

NAMOS SOLUTIONS

Lot 3 Service Definitions Oracle Cloud Managed Cloud Support

G-Cloud 15

How to use this Service Description

This document contains the following information:

- Individual Service Description consisting of:
 - Overview
 - Key Benefits
 - Service Inclusions
 - Service Exclusions
 - Buyer Dependencies
 - Commercial Model
- Service Delivery and Governance – **applicable to all Services listed**
- Service Transition/ Mobilisation – **applicable to all Service listed**
- Ancillary Services Description – **applicable to all Services listed**
 - Change and Enhancement
 - PaaS and AI Services
 - Data and Analytics
- How to Contract
- Namos Security, Assurance & Certifications – **applicable to all Services listed**
- Working with Namos

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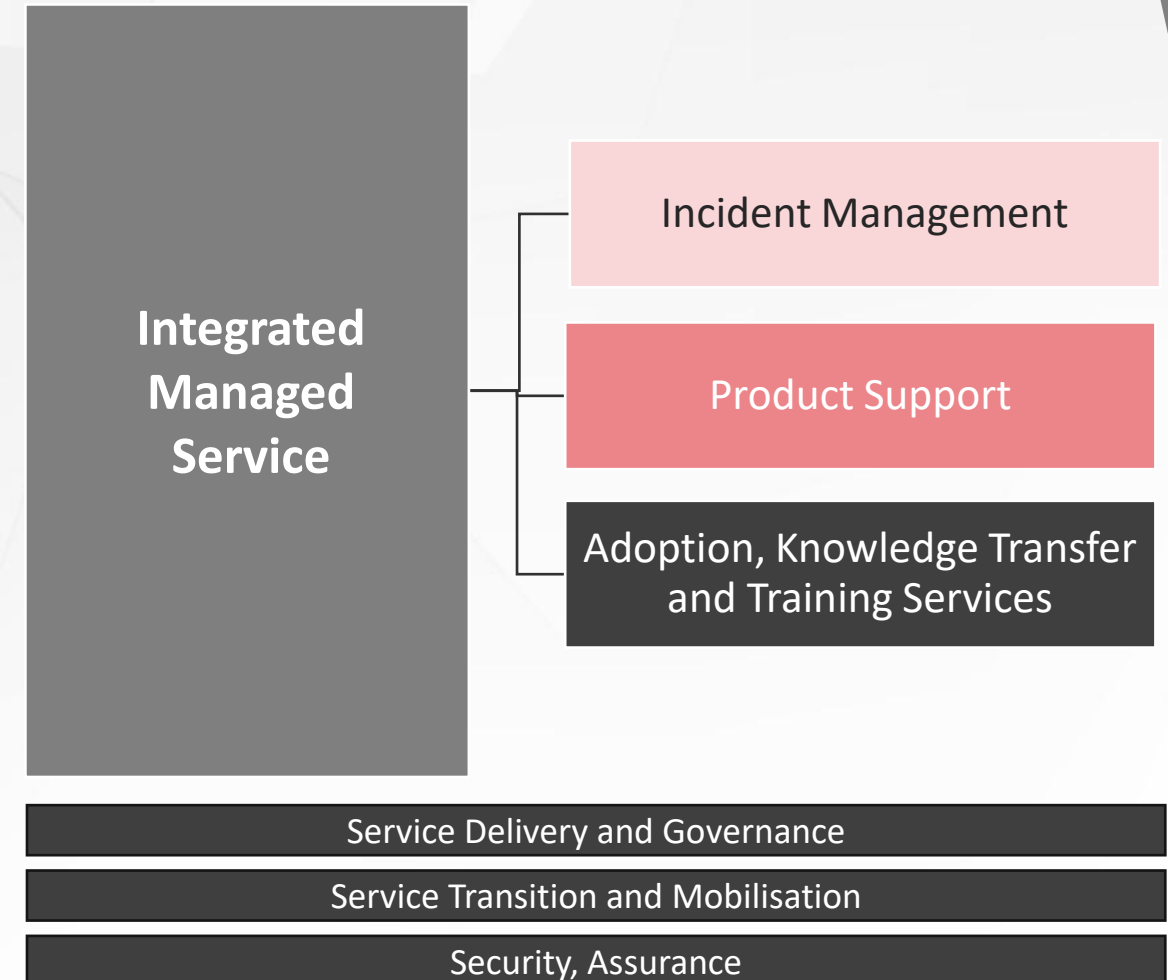
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NOTE: G-Cloud Service Taxonomy

The service listed as **Namos Solutions Ongoing Support - Integrated Managed Service** may be procured individually or as a series of individual Ongoing Support services under a single G-Cloud call-off contract:

- **Oracle Cloud Ongoing Support Managed Service: Incident Management:** ITIL aligned incident logging and problem resolution
- **Oracle Cloud Ongoing Support Product Support:** to manage quarterly Oracle updates, feature enablement, release-specific regression testing to assure continuity of existing business processes, and deliver configuration changes or minor change enhancements
- **Oracle Cloud Ongoing Support: Adoption, Knowledge Transfer and Training Services:** delivering flexible, proactive and traditional training services, optimisation and continuous improvement

When combined, services are delivered as a single, joined-up operating model, governed through one service management framework and contracted under a single G-Cloud call-off.



01 |

Ongoing Support – Integrated Managed Service

Ongoing Support – Integrated Managed Service

Service Description

Our flexible, forward looking, eNlighten Managed Services, is designed to comprehensively support your organisation and drive confidence in your systems.

Optimised for Oracle Cloud and Technology, this experience-first, value-driven approach empowers our customers with agility, innovation enablement and strategic partnership to deliver transformative results that align with evolving business goals and achieve demonstrable ROI.

From Stabilise, through Optimise, to Innovate, eNlighten® Managed Services is designed to build confidence and drive measurable value across your Oracle Cloud Applications and Oracle Cloud Infrastructure (OCI).

eNlighten® Managed Services represents a fundamental shift in approach and mindset, moving beyond traditional transactional support to a model centered on enhancing user experience through Experience Level Agreements (XLA) and delivering business value through Value Level Agreements (VLA), ensuring outcomes are measurable and meaningful. Our focus is to ensure your Oracle Cloud Applications and Oracle Cloud Infrastructure continually align with your evolving organisational goals.

Built on a foundation of ITIL, ISO standards and an Oracle CMSP-aligned service management framework, our partnership-led model ensures eNlighten® Managed Services delivers service excellence aligned to your business goals and KPIs, with the flexibility to continually adapt and evolve.

Through our flexible, forward-looking and component-based service model, we help you maximise the return on your Oracle investment, strengthen service resilience and maintain a confident, high-performing user community. Our approach blends robust governance with continuous improvement and innovation enablement, ensuring your systems remain stable, optimised and ready for future growth.

Service Flexibility

We work with you to design a service that meets your requirements for today and the future.

Service Governance

Underpinned by an ITIL, ISO and Oracle CMSP aligned service management framework.

Service Innovation

A forward-looking approach, leveraging our relationship with Oracle, to drive continual innovation and enablement.

Service Evolution

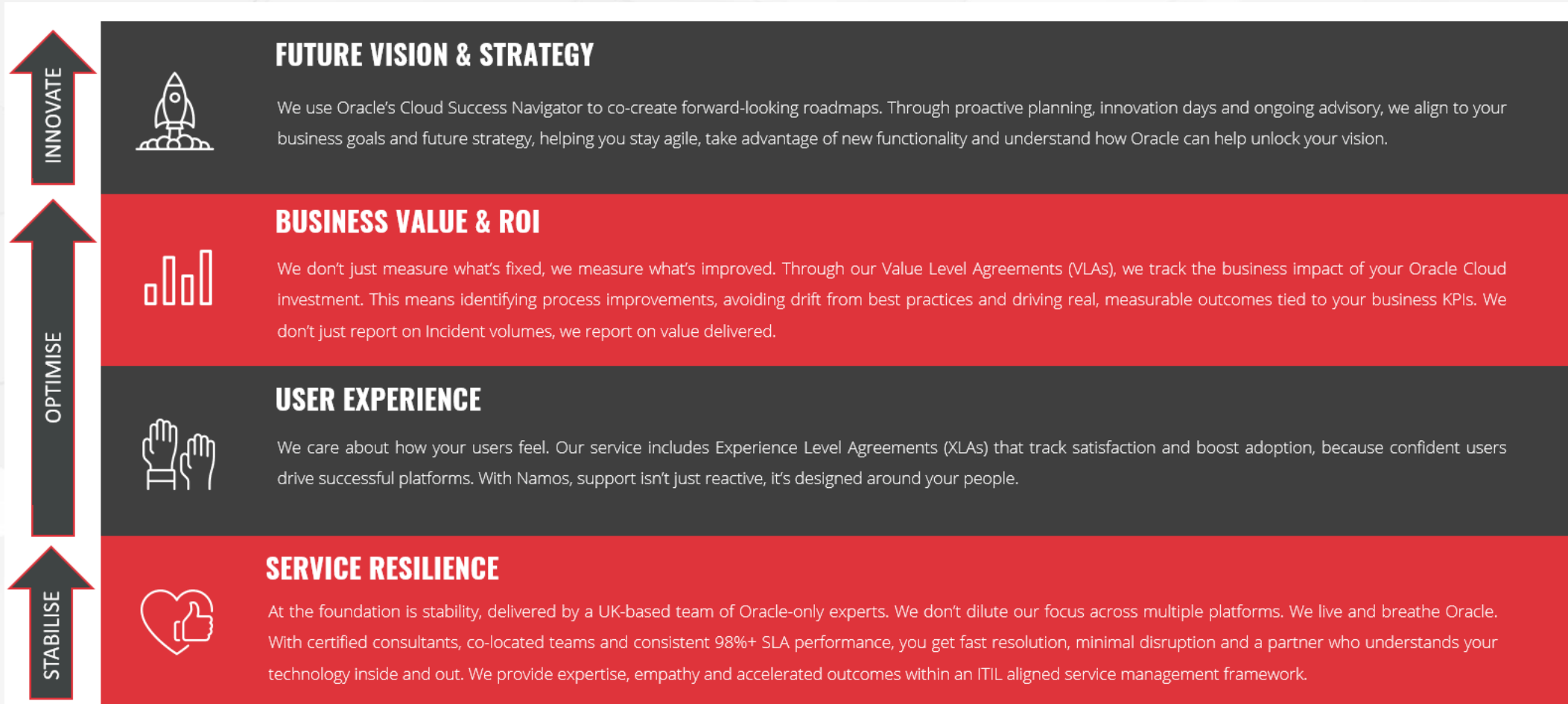
A proven methodology and approach to stabilise, optimise and drive innovation, leveraging new features and functionality to drive business value and demonstrable ROI.

Service Partner



eNlighten: Guiding Your Cloud Journey

Every organisation is at a different stage in its Oracle journey and the eNlighten Service Model is built to reflect that. Whether you're in need of rapid stabilisation, focused optimisation or bold innovation, eNlighten adapts to your current priorities while guiding you towards the next stage. This framework helps us work in partnership with you to realise real value and build user confidence, whilst delivering measurable outcomes along the way.



Service Metrics

To measure the success of our service in a way that aligns to what matters most to your organisation, we track performance across three complementary dimensions: Service Resilience, User Experience and Business Value.

SLAs provide the foundation by ensuring stability, consistency and dependable operational delivery. We then build on this with Experience Level Agreements (XLAs), which help us understand how your users feel about your systems, tracking confidence, adoption and satisfaction to create a positive and productive user experience.

Finally, Value Level Agreements (VLAs) focus on maximising the return on your Oracle Cloud investment by measuring tangible business outcomes and ensuring alignment to your broader vision and strategy.

Together, SLAs, XLAs and VLAs provide a holistic view of your Oracle ecosystem.

Each is supported by jointly agreed SMART targets and reviewed at regular intervals to maintain alignment with your priorities and drive continuous improvement and innovation.

SLA

SERVICE LEVEL AGREEMENT

Focusses on delivering measurable operational metrics and performance

Examples:

Incident Response Time - Achieve 90% adherence, of the agreed Incident Response Target Time, measuring the time between the logging of an Incident and a non-automated human response.

Incident Resolution Time - Achieve 90% adherence, of the agreed Incident Resolution Target Time, measuring the time an Incident remains assigned to Namos in an unresolved state, where it has not been agreed the resolution timer will be paused.

XLA

EXPERIENCE LEVEL AGREEMENT

Focusses on delivering exceptional user experience and user satisfaction

Examples:

User Satisfaction – Achieve and maintain a quarterly average CSAT/NPS score of 9 or higher

User Confidence & Adoption – Increase user confidence and adoption by 30% in 90 days

VLA

VALUE LEVEL AGREEMENT

Focusses on delivering tangible business outcomes and strategic value

Examples:

Business Process Efficiency - Achieve a 10% improvement in key business process efficiency (e.g. time to process an invoice in Oracle Fusion) over 6 months.

ROI / Cost Savings - Deliver a 5% reduction in operational costs associated with Oracle Cloud within 9 months.

Innovation Enablement – Introduce 2 business innovations / enhancements annually that drive measurable business value (e.g. automation of a manual process).

Incident Prioritisation

Namos has adopted the industry best practice approach to Incident prioritisation in the form of an ITIL-aligned matrix of Incident Impact and Incident Urgency

		Urgency		
		High	Medium	Low
Impact	High	Urgent	High	Medium
	Medium	High	Medium	Low
	Low	Medium	Low	Very Low

Priority	Target Response Time	Target Resolution Time	Hours of Cover
P1 (Urgent)	15 working minutes	4 working hours	Normal Working Day
P2 (High)	30 working minutes	8 working hours	Normal Working Day
P3 (Medium)	4 working hours	24 working hours	Normal Working Day
P4 (Low)	1 working day	40 working hours	Normal Working Day
P5 (Very Low)	1 working day	As agreed on a case-by-case basis	Normal Working Day

Scope

Service Scope (Components Included, determined by Buyer need)

- Service Management & Governance
- Service Reporting & Service Reviews
- Quarterly Business Reviews
- Service Assurance
- Continual Service Improvement
- Service Transition
- Event Management
- Incident Management
- Incident Response Time and Resolution Time Service Level Agreements (SLAs)
- Problem Management and Root Cause Analysis
- Change Enablement & Release Management
- Application Configuration Changes
- Service Request Fulfilment
- How To Advice and Guidance
- Environment Management
- Oracle Quarterly Release Management
- Oracle Quarterly Release Testing
- Product Support
- Experience Level Agreements (XLAs)
- Value Level Agreements (VLAs)
- UK-based Oracle certified support team
- Emphasis on Oracle Modern Best Practice

Service Scope (Not Included)

- Hosting
- Licensing

Buyer Dependencies

- Procure and maintain currency of Buyers' product support agreement with the relevant Vendor(s) for the provision of vendor product technical support, patch provision and upgrades for the supported software modules.
- Provide required remote access and system access to the supported and required systems.
- Responsible for system ownership and management decisions in relation to the relevant systems.
- Provides first line support for queries from end users with issues triaged before bring raised with Namos.
- Establish internal controls and internal change management governance and approvals
- Appoint a nominated relationship manager who acts as Namos' primary point of contact



Commercial Terms

eNlighten Managed Services is built on a flexible, component based, service model that gives you the ability to choose which service elements comprise your service agreement, within the following commercial construct:

Base Support A fixed predictable charge that covers the core service management and governance and any service components included.

Call-Off Time Time purchased in advance that can be 'drawn-down' upon for any support or activities not included within the scope of Base Support.

Please note that Change Enablement and Release Management activities, as well as configuration changes, including, but not limited to, optional and mandatory features introduced through Oracle's Quarterly Release Updates, are not included within the standard managed service scope and are only available through Call-Off Time.

"We think of the eNlighten team as an extension of our own, with their onsite drop-in sessions being a critical success factor of that. After the latest, I walked away feeling a lot more confident in what is needed for us to achieve a level of autonomy and how we can work closer together as an MSP."

**Service Delivery Manager,
West Midlands Fire Service**

"Norfolk were looking for a flexible partnership arrangement and to quote Namos' tagline "Big enough to deliver, small enough to care" - You absolutely deliver on this!"

**Head of myOracle,
Norfolk County Council**

02 |

Ongoing Support - Incident Management

Ongoing Support – Incident Managed Service

Service Description

Our flexible, forward looking, eNlighten Managed Services, is designed to comprehensively support your organisation and drive confidence in your systems.

Optimised for Oracle Cloud and Technology, this experience-first, value-driven approach empowers our customers with agility, innovation enablement and strategic partnership to deliver transformative results that align with evolving business goals and achieve demonstrable ROI.

From Stabilise, through Optimise, to Innovate, eNlighten® Managed Services is designed to build confidence and drive measurable value across your Oracle Cloud Applications and Oracle Cloud Infrastructure (OCI).

eNlighten® Managed Services represents a fundamental shift in approach and mindset, moving beyond traditional transactional support to a model centered on enhancing user experience through Experience Level Agreements (XLA) and delivering business value through Value Level Agreements (VLA), ensuring outcomes are measurable and meaningful. Our focus is to ensure your Oracle Cloud Applications and Oracle Cloud Infrastructure continually align with your evolving organisational goals.

Built on a foundation of ITIL, ISO standards and an Oracle CMSP-aligned service management framework, our partnership-led model ensures eNlighten® Managed Services delivers service excellence aligned to your business goals and KPIs, with the flexibility to continually adapt and evolve.

Through our flexible, forward-looking and component-based service model, we help you maximise the return on your Oracle investment, strengthen service resilience and maintain a confident, high-performing user community. Our approach blends robust governance with continuous improvement and innovation enablement, ensuring your systems remain stable, optimised and ready for future growth.

Service Flexibility

We work with you to design a service that meets your requirements for today and the future.

Service Governance

Underpinned by an ITIL, ISO and Oracle CMSP aligned service management framework.

Service Innovation

A forward-looking approach, leveraging our relationship with Oracle, to drive continual innovation and enablement.

Service Evolution

A proven methodology and approach to stabilise, optimise and drive innovation, leveraging new features and functionality to drive business value and demonstrable ROI.

Ongoing Support - Incident Management

Service Description

At the foundation is Service Resilience and system stability, delivered by a UK-based team of Oracle experts who understand your technology landscape. Namos provides structured ITIL-aligned Incident Management, ensuring that service disruptions are logged, categorised and prioritised through an impact and urgency matrix, with clear Incident Response Time and Incident Resolution Time SLAs agreed with each customer.

In addition, Namos applies proactive Problem Management to identify root causes, prevent recurrence, and reduce long-term Incident volumes. Through trend analysis, known error management and continual service improvement we stabilise your systems to drive increased end user adoption and an enhanced experience.

Through our flexible, forward-looking and component-based service model, we help you maximise the return on your Oracle investment, strengthen service resilience and maintain a confident, high-performing user community. Our approach blends robust governance with continuous improvement and innovation enablement, ensuring your systems remain stable, optimised and ready for future growth.

Service Management Framework

An ITIL aligned, Oracle CMSP-accredited and ISO/IEC 27001-certified service management framework

Service Resilience

Incident Response and Resolution SLAs ensuring system stability and resilience delivered by UK based team of Oracle experts

Service Improvement

Proactive Problem Management to identify root causes, prevent recurrence, and reduce Incident volumes to drive increased user confidence and adoption

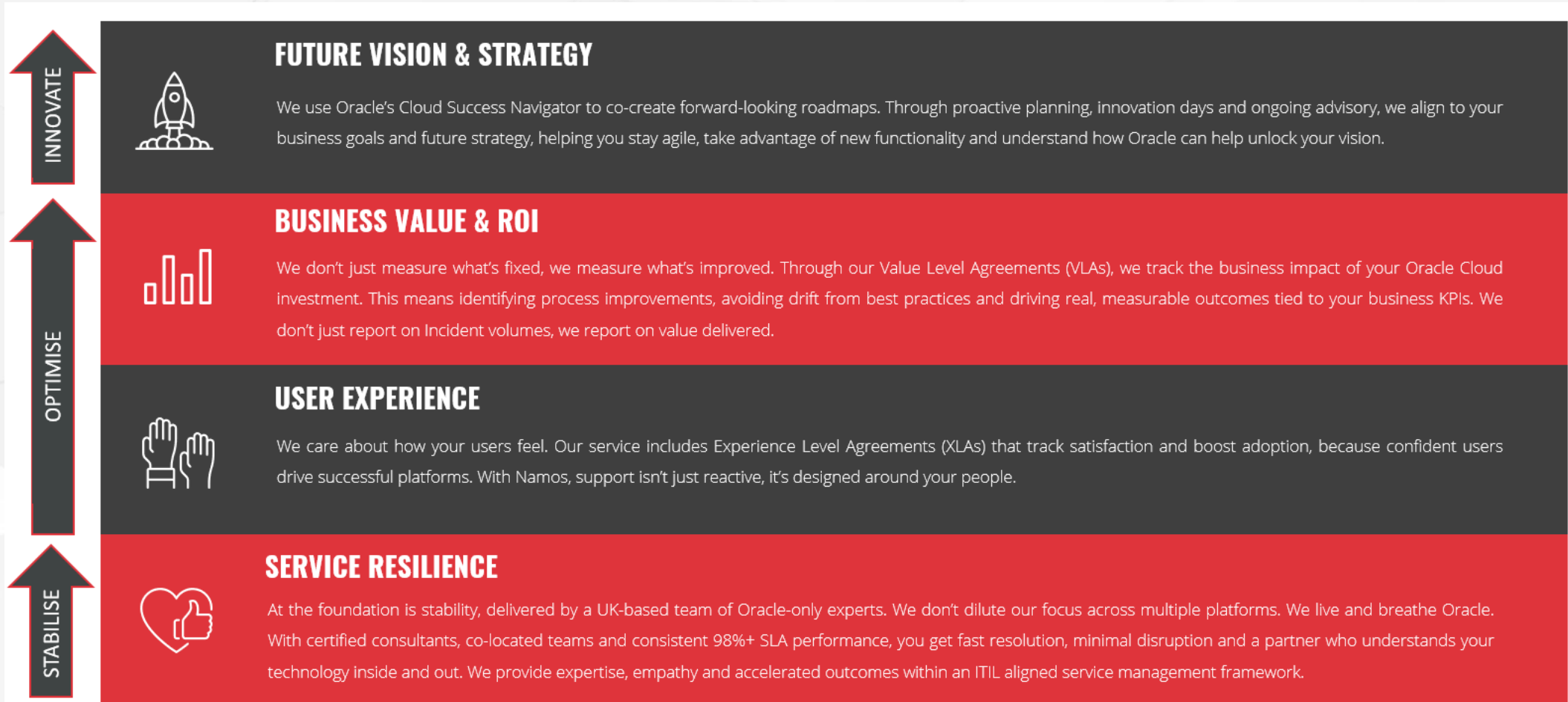


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eNlighten: Guiding Your Cloud Journey

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Focusses on delivering measurable operational metrics and performance

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Service Scope (Not Included)

- Hosting
- Licensing

Buyer Dependencies

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"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."

***Dean Drew, Deputy CIO – IT Services
University of St Andrews***

03 |

Ongoing Support – Product Support

Ongoing Support – Product Support

Service Description

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Service Flexibility

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Service Governance

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Service Innovation

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Service Evolution

A proven methodology and approach to stabilise, optimise and drive innovation, leveraging new features and functionality to drive business value and demonstrable ROI.

Managed Services

Service Description

Namos provides ongoing platform enhancement and continual evolution of your Oracle systems through structured ITIL-aligned Change Enablement and Release Management. We work with customers to plan, assess and implement configuration changes, elective changes and functional enhancements or new features in a low-risk manner.

This includes the management of Oracle's Quarterly Release Updates, covering both optional features that may be adopted to enhance functionality and mandatory changes introduced by Oracle. Namos provides impact assessment, testing coordination and deployment support – aligned to a jointly agreed roadmap – to ensure changes are safely introduced, with minimal disruption to business operations.

Through our flexible, forward-looking and component-based service model, we help you maximise the return on your Oracle investment, strengthen service resilience and maintain a confident, high-performing user community. Our approach blends robust governance with continuous improvement and innovation enablement, ensuring your systems remain stable, optimised and ready for future growth.

User Experience

Experience Level Agreements that track end user satisfaction and boost adoption, because confident users drive successful platforms

Business Value & ROI

Value Level Agreements track the business impact of your Oracle investment. This means identifying process improvements, avoiding drift from best practices, and driving real, measurable outcomes tied to your business KPIs

Future Vision & Strategy

We use Oracle's Cloud Success Navigator to co-create forward looking roadmaps. Through proactive planning, innovation days, and ongoing advisory, we align to your business goals, helping you understand how Oracle can unlock your vision

"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."

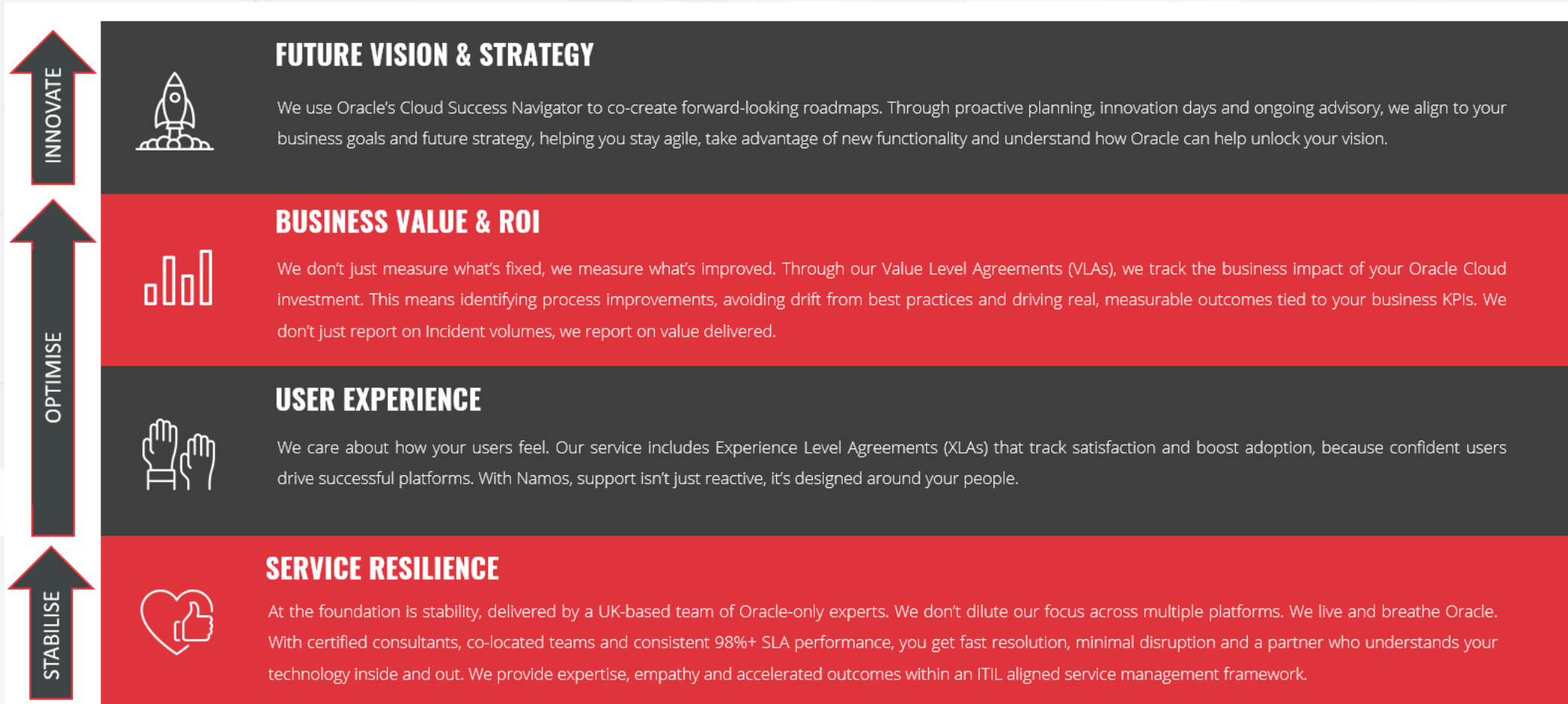
Kash Singh, Head of Data
West Midlands Fire Service

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"Following our implementation of Oracle Fusion, Namos have been our support partner, a contract and relationship that we have recently renewed. Namos helped Wirral Council navigate the initial post go live stabilisation and build a responsive support structure for our wider team. As part of the ongoing support relationship Namos have been key in developing our roadmap for continued innovation, ROI and inhouse skills and capabilities.

Namos are a pro-active support partner, bringing fresh ideas to the table, such as recently delivering a review of Fixed Assets with Oracle and its suitability for Local Government, as well as how the launch of Cloud Success Navigator will help to inform our future roadmap. We enjoy and see value in the face-to-face interaction and support that the Namos team provide, where they are always actively looking to maximise the benefit of the service we receive."

**Senior Finance Manager Systems,
Wirral Council**

04 |

Ongoing Support – Adoption, Knowledge Transfer and Training Services

Ongoing Support – Adoption, Knowledge Transfer and Training Services

Service Description

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Service Governance

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Service Innovation

A forward-looking approach, leveraging our relationship with Oracle, to drive continual innovation and enablement.

Service Evolution

A proven methodology and approach to stabilise, optimise and drive innovation, leveraging new features and functionality to drive business value and demonstrable ROI.

Ongoing Support – Adoption, Knowledge Transfer and Training Services

Service Description

We place a strong emphasis on user adoption, knowledge transfer and enablement, ensuring customers realise sustained value and ROI from their Oracle systems. Our approach is designed to support long-term operational maturity, including the option to build customer self-sufficiency where required, reducing dependence on Namos over time through structured knowledge transfer, training and coaching.

Rather than provide generic training, Namos delivers targeted advisory and guidance, including end-user training, train-the-trainer support and the development of knowledge articles and super-user knowledge. We can provide on-site floor walking and user engagement to understand real user behaviors, pain points and adoption barriers, allowing us to recommend focused upskilling and process improvements. Our XLA's can be used to measure user satisfaction, confidence and adoption.

Adoption services are closely integrated with Oracle's Quarterly Release Update cycle. We maintain a jointly agreed future roadmap, utilising Oracle Cloud Success Navigator, and offer bespoke impact assessments, release walkthrough sessions, and coordination of regression testing activities to ensure new functionality is validated, understood and successfully embedded

Through our flexible, forward-looking and component-based service model, we help you maximise the return on your Oracle investment, strengthen service resilience and maintain a confident, high-performing user community. Our approach blends robust governance with continuous improvement and innovation enablement, ensuring your systems remain stable, optimised and ready for future growth.

User Experience

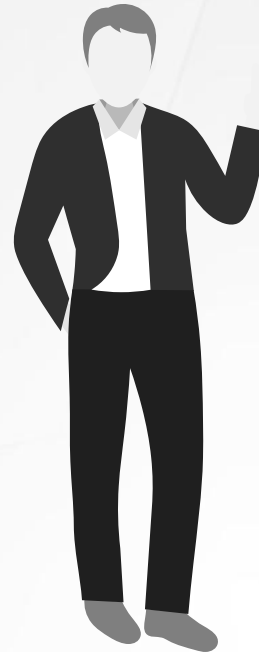
Experience Level Agreements that track end user satisfaction and boost adoption, because confident users drive successful platforms

Training

Tailored training, super-user enablement and floor-walking engagement to improve user satisfaction, confidence and adoption

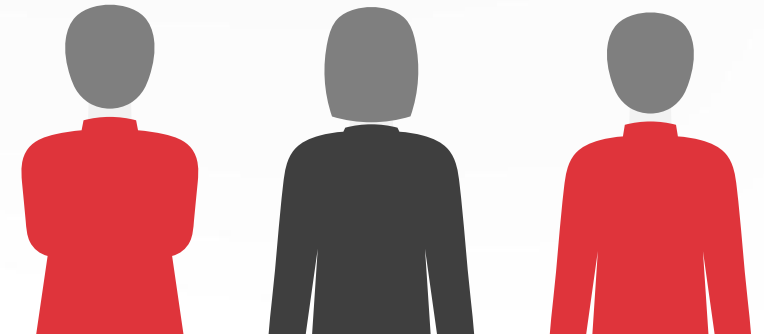
Future Vision & Strategy

We use Oracle's Cloud Success Navigator to co-create forward looking roadmaps. Through proactive planning, innovation days, and ongoing advisory, we align to your business goals, helping you understand how Oracle can unlock your vision



"Working in partnership with Namos allows us to tap into consultancy expertise when required, but also knowledge share and learn when appropriate which enables us to be self-sufficient in those areas where we think we should be. Partnership working and 'in it together' is something that Namos excel in."

Dave Caldwell
Knowsley Metropolitan Borough Council

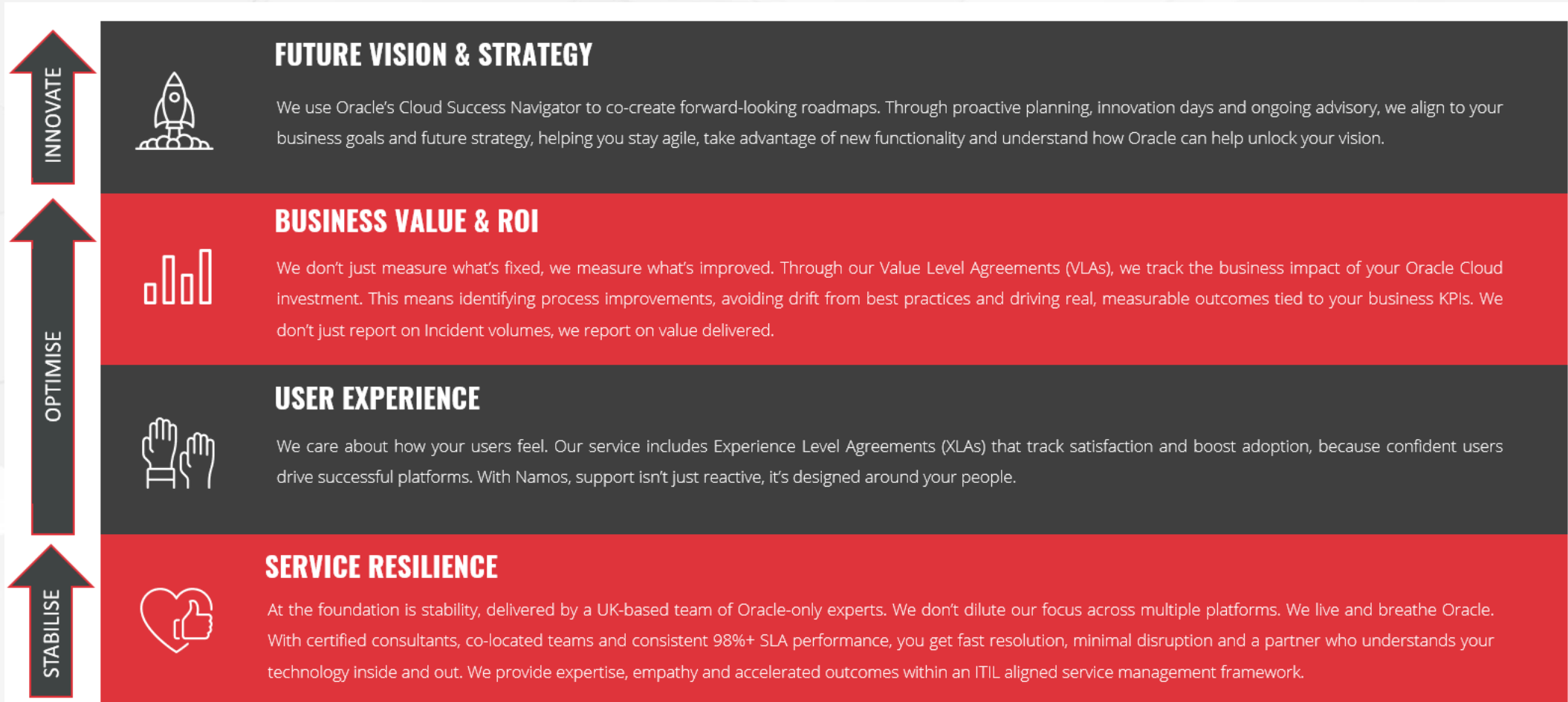


Service Partner



eNlighten: Guiding Your Cloud Journey

Every organisation is at a different stage in its Oracle journey and the eNlighten Service Model is built to reflect that. Whether you're in need of rapid stabilisation, focused optimisation or bold innovation, eNlighten adapts to your current priorities while guiding you towards the next stage. This framework helps us work in partnership with you to realise real value and build user confidence, whilst delivering measurable outcomes along the way.



Service Metrics

To measure the success of our service in a way that aligns to what matters most to your organisation, we track performance across three complementary dimensions: Service Resilience, User Experience and Business Value.

SLAs provide the foundation by ensuring stability, consistency and dependable operational delivery. We then build on this with Experience Level Agreements (XLAs), which help us understand how your users feel about your systems, tracking confidence, adoption and satisfaction to create a positive and productive user experience.

Finally, Value Level Agreements (VLAs) focus on maximising the return on your Oracle Cloud investment by measuring tangible business outcomes and ensuring alignment to your broader vision and strategy.

Together, SLAs, XLAs and VLAs provide a holistic view of your Oracle ecosystem.

Each is supported by jointly agreed SMART targets and reviewed at regular intervals to maintain alignment with your priorities and drive continuous improvement and innovation.

SLA

SERVICE LEVEL AGREEMENT

Focusses on delivering measurable operational metrics and performance

Examples:

Incident Response Time - Achieve 90% adherence, of the agreed Incident Response Target Time, measuring the time between the logging of an Incident and a non-automated human response.

Incident Resolution Time - Achieve 90% adherence, of the agreed Incident Resolution Target Time, measuring the time an Incident remains assigned to Namos in an unresolved state, where it has not been agreed the resolution timer will be paused.

XLA

EXPERIENCE LEVEL AGREEMENT

Focusses on delivering exceptional user experience and user satisfaction

Examples:

User Satisfaction – Achieve and maintain a quarterly average CSAT/NPS score of 9 or higher

User Confidence & Adoption – Increase user confidence and adoption by 30% in 90 days

VLA

VALUE LEVEL AGREEMENT

Focusses on delivering tangible business outcomes and strategic value

Examples:

Business Process Efficiency - Achieve a 10% improvement in key business process efficiency (e.g. time to process an invoice in Oracle Fusion) over 6 months.

ROI / Cost Savings - Deliver a 5% reduction in operational costs associated with Oracle Cloud within 9 months.

Innovation Enablement – Introduce 2 business innovations / enhancements annually that drive measurable business value (e.g. automation of a manual process).

Scope

Service Scope (Included)

- Service Management & Governance
- Service Reporting & Service Reviews
- Quarterly Business Reviews
- Service Assurance
- Continual Service Improvement
- How To Advice and Guidance
- End User Training
- Train the Trainer
- Quarterly Release Updates including new features walkthrough sessions and co-ordination of regression testing outcomes
- Functionality (including new features and releases)
- Knowledge Transfer – as part of issue resolution, adoption of new functionality or upskilling Buyer support teams – either remote or on-site
- Floor Walking
- Experience Level Agreements (XLAs) to drive user adoption and improve user experience
- Value Level Agreements (VLAs)
- UK-based Oracle certified support team
- Emphasis on Oracle Modern Best Practice

Service Scope (Not Included)

- Hosting
- Licensing

Buyer Dependencies

- Procure and maintain currency of Buyers' product support agreement with the relevant Vendor(s) for the provision of vendor product technical support, patch provision and upgrades for the supported software modules.
- Provide required remote access and system access to the supported and required systems.
- Responsible for system ownership and management decisions in relation to the relevant systems.
- Provides first line support for queries from end users with issues triaged before bring raised with Namos.
- Establish internal controls and internal change management governance and approvals
- Appoint a nominated relationship manager who acts as Namos' primary point of contact



Commercial Terms

eNlighten Managed Services is built on a flexible, component based, service model that gives you the ability to choose which service elements comprise your service agreement, within the following commercial construct:

Base Support A fixed predictable charge that covers the core service management and governance and any service components included.

Call-Off Time Time purchased in advance that can be 'drawn-down' upon for any support or activities not included within the scope of Base Support.

Please note that Change Enablement and Release Management activities, as well as configuration changes, including, but not limited to, optional and mandatory features introduced through Oracle's Quarterly Release Updates, are not included within the standard managed service scope and are only available through Call-Off Time.

"We have worked closely with Namos this past year on a number of business priorities and BAU challenges. We've benefited from Namos' ability to reprioritise work on the needs of our business and utilise skills to ensure stability.

I would like to thank everyone at Namos on the work they have assisted with and improving & strengthening our relationship over the year. I look forward to working with them in the coming year."

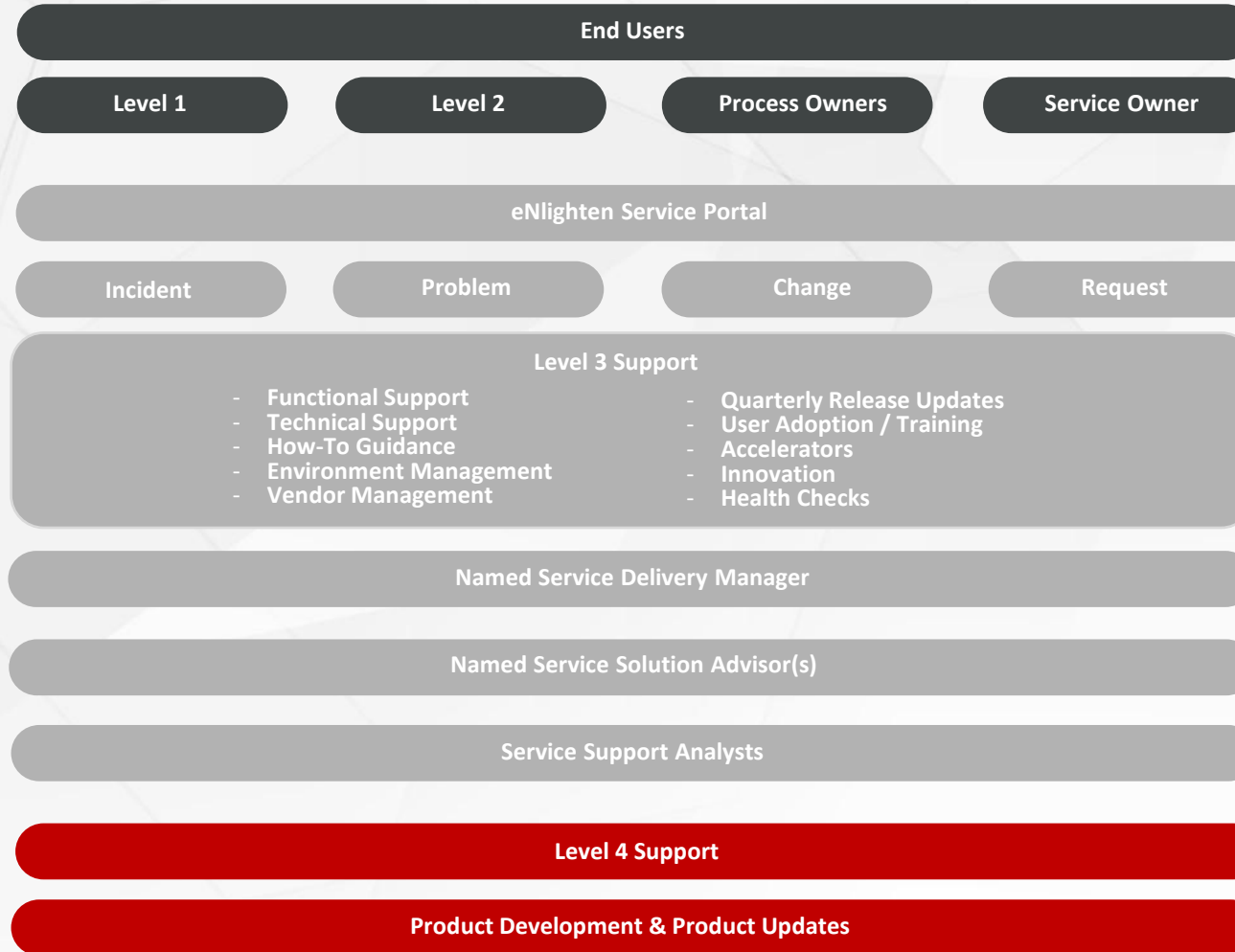
**Service Delivery Manager,
West Midlands Fire Service**

05 |

Service Delivery & Governance

Namos Managed Service Operating Model

The graphic illustrates a typical Namos Managed Services operating model, showing how Namos collaborates with the Buyer and Oracle as the software vendor. Your specific operating model is co-designed with you as part of our flexible component-based service approach.



NAMOS ROLES

SERVICE DELIVERY MANAGER

Provides service governance and coordination of all activities related to the service

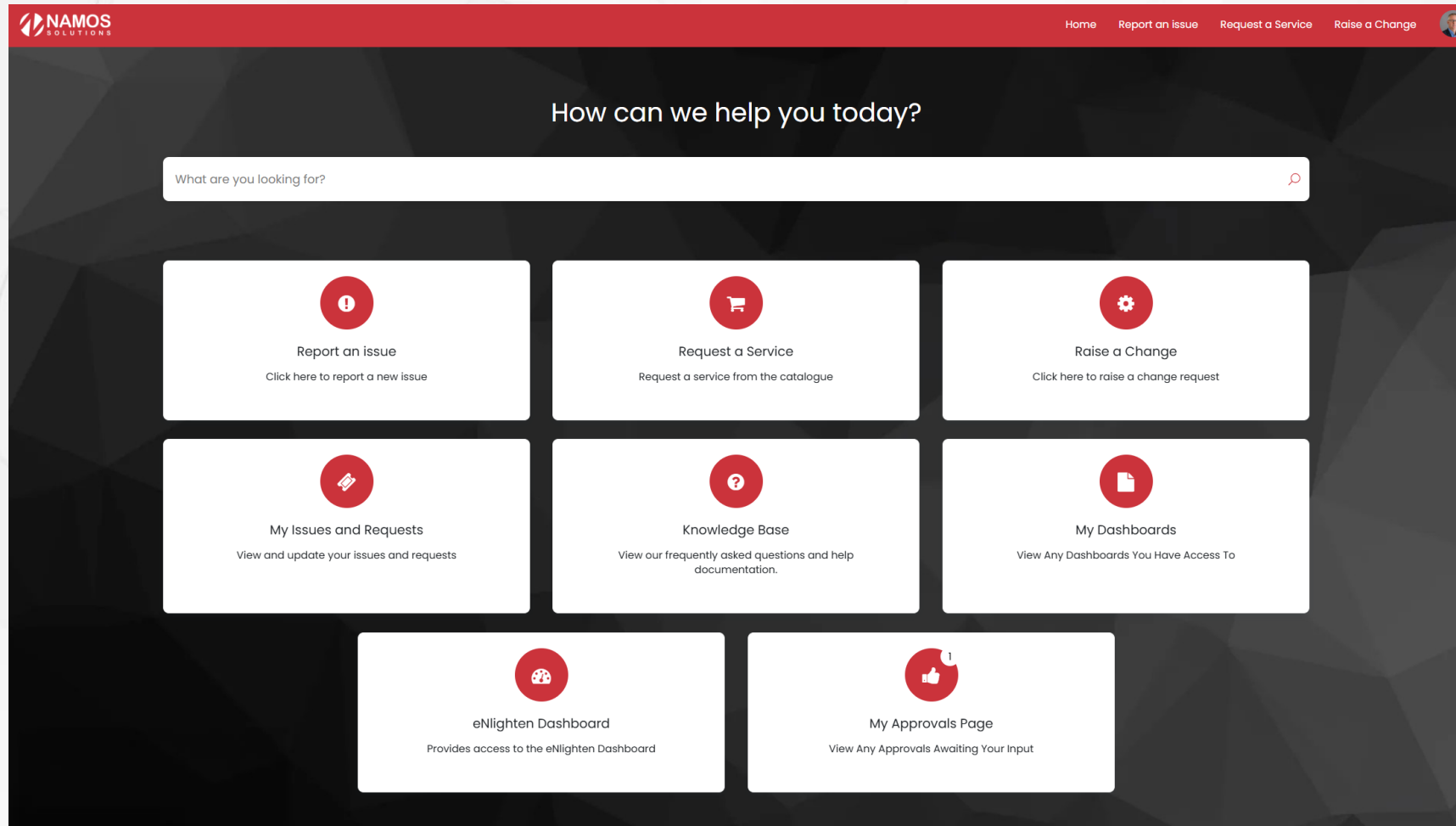
SERVICE SOLUTION ADVISOR

Provides expert advice, guidance and support in their own area of specialism to drive value and innovation

SERVICE SUPPORT ANALYST

A generic role to describe the Namos resources who provide the specialist support servicesC

The eNlighten Service Portal is available 24x7x365 for logging and tracking progress against all support requests



Partnership Approach

Whilst we have formal Service Lines, contracted SLAs and terms, we are people with a passion for what we do and who we do it for. Over and above those service lines, this is the personable service you should expect from your MSP

Account Management



A partner that will account for service levels, but also get to know you and your business.

Expect...
formal meets but lots of informal 'I saw this and thought of you'!

Cloud Innovation



Namos are experts in our field. We are constantly adopting new innovative technology to serve our clients.

Expect...
ideas on Analytics, Automation, Digital Assistants, Bespoke Extensions.

Community



Namos are incredibly active in the Oracle community, and we also support our customers engaging and building those networks.

Expect...
links to Customer Connect resources, contacts within other customers, shared conference sessions.

Influence



Namos are a strategic Oracle Partner who have forums with senior most Oracle decision makers. We are also an Oracle customer and early adopter.

Expect...
Namos Awareness and collaboration into Oracle Product development.

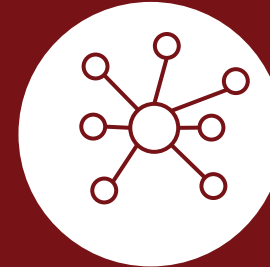
Thought Leadership



We are passionate about what we do and we share that passion with the Oracle Community.

Expect...
Blogs, Articles, Webinars, Drop Ins, Briefings, Conferences, Best Practice Guides.

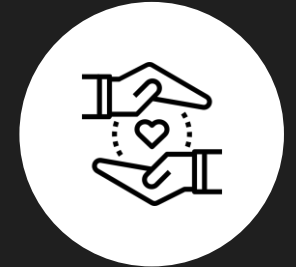
Partners



Namos have a network of trusted partners in other fields.

Expect...
opportunities for User Experience Analytics, Process Automation, Analytics, and more.

Social Responsibility



Namos have an emerging CSR charter and are always looking for opportunities to engage with customers.

Expect...
A willing partner to explore CSR engagements together.

06 |

Service Transition / Mobilisation

Service Transition Methodology

Service Transition is a critical phase that ensures the successful onboarding of your Oracle system(s) into our managed service. It provides a structured approach to knowledge transfer, service setup, risk mitigation and alignment of support processes.

- Agree KT Approach ● ● ●
- Documentation Review ●
- KT Sessions ● ● ●
- Reverse KT ● ● ●

Knowledge Transfer

eNlighten Service Manual

- Service Model ● ●
- Service Responsibilities (RACI) ● ●
- Incident and Problem Management ● ●
- Change Management ● ●
- Environment Management ● ●
- Service Management ● ●

Governance

- Oracle Environments ● ● ●
- My Oracle Support ● ●
- Oracle My Services Portal ● ● ●
- eNlighten Service Portal ● ●

Access Management

Cutover

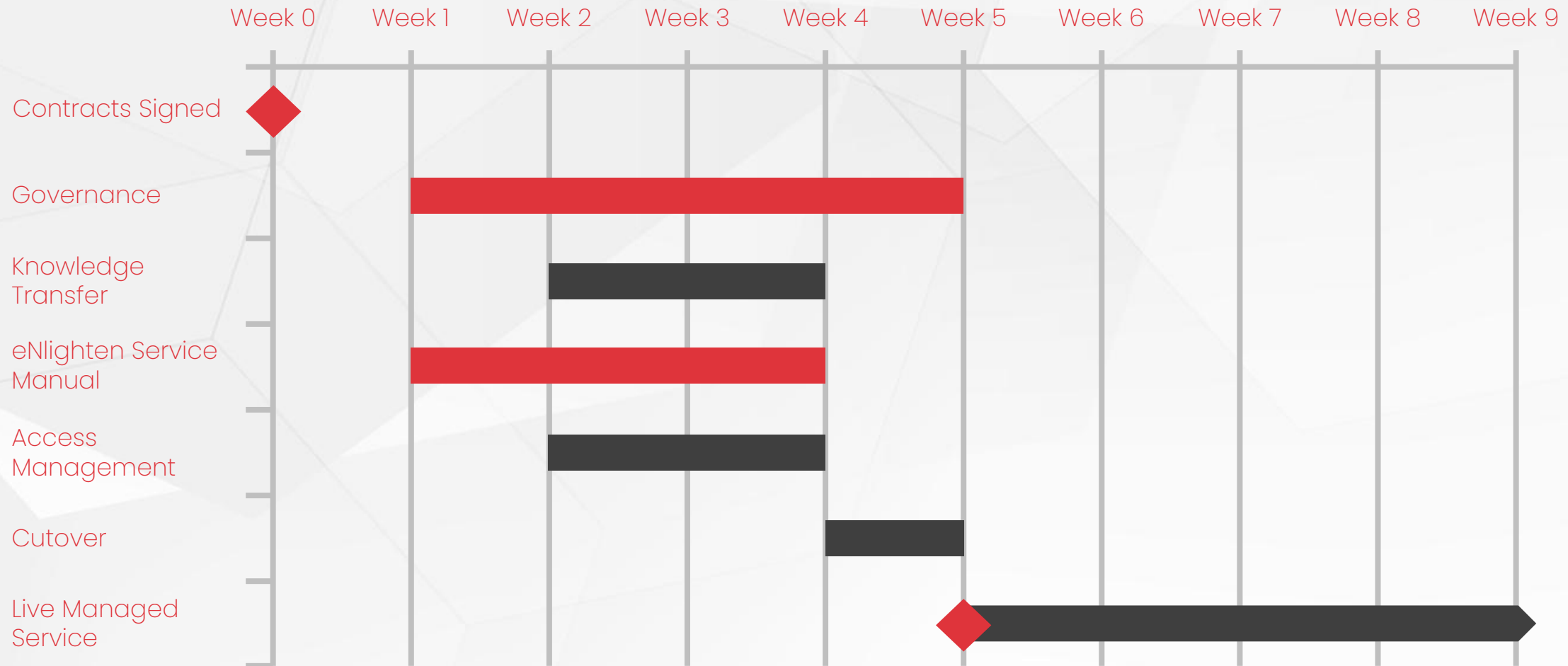
- Transition Sign-Off ● ●
- Incident Handover ● ●
- Service Commencement ● ●

Typical Involvement

- Buyer
- Namos
- Current Service Provider

Service Transition Plan on a Page

Service Transition is typically achieved in 4-6 weeks. An example plan on a page is shown below.



The timescale for completing service transition will vary depending on the scope and complexity. We will work with you to define and agree this timeline when designing your managed service

07 | Ancillary Services

Change and Enhancement PaaS and AI Services

Change Support and Ancillary Services

Change support and ancillary services are delivered through Namos Solutions Oracle Cloud PaaS and AI Services and Namos Solutions Oracle Cloud Change and Enhancement Implementation Services. While listed as separate service lines within the Namos G-Cloud offer, they both follow the same Namos ways of working, assured implementation approach, and governance model.

These service lines are structured to allow Buyers to access professional services aligned to their specific needs, whether primarily technical (e.g. PaaS extensions, integrations, AI services) or functional (e.g. application change and enhancement). With services being delivered by our experienced, UK-based Oracle consultants with deep product and public-sector experience.

“Namos were recommended to us at a critical time, and from the moment we engaged, things moved quickly. Their consultants have been approachable, responsive, and clearly experts in their field, I can’t fault the way it’s gone. We’ve worked with other companies in the past, but none come close. Quite simply, it’s been a five-star service.”

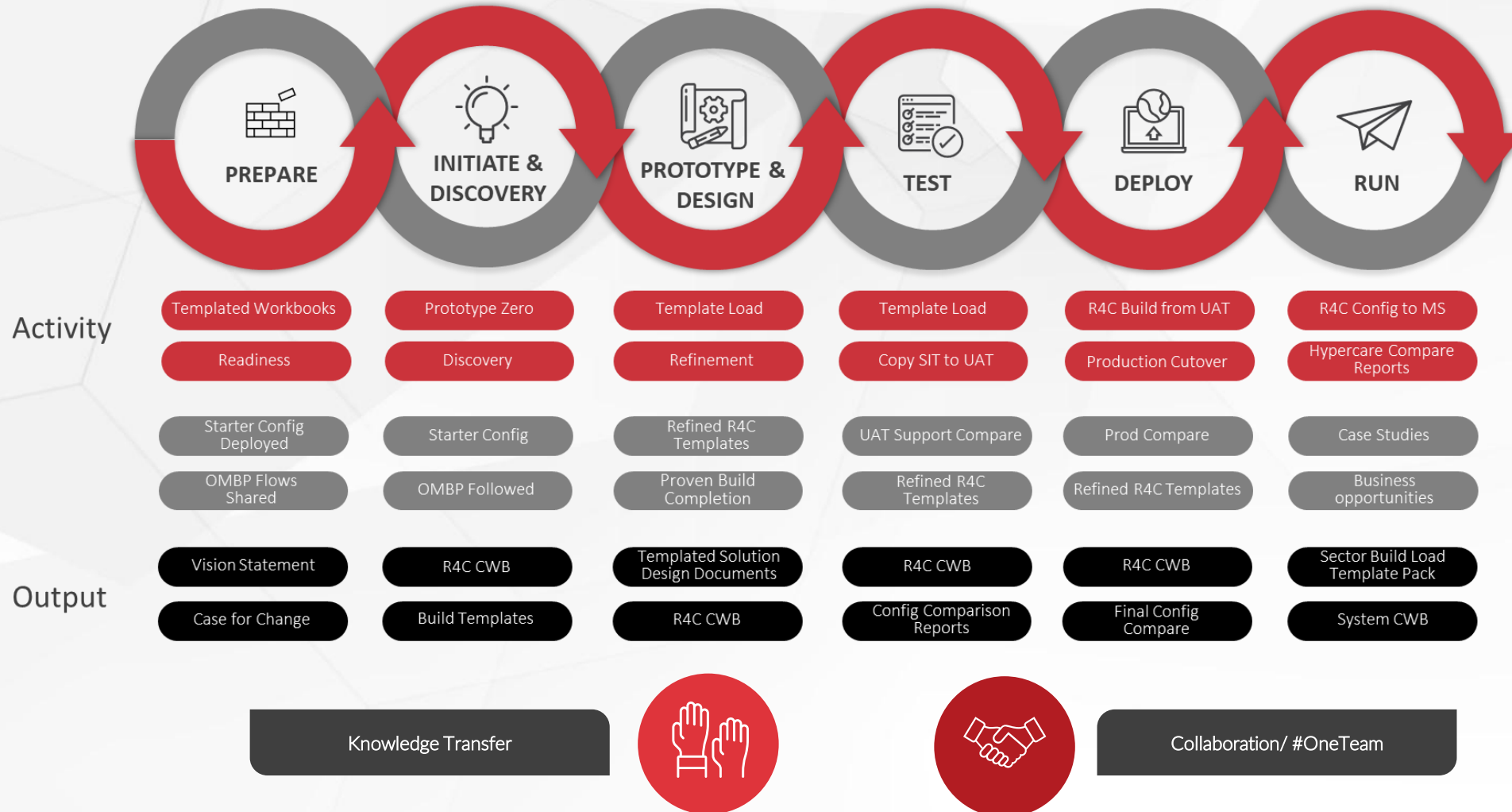
Senior Applications Developer at Swansea County Council

The services are designed to support larger or more discrete change requirements that fall outside of the Ongoing Support Call-Off arrangement, such as new Oracle module deployments, significant enhancements, PaaS extensions, or the introduction of AI services. Delivery is typically via a separate Statement of Work, with scope, outcomes, and commercials agreed upfront.

Namos works collaboratively with the Buyer to determine the most appropriate service line, Call-Off structure, and delivery approach for each requirement, remaining flexible while fully aligned to the G-Cloud Framework and Buyer objectives.

Namos Methodology

Our methodology has been 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 Buyers ways of working and agreed requirements.



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

08 |

How to contract

Alignment to Buyer Needs

Managed Cloud Support Services

While this service description provides the information required to support a Call-Off Contract award, the model used for **Base Support** and the calculation of **Call-Off Time** purchased in advance reflects the inherent variability of Managed Service delivery and takes into account a range of Buyer-specific factors, including but not limited to:

- Scope of services, including additional Managed Service support lines
- Oracle Cloud module footprint
- Integrations and third-party dependencies
- Customisations, PaaS services, and proprietary extensions
- Service design and operating model (e.g. ITIL-aligned structures, Levels 1–4 support)
- Solution maturity and operational stability
- Buyer-side capability, skills, and resourcing model
- Contract duration and service transition approach
- Organisational structure and scale
- Corporate risk profile, including security and compliance requirements
- Level of Buyer engagement and governance
- Combined service complexity across platforms and services
- Payment terms, conditions, and schedule
- Cost and reliance on third-party support services

Therefore the precise configuration, scale, and prioritisation of activities within a Managed Service model will vary between Buyers based on organisational context, existing Oracle footprint, operating model, service maturity, and demand patterns. As a result, it is not possible to fully anticipate or pre-price all variability within a single fixed Managed Service construct prior to engagement with the individual Buyer. Our collaborative, partnership-led approach will work with the Buyer to confirm detailed requirements during contracting to ensure outcomes align with Buyer objectives, governance requirements, and value expectations.

Professional Services

A flexible commercial framework, similarly, supports our Professional Services listed (Paas and AI Services/ Change and Enhancement Implementation Service) which deliver access to specialist capabilities and expertise. These services are typically delivered as individual engagements via a Statement of Work, and may include a range of activities, from assessment, review, assurance, recommendations, end delivery and advisory services. These engagements are unique to Buyer needs, again reflecting the variability of the Buyer specific factors previously listed. We therefore offer pricing models suited to different engagement types, including Fixed Days, Fixed Price, and Time & Materials (T&M). While T&M may be used where appropriate, Namos' preferred approaches are: **Fixed Days**, enabling controlled flexibility and change to be managed collaboratively within the agreed scope through joint governance; or **Fixed Price**, where outcomes, value, and deliverables are defined upfront and pricing is linked to measurable, agreed metrics.

Fixed Price engagements are structured to maximise value, reduce delivery risk, minimise in-flight change and change requests, and provide predictable budgeting for customers. This approach is consistent with public sector best practice, recognising that effective cloud services require proportionate 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.

09 |

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.

- eNlighten Managed Services is delivered through a robust service management framework aligned to ITIL V4 best practice, accredited under the Oracle Cloud Managed Service Provider (CMSP) programme, and supported by an ISO/IEC 270001 certified Information Security Management System. Namos are also Cyber Essentials Plus certified.
- Namos operates 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.
- Namos provides comprehensive information security training and ongoing awareness programs for all personnel. Our training topics include 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.



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



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

10 |

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

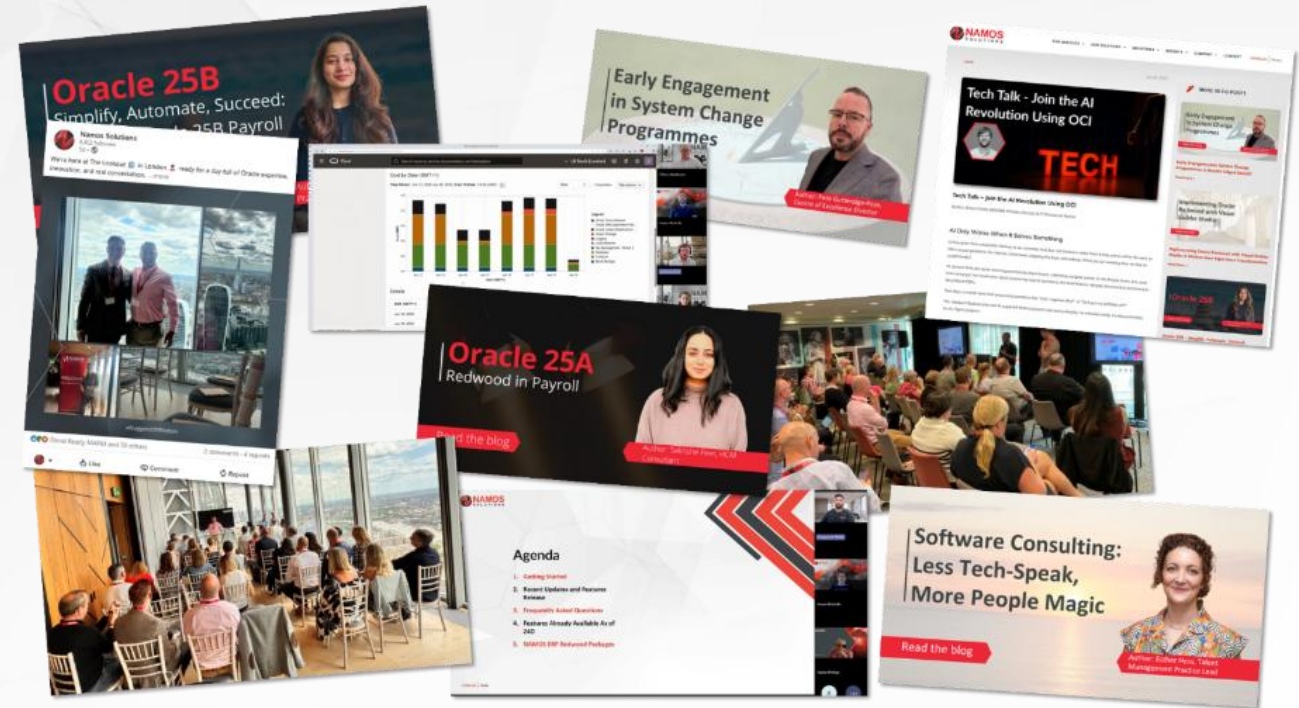


To become the most respected Management Consultancy in the Oracle marketplace

- 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 proposes 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.

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