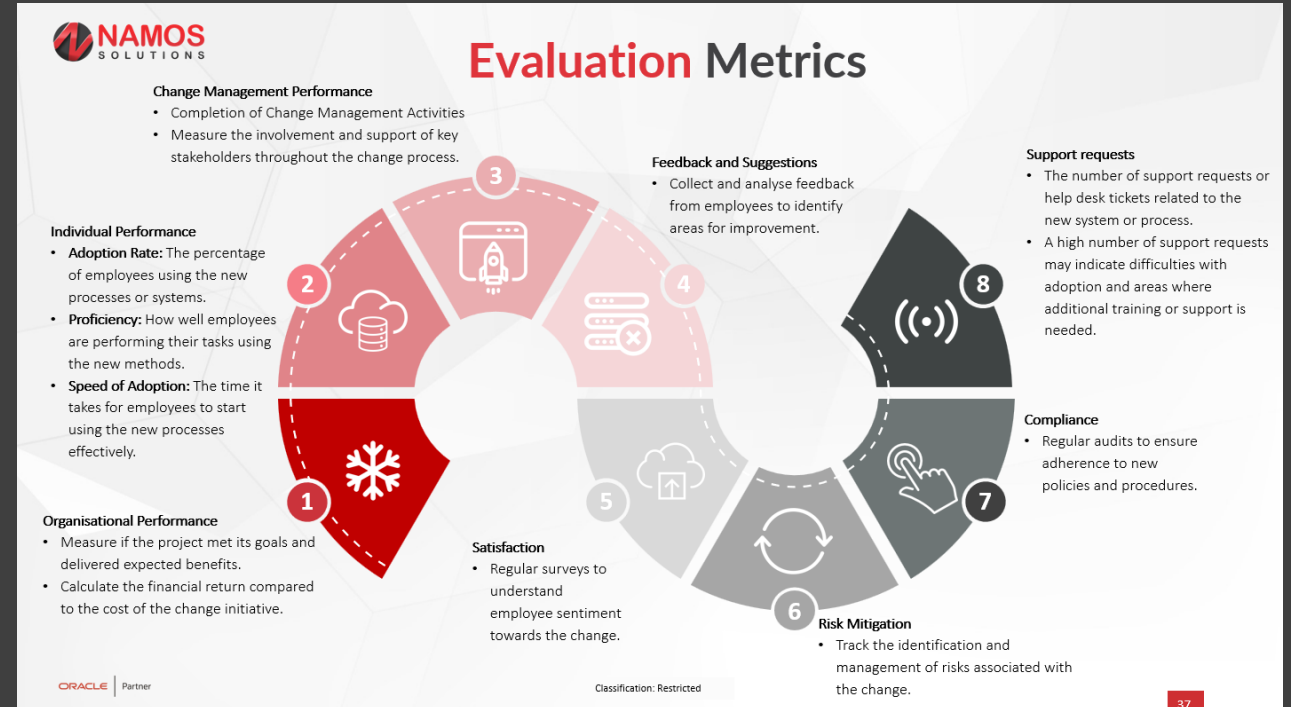
Buyer Dependencies

- Configuration workbooks and artefacts available for use to understand configuration of current system.
- Ability to use Namos tooling to extract configuration snapshot (configuration workbooks for current build – provided to clients to align current build at completion.
- Environment availability to test design and build prototypes for sign off
- Project team to support and deliver the project deliverables.

Commercial Terms

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- While this service description provides the information required to support a Call-Off Contract award, the specific configuration, scale and prioritisation of activities will vary significantly between buyers based on organisational context, existing Oracle footprint, operating model and service maturity. Namos therefore delivers the defined services in this pack through a collaborative, partnership-led approach, confirming detailed requirements during contracting to ensure outcomes align to buyer objectives, governance and value expectations.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.
- Optional accelerators, extensions or additional services may be procured separately
- Implementation services can transition seamlessly into managed application support
- Multiple G-Cloud services may be procured under a single Call-Off where required

Evaluate change and enhancements



07 |

Quality Assurance Testing Service

Quality Assurance and Performance Testing

Namos provides Quality Assurance and Testing as a Service (TaaS) for Oracle Fusion Cloud, providing public sector organisations access to specialist Oracle testing capability to supplement their own internal test teams.

The service provides a flexible component based independent assurance across Oracle implementations, upgrades and ongoing releases, helping buyers reduce risk, accelerate confidence and maintain operational stability.

The service is designed to complement Oracle and systems integrator delivery models, providing structured testing governance, execution and reporting while remaining focused on outcomes rather than volume of test activity. Namos supplies experienced Oracle testing specialists and proven accelerators to support, guide and conduct testing,

The service is delivered as Testing as a Service and may be consumed through fixed-price packages, release-based engagements, subscription or retainer models, combining hybrid approaches across manual and automated Test services.

Deliver faster, safer Oracle releases by outsourcing QA to certified Oracle experts — reducing risk, cost, and internal strain while ensuring audit-ready assurance.

Gain confidence in SIT/UAT and performance outcomes through structured testing, traceability, and Oracle-aligned best practice, delivered by experienced public-sector specialists.

Scale testing capacity without hiring, using Namos' certified consultants to manage complex integrations, regression, and performance validation across Oracle and third-party systems.

Improve delivery certainty for upgrades and high-risk programmes with independent QA oversight, clear governance, and strong reporting for go-live decisions



Validate the Solution

Provide auditable evidence that end to end data flows (SIT) and user acceptance testing (UAT) have confirmed the solution is *fit-for-purpose* and *fit-for-use*, i.e. utility (it meets functional requirements) and warranty (it is operable).



Validate Data Migration

Provide auditable evidence that the data loaded into the system is a complete and accurate representation of your organisation providing full continuity of operations and reporting.

Test Strategy

Namos can support Buyers in establishing a Test Strategy that covers:



Tooling

Test Management,
Test Automation,
Accessibility



Environment & Data Strategy

Provisioning, Promotion Paths,
Anonymisation Routines



Tolerances & Controls

Severity Classifications
Tolerances for PPR, UAT etc.



Agreed Methodology

Requirements Based, Risk Based, Static
Testing, Exploratory Testing, Boundary
Testing, White Box etc.



Deliverables

Defect Management Process, Data
Management, Test Status Reporting, Test
Plans, Entry and Exit Gates etc.



Phases

Unit Testing
DM Reconciliation Testing
Functional System Testing in line with AWTs
System Integration Testing
User Acceptance Testing
Parallel Payroll Run Testing
Quarterly Regression Testing
Defect Testing (UAT & HyperCare)

Quality Assurance Test Scope

6. Operational Acceptance Testing

OAT confirms the Oracle Fusion solution is operationally ready for live service and BAU support. The service validates operational processes, batch and payroll runs, roles and access, monitoring and support models, and provides formal readiness assessment and sign-off.

5. User Acceptance Testing / Business Assurance Testing

UAT ensures business users can validate that Oracle Fusion meets requirements and is ready for live operation. Namos supports governance, scenario coverage, test design, execution oversight, defect management, and structured reporting to enable confident business sign-off.

4. System Integration Testing

End to end evidence testing of data flows across the entire solution including periphery systems.



1. Manual and Automated Testing

Namos delivers flexible testing capacity using a blended manual and automated approach. This includes functional, end-to-end, integration, regression, smoke, sanity, and exploratory testing, with governance, defect management, and reporting to ensure quality and traceability across releases.

2. Automated Testing Testing

Third Party tooling accelerates Oracle testing by reducing manual effort and improving consistency across releases. Namos sets up the framework, creates reusable test assets, executes accelerated regression testing, and delivers dashboards and reporting integrated with SIT, UAT, and OAT.

3. System Testing

SIT validates that Oracle Fusion modules, configurations, and integrations operate correctly together. Namos provides strategy, scope definition, cross-module testing, interface validation, defect triage, and progress reporting, ensuring the solution is ready to progress to UAT.

Scope

Service Scope (Not Included)

Oracle software licences
Non-Oracle application testing
Data cleansing
Change management or training services
Support beyond agreed Operational Acceptance Testing activities.

Buyer Dependencies

- The buyer is responsible for providing Oracle Fusion environments and access
- Nominating business users for UAT execution and sign-off
- Supplying test data and integrations
- Resolving defects through their implementation or support partners.
- Timely decision-making against agreed entry and exit criteria is required to support delivery.

Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.

08 |

Oracle Could Training and Knowledge Transfer Services

Training and Knowledge Transfer Services

Organisations moving to cloud-based services must ensure their workforce has the skills, confidence, and knowledge required to operate effectively in new systems and processes. This service provides structured, role-appropriate training and capability development designed to support successful adoption, reduce operational risk, and build sustainable proficiency. By equipping key personnel with the right skills at the right time, organisations achieve smoother transitions, higher productivity, and improved service outcomes.

Super User Training provides deeper system understanding, enabling key individuals to act as local experts, coaches, and first-line support within their operational teams. To further strengthen service resilience, the offering includes both Basic and Advanced Troubleshooting Skills development. Basic troubleshooting equips staff to resolve common queries, identify routine issues, and maintain continuity without reliance on technical teams.

Together, these capabilities support a strong internal support model and reduce dependency on external service providers. Beyond operational readiness, the service also delivers Function and Service Optimisation Skills. Overall, this service provides a complete suite of training and capability development designed to build confidence, competence, and resilience within organisations adopting cloud-based services.

Key Benefits

Agendas and training material provided to allow customers to add their brand, cultural voice and processes

Use of Oracle Best Practice to drive adoption and readiness for living in cloud

Delivered training that is built by the consultants that have designed the solution making it relatable, on topic and easy to understand

“Clear objectives, well paced, sufficient opportunity for interaction and questions. Provided training that I can apply in my role”

Project Trainees - Imperial College London

Training

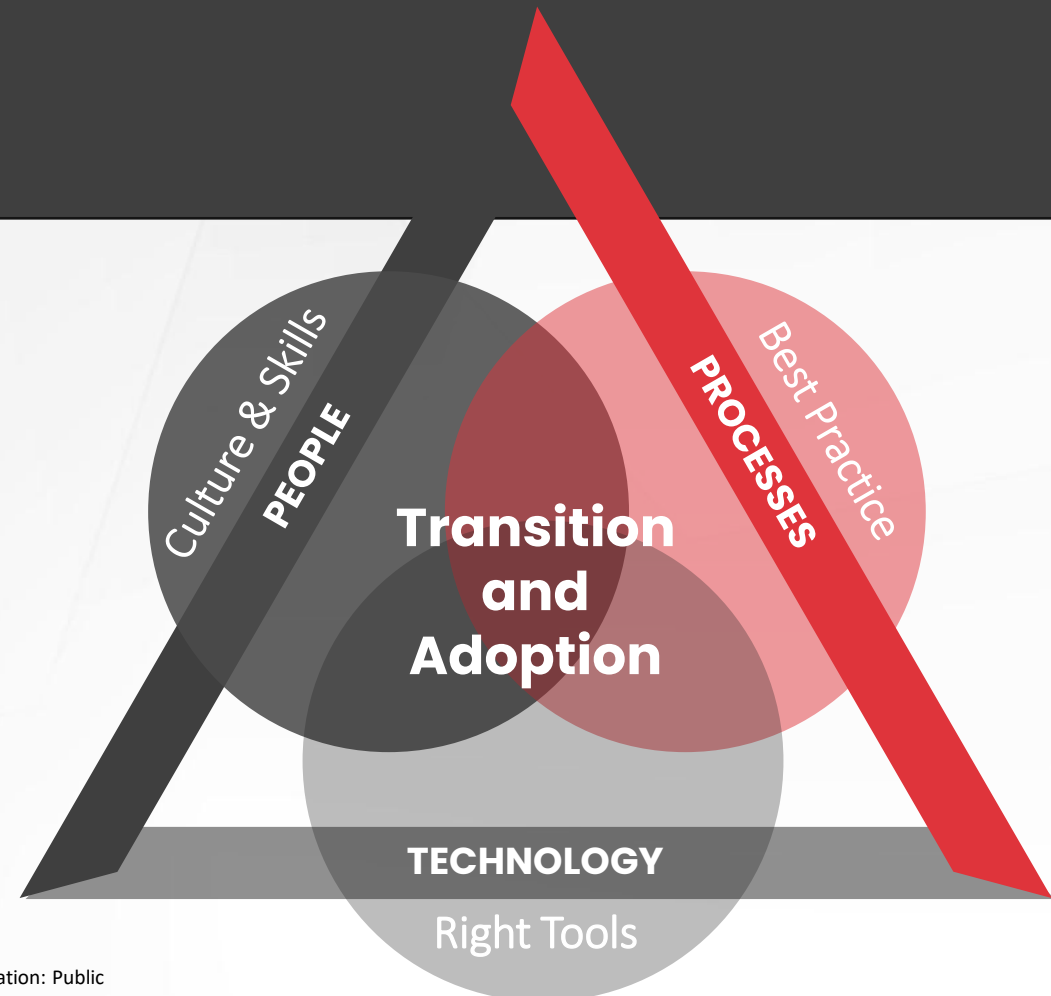
Namos' partnership approach to training aims to equip your team with the skills to confidently be able to use Oracle Cloud day-to-day and support their colleagues so that you are able to build your in-house capability and confidence with the system and implement new ways of working.

Namos empowers users to adopt Oracle Cloud with confidence by delivering structured, role-based training and embedded knowledge transfer across the full project lifecycle. From discovery through to hypercare, we design learning experiences that are practical, relevant, and aligned to real business processes, so users understand exactly how the cloud supports the way they work.

Our approach begins with tailored learning journeys for distinct audiences—super users, administrators, and operational teams—each focused on the tasks and scenarios they will encounter. Training combines guided walkthroughs, system simulations, and hands-on practice in a safe environment, allowing participants to build confidence through doing rather than passive instruction.

The result is a confident workforce, a resilient support model, and an enterprise ready to unlock ongoing value from Oracle Cloud.

Our culture of 'one team' means Namos consultants will naturally work closely with your team and subject matter experts (SMEs) so they understand best practice ways of working and are able to make informed decisions. One Team working for a common outcome.



Our approach ensures that:

Basic and Super users:

- Understand and capture changes to ways of working
- Carry out UAT
- Train end users
- Become expert users and advise on support and quarterly updates

End users:

- Carry out their day jobs with minimal disruption
- Understand the new ways of working, process and policy changes
- Take advantage of the Oracle Cloud enablers such as self-service, employee experience and dashboards and analytics
- Adapt to self-service ways of working
- Expect and embrace continual change and improvements

Change Champions:

- Provide operational expertise
- Support and train their end user communities
- identify Oracle Function/ service optimisation skills

Your administrators and support teams:

- Maintain and support Oracle Cloud
- Develop Basic, and where required Advanced troubleshooting skills

Your suppliers and customers:

- Use supplier and customer portals



Active:

- Gamification
- Pre-recorded videos from senior sponsors
- Walkthroughs with the opportunity to ask questions
- Drop-in sessions
- Feedback loops
- Reflexive Sessions
- Change Champion huddles
- Leadership coaching sessions



Passive:

- Quick Reference Guides (QRGs)
- User Guides
- Pre-recorded videos – accessible on internal shared site
- FAQs (frequently asked questions) – populated and updated regularly by Comms personnel

Exclusions and Dependencies

Exclusions

Delivery of End Users Training - For your end users, we propose a blended learning approach, geared to the needs of different types of users and acknowledging the various ways that individuals learn. In our experience most learning takes place 'on the job' Namos therefore provide support and guidance working with your inhouse training teams, and utilising the wide range of Oracle education, guides and tooling in enabling your colleagues to continue to learn and adopt the Oracle solution.

End User Training Guides – Due to quarterly updates from Oracle Namos suggest alternative methods to manage user training. We recommend Oracle Guided learning, Contextual Journeys Oracle Cloud Success Navigator Best Practice Business Processes. These methods

“Being able to go into the standard configuration and understand first hand how intuitive it is to use with no formal training has been a great message to share with colleagues.”

Imperial College

- ◆ **Train-the-Trainer**
Provided to SME's who then share to wider audience
- ◆ **Available anywhere**
Can be delivered to anyone, anywhere.
- ◆ **Collaborative**
Ideally delivered with you to support greater adoption
- ◆ **Relatable**
Blended applicational training with insightful business considerations



- ◆ **Timely**
Aligned to key project activities i.e. UAT
- ◆ **Consultant delivered**
Delivered by consultants with knowledge of your implementation.
- ◆ **Experienced**
We have delivered training many times and constantly look to enhance and improve
- ◆ **Recorded**
Can be delivered remotely with the client retaining the recording.

Scope

Buyer Dependencies

- The buyer is responsible for providing Oracle Fusion environments and access
- Nominating business users for UAT execution and sign-off
- Supplying test data and integrations
- Resolving defects through their implementation or support partners.
- Timely decision-making against agreed entry and exit criteria is required to support delivery.

Commercial Considerations

- Services are delivered on a professional services basis and priced in line with the G-Cloud Maximum Day Rates, as detailed in the pricing document.
- The service provides access to specialist capabilities and expertise, delivered through defined service lines and advisory activities
- Engagements may include assessment, review, assurance, recommendation activities, and delivery, with outputs formally documented where required.
- Pricing models available include Fixed Days, Fixed Price, and Time & Materials (T&M).
- Preferred pricing models are Fixed Days or Fixed Price, providing cost certainty, controlled and assured delivery, and predictable budgeting.

09 |

How to Contract

Alignment to Buyer Needs

While this service description provides the information required to support a Call-Off Contract award, the specific configuration, scale and prioritisation of activities will vary significantly between buyers based on organisational context, existing Oracle footprint, operating model and service maturity. Namos therefore delivers the defined services in this pack through a collaborative, partnership-led approach, confirming detailed requirements during contracting to ensure outcomes align to buyer objectives, governance and value expectations.

This approach is supported by our commercial pricing where our flexible commercial structure supports the nature of this variability. We provide a range of pricing models to suit different project types and customer preferences, including Fixed Days, Fixed Price, Time & Materials (T&M), and Discounted rates. Our preferred approach is Fixed Days enabling change to be managed flexibly within the agreed scope through joint governance between the Buyer and Namos, or a Fixed Price delivery, where outcomes and value are defined upfront and the pricing is linked to measurable, agreed metrics.

Fixed Price engagements are structured to deliver the greatest value, reduce risk, minimise in-flight change and change requests, and ensure predictable budgeting for customers

This approach is consistent with public-sector best practice, recognising that effective cloud services require proportional tailoring rather than fixed assumptions, while remaining fully compliant with the scope, pricing and governance agreed at call-off.

Call-Off Flexibility

In line with the G-Cloud Framework, Call-Off Agreements can be used flexibly to support Buyer needs. A Call-Off may cover multiple service lines within a single agreement where this enables joined-up delivery and better outcomes, or services may be procured individually under separate Call-Offs, depending on what works best for the Buyer.

For each Call-Off, Namos will work with the Buyer to agree the scope, duration, pricing model, and governance upfront, ensuring clarity, transparency, and framework compliance, while supporting a collaborative, outcomes-focused way of working.

10|

Namos Security, Assurance & Certifications

Security and Assurance That Underpins Every Namos Service

Oracle Partner status provides vendor-validated assurance that Namos designs and delivers using Oracle-supported patterns and certified expertise.

- Namos holds an ISO/IEC 27001-certified Information Security Management System and is Cyber Essentials Plus certified, and delivers its services exclusively from the UK.
- As an Oracle Partner specialising solely in Oracle Cloud, Namos delivers solutions aligned to Oracle security controls and supported configuration patterns. Delivery is performed by Oracle-certified consultants, with approximately 50% of its staff holding NPPV3 clearance or above, and supporting work within regulated and law-enforcement-adjacent environments.
- We operate in accordance with public-sector expectations for security, risk management, and data protection. We apply strong governance and assurance practices to protect customer data and ensure compliance with applicable legislation, including the UK GDPR and the Data Protection Act.
- Security controls are embedded into service delivery, supported by proactive risk management auditability, and secure handling of sensitive information. We prioritise the security and confidentiality of customer data. Our policies and technical controls are designed to ensure the safe handling, storage, and transmission of sensitive information.
- We use industry-standard encryption protocols to protect customer data both in transit and at rest. Data is encrypted using secure protocols such as TLS, or AES.
- We use multi-factor authentication in our systems to verify the identity of users accessing customer data. Authorisation is based on role-based access control, ensuring that users only have access to data necessary for their job functions.
- We conduct regular security audits to identify vulnerabilities and ensure compliance with industry standards and regulations through ISO 27001/ Cyber Essentials Plus ongoing certification.
- We operate a comprehensive information security training and ongoing awareness program for all personnel. Our Training Platform delivers training topics including Access Controls, Phishing, Passwords, Privileged Access Users, and multiple courses on UK GDPR. The mandatory monthly training program is designed to equip staff with the necessary knowledge of security risks and best practices relevant to managing sensitive data.



Namos Expertise

ORACLE | Service Partner

Expertise in
Human Resources (Core)
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
**Oracle Cloud Platform
Application Development**
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Financials
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
**Oracle Cloud Platform Data
Management**
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
**Cloud Native Applications
on Oracle Cloud**
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Oracle Cloud EPM Planning
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Oracle Cloud Platform Integration
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
**Oracle E-Business Suite
Applications to Oracle Cloud**
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Talent Management
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Workforce Management
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
**Oracle Cloud Platform
Business Analytics**
in Eastern Europe

ORACLE | Service Partner

Expertise in
**Oracle Cloud Platform
Business Analytics**
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Oracle Database to Oracle Cloud
in EMEA–Western Europe

ORACLE | Service Partner

Expertise in
Payroll
in EMEA–Western Europe

Other Awards and Achievements

UK Oracle User Group (UKOUG) 2025

- Gold – Middleware Partner of the Year Award
- Silver – HCM Fusion Cloud Partner of the Year Award
- Bronze – Industry Partner of the Year Award
- Bronze – Data Integration Partner of the Year Award
- Bronze – ISV Partner of the Year Award

Other Awards

- Highly Commended – ERP Today ERP Innovation Awards 2022
- Commended – ERP Today Employee Hero Award 2023
- Commended – ERP Today Transformation Partner of the Year, CNC, 2023
- Oracle Partner of the Year – Customer Success, Europe West 2023
- Oracle Partner of the Year – Customer Success, EMEA 2023
- Oracle Partner Awards – Applications/SaaS UK&I Innovation, 2024



2024
Oracle UK&I
Apps/SaaS Partner Award

Innovation



2023
Oracle EMEA
Cloud/Tech Partner Award

Customer Success

Best Companies



11 |

Working with Namos

Introducing Namos

Formed in 2012, Namos has quickly become a global leader in Oracle Cloud solutions. Namos is a dedicated and well-respected Oracle partner who consistently rise to business challenges in the pursuit of bringing value to our customers.

With deep domain expertise, spanning multiple industries and skillsets, we provide expert advice on identifying opportunities for Cloud transformation, allowing our customers to gain operational efficiency in new and exciting ways.



Big enough to Deliver, Small Enough to Care

- Founded in 2012 to be different
- Speed to Value – Fair Value Exchange
- Customer first
- 130+ Consultants, UK FTE
- Exclusively Oracle
- Complete consultancy offering

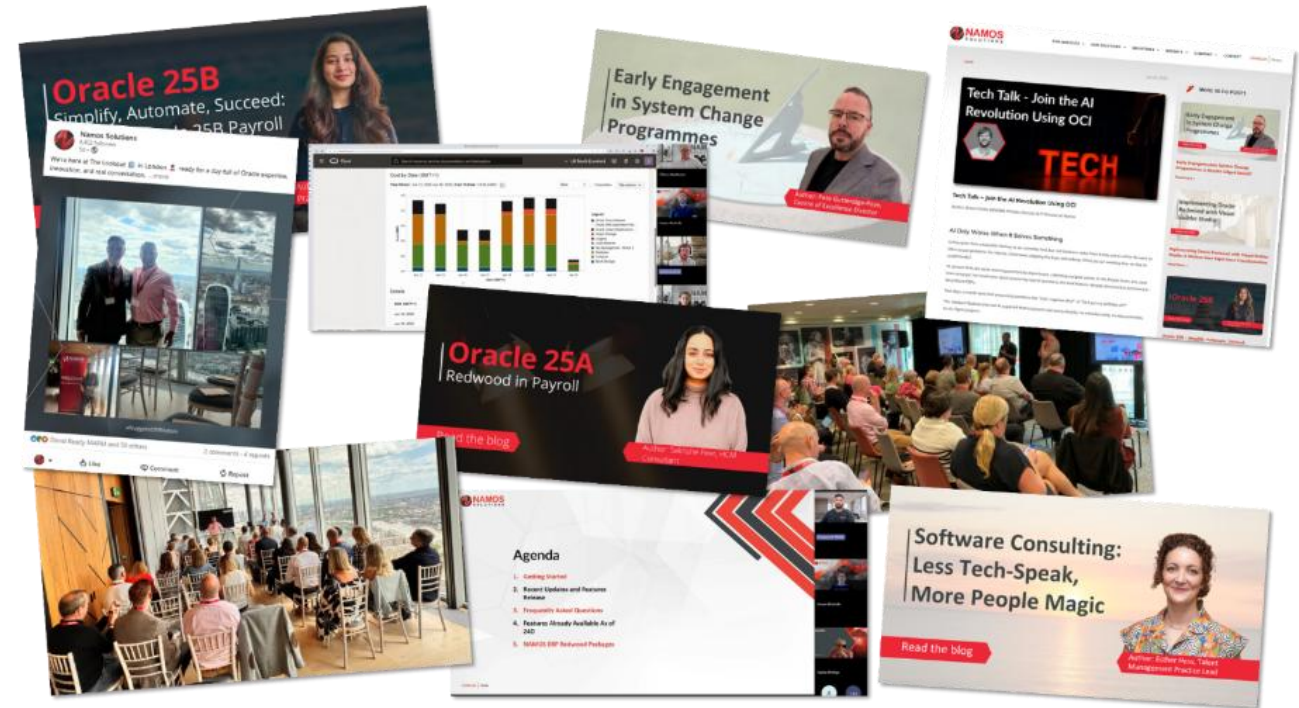


To become the most respected Management Consultancy in the Oracle marketplace

- Award Winning
- 160+ Oracle Implementation Projects
- Largest Oracle dedicated UK independent partner
- Innovative IP and Accelerators

What Makes Namos Different?

- Our solely UK only based Oracle consultants are some of the most certified, experienced and dedicated Oracle professionals in the business.
- We offer speed to market, lower costs and greater flexibility that our larger counterparts, simply can't match.
- We are a different kind of system integrator and managed service provider. Not complex and rigid like some of the other players, we are designed to rapidly adjust to shifts in technology and in business.
- Unique in our ability to offer a complete suite of professional services and innovative solutions, whilst providing our customers with a superior level of customer service and support.
- We are consumers of the products we sell, having true belief in the capabilities of the products and solutions we champion.



Mission - Vision - Values

*"To become the most respected Consultancy
in the Oracle marketplace"*



Professionalism

Being responsive, reliable and putting the customer first. People you can depend on.



Expertise

A commitment to using the right trusted resources.



Trust

Relationships built on integrity and openness.

"Big Enough to Deliver, Small Enough to Care"

The Namos personal service that makes us stand out from the rest.

We pride ourselves on building strong long-lasting relationships, with many clients being with us from inception. This may have something to do with our mantra, which drives our core values and reflects the exceptional service we offer over the competition.

Just a few of our Clients

Public Sector & ALB's



Although based in central London, we work wherever our clients need us to be. Many leading organisations located all over the world trust and rely on our expertise to deliver industry-leading business solutions.

Just a few of our Clients

Higher Education



Blue Light & Charitable Orgs



Although based in central London, we work wherever our clients need us to be. Many leading organisations located all over the world trust and rely on our expertise to deliver industry-leading business solutions.

Testimonials

“

“The University of St Andrews chose Namos as our Oracle Fusion support partner following significant research and peer reference meetings. Every Namos customer we spoke with had a positive story to tell about their experiences of working together. Namos have been instrumental in supporting our transition to a live service, taking the time to understand our business, working alongside us and building trusted relationships with our staff. Nothing is too much trouble, their team are professional, friendly, knowledgeable and are entirely committed to their customers’ success.”

Deputy CIO, University OF St Andrews

“Namos Solutions have been instrumental in building a ‘one project one team’ approach to Knowsley’s Oracle Fusion upgrade project. We have found Namos staff to be skilled and focused and this, combined with their enthusiastic approach, is helping us deliver a project with the full engagement of our business users.”

Knowsley Council

“Wirral Council needed a way to significantly reduce the 1B running costs and retain access to the old 1B data. Namos quoted a fixed price to build the Cloud APEX system. Namos built a Dev, UAT and Live APEX solution with Single Sign On. For the price of 1 years 1B running cost, Namos have provided a solution that will run for the next seven years at a fraction of the 1B running cost. Namos provided the Management, Oracle, and Reporting writing skills to enable Wirral Council to make this saving.

Wirral Council

“It’s been a pleasure working with all the team at Namos no matter what phase of project we have been in. They have listened to our requirements and needs and helped us challenge our own internal processes to ensure that we achieve the maximum efficiency and benefits from our recruitment solution.

I’ve worked with many service providers, delivery teams and implementation specialist at various stages in my career, but I can honestly say that working with Namos, I’ve never had a project run so smoothly, within budget and delivered ahead of time as I have with them. More importantly to myself and my team, Namos have made the whole process enjoyable and engaging and we have struck up some great relationships.

It’s definitely a partnership with Namos, they want to work hard for us to ensure we are successful, and their commitment goes above and beyond.”

Head of HR Systems & Operations,
Medicines and Healthcare products Regulatory Agency (MHRA)

”

Enterprise Resource Planning Case Studies



West Midlands Fire Service – Full Transformation

The UK Government’s cloud-first policy urges public sector organisations to examine and fully evaluate prospective cloud solutions before considering any other option when acquiring new and current services. As a result, WMFS set out to find a scalable and adaptable cloud-based solution that would enable them to improve the efficiency of their human resources and finance processes while also providing data for better decision-making.

The project involved migrating the Finance and HR functions of the West Midlands Fire Service to Oracle Cloud applications.

This made the West Midlands Fire Service the first fire and rescue service in the UK to undertake such a cloud-based project with Namos Solutions.



Unite Students – Accelerated Transformation

Unite Students (uS), the UK’s largest provider of purpose-built student accommodation, is live on Oracle Fusion Cloud Enterprise Resource Planning (ERP) and Oracle Fusion Cloud Enterprise Performance Management (EPM).

Complexities: Robust redesign proses to deliver a new CoA, Complex billing requirements that reflect a variety of different customers, properties, let durations, etc.

This significant achievement marks a major milestone in Unite Students’ ambitious digital transformation journey, firmly embedding data and customer-centricity at the core of their operations. The new future-ready platform is designed to drive smarter decision-making, enhance financial agility, and support Unite Students’ long-term strategic success and growth.



Construction Industry Training Board – ERP Express

CITB were faced with a burning platform, and made the decision to migrate their Financial processes from their BPO service provider and implement Oracle Fusion ERP. Namos and CITB are previously partnered to implement Oracle HCM, and as part of that project, laid the foundations for a future ERP project.

Based on the timeline requirements, Namos recommended our ERP Express approach to deliver a minimal viable product – consolidating capabilities across a number of their prior financial systems into Oracle Fusion ERP. This approach ensures that CITB will be live by their desired go-live date, enhances their financial capabilities, and have a clear roadmap for future roll out of modules, planned for 2027 onwards.

Example HCM Customer Successes



Full HCM suite implementation including Recruiting, Learn and Talent Management. Smooth go-live and long-term Namos Managed Services customer. Many follow-on pieces of work.



Implementation of HCM including Recruit, Talent and Learn against aggressive timeline. Successful go-live, Namos Managed Services and follow-on work including Recruit Booster and Redwood.



University of
Salford
MANCHESTER

Full HCM suite implementation – including Recruit, Compensation, Talent Management and Learning. Smooth go-live and now a Namos Managed Services customer.



In-flight implementation of HCM, Payroll and ERP, including Recruiting, HCM live in January 2026, ERP in July 2026. CITB will also be transitioning into Namos Managed Services.



4-month implementation of Recruiting Cloud. Successfully delivered and transitioned into Namos Managed Services, with follow-on work including Redwood and Oracle Guided Learning.

This document is the property of Namos Solutions Ltd - It shall not be reproduced in whole or in part, nor disclosed to a third party, without prior written permission. No responsibility or liability is accepted for any errors or omissions in this document or related documents.

Copyright 2026 Namos Solutions Ltd

Freedom of Information Act

Namos Solutions Ltd wishes to comply with the requirements of the Freedom of Information Act 2000 (FOIA). We therefore provide this document on the basis that it is not released without informing Namos Solutions Ltd of its release and to whom. If the need arises to release this document, we will wish to inform you of areas within this document which are covered by Section 43 of the FOIA which we consider to be a Trade Secret and therefore may not be divulged to any third party under the Act.