

NAMOS SOLUTIONS

Lot 2b Service Definitions Oracle Cloud Applications

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
- Ancillary Services Description – **applicable to all Services listed**
 - Implementation (Service Delivery)
 - Managed Support
- How to contract
- Namos Security, Assurance & Certifications – **applicable to all Services listed**
- Working with Namos

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01 |

eNclose[®] – Namos Data Archiving

eNclose[®] – Namos Archiving Solution

Service Description

eNclose[®] is a fully managed cloud-based archiving solution designed to retain, manage, and report on legacy system data. It enables organisations to decommission legacy applications while maintaining secure access for compliance and business needs. The service includes data management, integration and ingestion, and archiving capabilities.

The solution enables long-term management of archived legacy data in the cloud, including retention policy configuration, metadata governance, role-based access control, audit logging, and data lifecycle management. It supports compliance with GDPR, FOI, and audit requirements while reducing operational overhead.

eNclose[®] supports the secure extraction and ingestion of legacy system data into OCI Autonomous Database, including mapping, transformation, validation, and scheduling of ingestion pipelines. It ensures accurate, compliant archived data and supports the decommissioning of legacy systems.

eNclose[®] provides secure access for FOI, GDPR, audit, and business requests through the searchable intuitive UI access, access to existing 30+ out-of-the-box reports, and role-based access controls.

eNclose, Cloud-Based Solution for Legacy System Retention, Management, and Reporting:

- **Reduce operational cost and risk** - Decommission legacy systems and remove costly on-premise maintenance, hardware, and storage while retaining secure access to archived data for compliance and business requirements.
- **Maintain compliance and audit readiness** - Provide searchable, auditable access to archived records for FOI, GDPR, and audit requests, supported by role-based access controls, reporting, and full audit logging.
- **Secure, scalable cloud archiving** - Store legacy data on OCI Autonomous Database with ISO27001 and CE+ security, enabling scalable retention, controlled access, and long-term data governance.
- **Fast data access and reporting** - Enable rapid retrieval and reporting through an intuitive Oracle APEX interface, reducing response times and improving operational efficiency for business and regulatory requests.

Data Management

- Data retention policy configuration aligned to GDPR/ FOI
- Metadata governance and data classification
- Role-based access control and audit logging
- Data integrity validation and lifecycle management
- Managed backups, recovery, and operational reporting

Data Integration & Ingestion

- Extraction from legacy systems (any technology)
- Mapping and transformation into archive schema
- Validation, cleansing, and integrity checks
- Scheduled ingestion pipelines and monitoring
- Secure transfer and encryption during ingestion

Data Archiving

- Long-term archive storage on OCI Autonomous Database
- Oracle APEX user interface for search and reporting
- 30+ out-of-the-box compliance and audit reports
- Unlimited users and role-based access
- Managed monitoring, support, and service governance

Security and Compliance:

- Secure hosting on OCI with enterprise-grade controls
- Role-based access and audit logging
- GDPR compliant handling of personal data
- Secure data transfer and encryption

Scope

Service Scope (Included)

- Managed data archiving platform hosted on OCI
- Data management, ingestion, and archiving services
- Security and compliance controls (ISO27001, CE+)
- 24/7 monitoring, incident, problem, and change management
- Regular service reporting and service review meetings
- UK-based Oracle certified support team
- Backup, recovery, and data lifecycle management
- Emphasis on Oracle best practices.

Service Scope (Not Included)

- Hosting or maintenance of the legacy source system
- Data extraction/migration unless agreed via separate SOW
- Third-party licences not explicitly stated
- Service levels and performance commitments exclude any failure, degradation, or outage arising from the underlying Oracle Cloud infrastructure or Oracle-managed services, which remain outside Namos' control.

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.

Ancillary Service

Implementation

Based on finalised scope a fixed work package will be defined, with the option for the Buyer to add further support charged on a T&M basis.

Consists of the following:

- Oracle - Delivering the OCI infrastructure, specifically the Autonomous Database and APEX application
- Namos - Migrating applicable data and delivering the Namos archive solution on OCI with agreed reporting
- Buyer - Providing testers and sign-off against the archive solution

Summary activities:

- Namos will require access to the Buyer's environments to undertake the data export
- Namos will securely transfer the export into OCI
- Namos provision and import the data into an Autonomous Database, potential for several iterations to remove all import errors
- Onboarding and knowledge transfer
- Buyer staff undertake UAT and sign-off the solution

Commercial Terms

- Namos will provision an APEX and Autonomous Database (ADB) instance on Oracle Cloud Infrastructure (OCI) on behalf the Buyer
- The above instance will reside in a dedicated Namos OCI tenancy where the Buyer will be responsible for paying ongoing OCI hosting costs through the service
- Implementation fixed scope/ fixed days work package with option to add additional support charged on a T&M basis
- Annual Fixed Hosting Cost will be rightsized based on predicted usage, reviewed annually
- Ancillary Service - Annual Fixed Cost Managed Support service wrapper (Incident Management/ Product Maintenance/ Upgrade)
- Any data contained within the environment is wholly owned by the Buyer i.e. the Buyer and Namos are the Data Controllers and Oracle are the Data Processors
- The APEX instance has a fair use of 1 terabyte of data and 2 ECPUs

Ancillary Service

Managed Support

Support of the service is included via Namos' Managed Service as a fixed package, the Buyer can add additional support on an agreed basis.

Namos will monitor the Data Archiving instance via Oracle Cloud Infrastructure Consoles and ensure warnings and alerts are in place to monitor availability and capacity.

Anticipated uptime of the APEX instance will be 9am to 5pm.

Product updates aligned to Oracle release cycles.

Oracle expertise embedded in delivery and support

24x7 eNlighten Support Portal Access – Support requests can be logged at any time, 24x7x365, providing continuous access to the service desk portal and current statuses.

24x7 eNlighten Dashboard Access – Provides real-time visibility of key service metrics, including performance against SLAs, service trends, and usage insights.

Service Metrics and Incident Response SLAs – Defined incident response targets provide assurance that issues are being actively managed and progressed in line with agreed priorities.

Named Service Delivery Manager – A dedicated Service Delivery Manager provides service governance, coordination, and oversight of all activities related to the delivery and ongoing management of the service.

02 |

eNsure® - HESA Submission App

eNsure – HESA Submission Application

Service Description

Namos' eNsure® HESA Submission App is a cloud-based HR compliance solution designed to simplify and automate the HESA staff return process. It extracts HR data, maps it into the HESA-defined model, validates against over 130 business and exception rules, and enables automated corrections or manual fixes with full audit trails.

The app can be embedded within your HCM via SSO or deployed as a standalone solution and supports any HCM system (not Oracle-only).

Built on Oracle technology and hosted on OCI, eNsure® delivers secure, scalable, and reliable HESA submission capability with full reporting, dashboards, and governance.

Namos brings deep Higher Education, HR, and HESA expertise to configure the solution, map data, and ensure accurate, compliant submissions.

Security and Compliance:

- Secure hosting on OCI with enterprise-grade controls
- Role-based access and audit logging
- GDPR compliant handling of personal data
- Secure data transfer and encryption

eNsure brings with it a host of benefits for Higher Education Institutes:

- **Speed** - Dramatically reducing time spent on gathering and cleansing data
- **Data Quality** - Automatically validating against HESA quality rules
- **Accuracy** - Drawing data directly from source systems, mapped to the correct HESA values
- **Processes** - Streamlines collection, collation, validation and build into one quick, easy, and intuitive system

Use Cases

IT Directors

Because of the complexity of HESA, IT usually develop and support bespoke solutions. This app is a true As-A-Service Application, devolving all the complexity to Namos with their technical and HE subject matter experts.

Directors in Planning and HR

The HESA process is normally time consuming and stressful for staff. This app has been shown to save "days if not weeks" of manual effort.

Vice Chancellors

The HESA return is essential to retain status as a Higher Education Provider in the UK. It also has a bearing on league table positions. This app massively reduces the risk of a false/late/missing/failed returns

- Access eNsure™ directly from within HCM.
- To start collating a return – simply press a button and choose a few configuration options.
- There are configuration options to cater for all common HESA data collection requirements
- Retrieving data can be achieved in a button press.

Collation



- Any HESA rule violations, the application can infer the appropriate corrective action to take.
- Any corrective action taken is fully audited

Correction



- Includes the identification of all the fields required to submit a staff HESA return.
- These fields will be unique to each customer
- For calculated fields such as Staff Identifiers, the solution will populate those values automatically.

Collection



Validation



- It validates against over 130 business and exception stage validation rules.
- Even produces a chart to give an instant breakdown of any fields in error

Build



Once corrected, building a HESA compliant XML submission is a simple case of pressing a button and waiting seconds.

Technical

- Built on Oracle technology and designed to be hosted on secure, scalable Oracle Cloud Infrastructure or hosted on-premise
- Can be embedded within Oracle HCM and accessed through single sign on (SSO) or deployed as a standalone solution.

Scope

Service Scope (Included)

- Configuration and deployment of the HESA Submission App
- Integration with your HCM (embedded or standalone)
- Data mapping and modelling into the HESA-defined schema
- Validation against 130+ HESA rules
- Automated 'Autofix' rules with toggle controlsUser interface for manual correction (fully audited)
- Reporting, dashboards, and export functionality
- Secure hosting on Oracle Cloud Infrastructure (OCI)
- Single sign-on (SSO) integration
- Managed support and governance by UK-based consultants

Service Scope (Not Included)

- HCM system licensing (customer responsibility)
- HESA submission filing
- Data extraction from source systems
- Service levels and performance commitments exclude any failure, degradation, or outage arising from the underlying Oracle Cloud infrastructure or Oracle-managed services, which remain outside Namos' control.

Buyer Dependencies

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

Ancillary Services

Implementation

Based on finalised scope a fixed work package will be defined, with the option for the Buyer to add further support charged on a T&M basis.

Consists of the following:

- Oracle - Delivering the OCI infrastructure, specifically the Autonomous Database and APEX application
- Namos - Migrating applicable data and delivering the Namos archive solution on OCI with agreed reporting
- Buyer - Providing testers and sign-off against the archive solution

Summary activities:

- Namos will require access to the Buyer's environments to undertake the data export
- Namos will securely transfer the export into OCI
- Namos provision and import the data into an Autonomous Database, potential for several iterations to remove all import errors
- Onboarding and knowledge transfer
- Buyer staff undertake UAT and sign-off the solution

Commercial Terms

- Hosting and support of the Namos HESA application with all standard functionality of data changes/fixes.
- Ability to produce the final HESA XML
- Configuration of any required SSO
- Configuration of export functionality for reporting purposes.
- Agreed number of users of the application.
- Documentation of all configurations.
- Fixed Scope, Fixed Days one off implementation fee
- Annual Fixed Cost Third Party & Integration Management
- Ancillary Service Annual Fixed Cost Managed Support service wrapper (Incident Management/ Product Maintenance/ Upgrade)

Ancillary Service

Managed Support

Support of the service is included via Namos' Managed Service as a fixed package., the Buyer can add additional support on an agreed basis.

Product updates aligned to Oracle release cycles.

Oracle expertise embedded in delivery and support

24x7 eNlighten Support Portal Access – Support requests can be logged at any time, 24x7x365, providing continuous access to the service desk portal and current statuses.

24x7 eNlighten Dashboard Access – Provides real-time visibility of key service metrics, including performance against SLAs, service trends, and usage insights.

Service Metrics and Incident Response SLAs – Defined incident response targets provide assurance that issues are being actively managed and progressed in line with agreed priorities.

Named Service Delivery Manager – A dedicated Service Delivery Manager provides service governance, coordination, and oversight of all activities related to the delivery and ongoing management of the service.

03 |

Namos Shortlisting Solution

Namos Shortlisting Solution

Service Description

The Namos APEX Shortlisting Solution is a cloud-hosted SaaS application designed to extend Oracle Recruiting Cloud (ORC) with structured shortlisting capabilities. The application is built using Oracle APEX, runs on Autonomous Database, and is hosted in a dedicated OCI tenancy.

The solution enables shortlisters to view and score candidates and allows shortlisting chairs to review and submit decisions back to ORC. Data is extracted from ORC via REST/SOAP APIs and BI Publisher, and scores/decisions are pushed back into ORC using REST APIs. The application is accessed through custom ORC tiles, secured with JWT tokens and role-based access control, with optional SSO.

The SaaS licence includes access to the solution and the underlying Oracle services (APEX + Autonomous Database). Namos procures and manages the dedicated tenancy and licences, providing a ringfenced environment for each customer.

Namos also delivers implementation, integration, configuration, and annual support services under ISO27001 and CE+ accredited governance.

Namos APEX Shortlisting Solution provides a SaaS-based extension to Oracle Recruiting Cloud for structured shortlisting:

- Streamline shortlisting with structured scoring and approval workflows, reducing manual effort and ensuring consistent, auditable recruitment decisions within Oracle Recruiting Cloud.
- Improve compliance and governance by securely managing shortlisting data, with role-based access, JWT authentication, and automated six-month data purge controls.
- Reduce time-to-hire by accelerating shortlisting and decision submission through automated integration, scoring, and seamless ORC data synchronization.
- Leverage Namos Oracle HCM expertise and ISO27001/CE+ governance to deliver a secure, supported SaaS extension with dedicated OCI tenancy.

Security and Compliance:

- Secure hosting on OCI with enterprise-grade controls
- Role-based access and audit logging
- GDPR compliant handling of personal data
- Secure data transfer and encryption

Scope

Service Scope (Included)

- SaaS licence for APEX Shortlisting Solution
- Dedicated OCI tenancy with Autonomous Database and APEX
- Integration to Oracle Recruiting Cloud via SOAP/REST
- BI Publisher extracts and PL/SQL API integration
- Secure access via JWT + role-based controls
- Data purge process after six months
- Namos will schedule the runtime of the Production instance from 8am to 8pm UK time, 7 days a week.
- Fixed price implementation, configuration, and deployment
- Annual support and maintenance (Namos-managed).

Service Scope (Not Included)

- Oracle Recruiting Cloud licence (Buyer responsibility)
- Oracle Cloud infrastructure management outside the dedicated tenancy
- Custom development beyond standard solution functionality

Buyer Dependencies

- The Buyer will applicable contracts and licensing in place:
 - Oracle HCM Cloud
 - Oracle Recruiting Cloud
 - Oracle Autonomous Database Services
- Buyer will have environments available to support the solution
- 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 Shortlisting Solution.

Ancillary Services

Implementation

Based on finalised scope a fixed work package will be defined, with the option for the Buyer to add further support charged on a T&M basis.

Consists of the following:

- Oracle - Delivering the OCI infrastructure, specifically the Autonomous Database and APEX application
- Namos - Delivering the Namos Shortlisting solution on OCI according to agreed Designs
- Buyer - Providing testers and sign-off against the Shortlisting solution

Summary activities:

- Namos provision the Autonomous Database
- Onboarding and knowledge transfer
- Buyer staff undertake UAT and sign-off the solution

Commercial Terms

- Namos will provision an APEX and Autonomous Database (ADB) instance on Oracle Cloud Infrastructure (OCI) on behalf the Buyer
- The above instance will reside in a dedicated Namos OCI tenancy where the Buyer will be responsible for paying ongoing OCI hosting costs through the service
- Implementation fixed scope/ fixed days work package with option to add additional support charged on a T&M basis
- Annual Fixed Hosting Cost will be rightsized based on predicted usage, reviewed annually
- Ancillary Service - Annual Fixed Cost Managed Support service wrapper (Incident Management/ Product Maintenance/ Upgrade)
- Any data contained within the environment is wholly owned by the Buyer i.e. the Buyer and Namos are the Data Controllers and Oracle are the Data Processors
- The APEX instance has a fair use of 1 terabyte of data and 2 ECPUs

Ancillary Service

Managed Support

Support of the service is included via Namos' Managed Service as a fixed package., the Buyer can add additional support on agreed basis.

Namos will monitor the instance via Oracle Cloud Infrastructure Consoles and ensure warnings and alerts are in place to monitor availability and capacity.

Anticipated uptime of the APEX instance will be 8am to 8pm.

Product updates aligned to Oracle release cycles.

Oracle expertise embedded in delivery and support

24x7 eNlighten Support Portal Access – Support requests can be logged at any time, 24x7x365, providing continuous access to the service desk portal and current statuses.

24x7 eNlighten Dashboard Access – Provides real-time visibility of key service metrics, including performance against SLAs, service trends, and usage insights.

Service Metrics and Incident Response SLAs – Defined incident response targets provide assurance that issues are being actively managed and progressed in line with agreed priorities.

Named Service Delivery Manager – A dedicated Service Delivery Manager provides service governance, coordination, and oversight of all activities related to the delivery and ongoing management of the service.

04 |

Namos – AI Agents

Namos AI Agents

How we got here

What is AI?

Complex requiring multiple Data Scientists and ML Engineers. Costing millions of pounds.



Application

HR
Finance
Recruitment



Creation

- OCI Generative AI
- APEX
- OCI Vision
- OCI Speech



Realisation

- The hard work has been done
- Infinitely Customizable
- Inexpensive



Namos AI Statement

AI is powered by ideas, without something to solve it is redundant.

Namos AI Agents

Service Description

The service is a Software-as-a-Service (SaaS) licence for Namos AI Agents built on Oracle Cloud Infrastructure and Oracle Fusion Applications. The service provides access to Namos' proprietary AI agents designed to augment and modernise Oracle Finance and HCM operations through automation, insight and intelligent orchestration. Delivered under Namos ISO27001 and Cyber Essentials Plus accreditations, leveraging Oracle's secure cloud platform and security controls..

Buyers gain immediate operational value from Oracle-native AI agents for Finance and HCM, while establishing a secure SaaS foundation that scales as AI capabilities evolve in line with Oracle's roadmap and organisational needs.

The AI agents are built by Namos' Oracle specialists and aligned to Fusion and OCI best practice, reducing delivery risk, avoiding unsupported customisation, and maximising long-term value from existing Oracle Cloud investments.

Namos AI Agents provide a secure, Oracle-native SaaS solution that delivers immediate value for Finance and HCM while remaining future-ready as AI adoption matures. Built on OCI and Oracle Fusion security controls, and underpinned by Namos' ISO27001 and Cyber Essentials Plus accreditations, the service enables organisations to adopt AI confidently, reduce risk, and maximise return on their Oracle Cloud investment without bespoke development.

Namos AI Agents, value now, ready for what's next:

- **Immediate Capability with a Future-Ready AI Roadmap** - Gain immediate value from AI agents addressing real Finance and HR needs, while providing a scalable, Oracle-aligned SaaS foundation that evolves as AI capabilities and organisational requirements mature.
- **Maximising Oracle Cloud Value through Embedded Expertise** - Benefit from AI agents designed by Oracle specialists who understand Fusion and OCI, ensuring solutions align to Oracle best practice, avoid unsupported customisation, and maximise long-term value from Oracle Cloud investment.
- **Secure AI, designed for Oracle** – Built using Oracle-Native, Secure AI SaaS, adopt AI safely within Oracle Finance and HCM

Security and Assurance

- Hosted on Oracle Cloud Infrastructure (OCI) with Oracle security posture
- Namos accredited to ISO27001 and Cyber Essentials Plus
- Access control and authentication via Oracle Cloud Identity
- Data protection aligned to GDPR and public sector requirements

Scope

Service Scope (Included)

- SaaS licence for Namos AI Agents supporting Finance and Accounting and HCM Applications and base configuration
- AI-powered query response and process guidance
- Configurable knowledge library and governance
- Oracle Fusion embedded access and integration
- Included product updates aligned to Oracle release cycles
- Oracle expertise embedded in delivery and support
- Delivered using Oracle Cloud Infrastructure security controls
- Standard knowledge base setup and governance tools
- Security and compliance aligned to Oracle and Namos controls
- Ongoing product updates and fixes

Excluded

- Managed application support beyond standard SaaS support
- Bespoke AI agent development or custom integrations
- Extensive change management or organisational adoption services
- Dedicated hosting or private tenancy
- Service levels and performance commitments exclude any failure, degradation, or outage arising from the underlying Oracle Cloud infrastructure or Oracle-managed services, which remain outside Namos' control.

Buyer Dependencies

- The Buyer will have applicable contracts and licensing in place, Oracle Autonomous Database Services
- Buyer will have environments available to support the solution
- 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 AI Agents

Ancillary Service

Implementation

Multi-tenant SaaS solution hosted on OCI

Consists of the following:

- Oracle - Delivering the OCI infrastructure
- Namos delivering the agreed AI Agents
- Buyer - Providing testers and sign-off against the archive solution

Summary activities:

- Namos will require access to the Buyer's environments to undertake the deployment
- Standard onboarding and knowledge transfer
- Buyer staff undertake UAT and sign-off the solution

Commercial Terms

- Namos will provision an APEX and Autonomous Database (ADB) instance on Oracle Cloud Infrastructure (OCI) on behalf the Buyer
- The above instance will reside in a dedicated Namos OCI tenancy where the Buyer will be responsible for paying ongoing OCI hosting costs through the service
- Implementation fixed scope/ fixed days work package with option to add additional support charged on a T&M basis
- Annual Fixed Hosting Cost will be rightsized based on predicted usage, reviewed annually
- Ancillary Service - Annual Fixed Cost Managed Support service wrapper (Incident Management/ Product Maintenance/ Upgrade)
- Any data contained within the environment is wholly owned by the Buyer i.e. the Buyer and Namos are the Data Controllers and Oracle are the Data Processors
- The APEX instance has a fair use of 1 terabyte of data and 2 ECPUs

Ancillary Service

Managed Support

Support of the service is included via Namos' Managed Service as a fixed package., the Buyer can add additional support on agreed basis.

Namos will monitor the instance via Oracle Cloud Infrastructure Consoles and ensure warnings and alerts are in place to monitor availability and capacity.

Product updates aligned to Oracle release cycles.

Oracle expertise embedded in delivery and support

24x7 eNlighten Support Portal Access – Support requests can be logged at any time, 24x7x365, providing continuous access to the service desk portal and current statuses.

24x7 eNlighten Dashboard Access – Provides real-time visibility of key service metrics, including performance against SLAs, service trends, and usage insights.

Service Metrics and Incident Response SLAs – Defined incident response targets provide assurance that issues are being actively managed and progressed in line with agreed priorities.

Named Service Delivery Manager – A dedicated Service Delivery Manager provides service governance, coordination, and oversight of all activities related to the delivery and ongoing management of the service.

05 | 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.

PaaS and AI Services

Service Description

Namos helps organisations get the most from Oracle Cloud, providing practical technology services that go beyond core implementations. We provide a comprehensive range of technology services for your Oracle environment, managing everything from Oracle Cloud Infrastructure and databases, to complex integrations and innovative digital assistant applications.

We focus on security, reliability, and innovation, but more importantly, on making Oracle work for our customer's. Living in the Cloud many organisations need extensions, integrations, or AI-powered solutions tailored to their unique processes, and that's where Namos can support.

Our UK-based, Oracle-certified consultants use tools like APEX, Visual Builder (VB), and Oracle Integration Cloud (OIC) to design, build, and deploy applications and process integrations that actually solve real business challenges. We help teams streamline operations, automate repetitive work, and connect systems, internally and with external partners, to make day-to-day work smoother.

We also guide organisations in adopting AI across Fusion Cloud Applications and Oracle Cloud Infrastructure (OCI). From embedded Fusion AI features to OCI services including Generative AI, pre-built Machine Learning models, and secure RAG reporting, we focus on delivering AI that is usable, aligned to your business, and delivers real ROI.

Collaborative Innovation and Automation

We work side-by-side with your teams, using our UK-based Oracle expertise to automate processes and build extensions that actually make day-to-day work faster and simpler.

Business-Aligned, Secure AI Solutions

Our Oracle-only AI specialists help you turn data into useful insights, delivering secure, practical AI that fits your processes and drives real business value.

Flexible, Low-Code Integration and Extension

We help your teams connect systems and build extensions with Oracle low-code tools, cutting reliance on big SI teams while making integrations quick and usable.

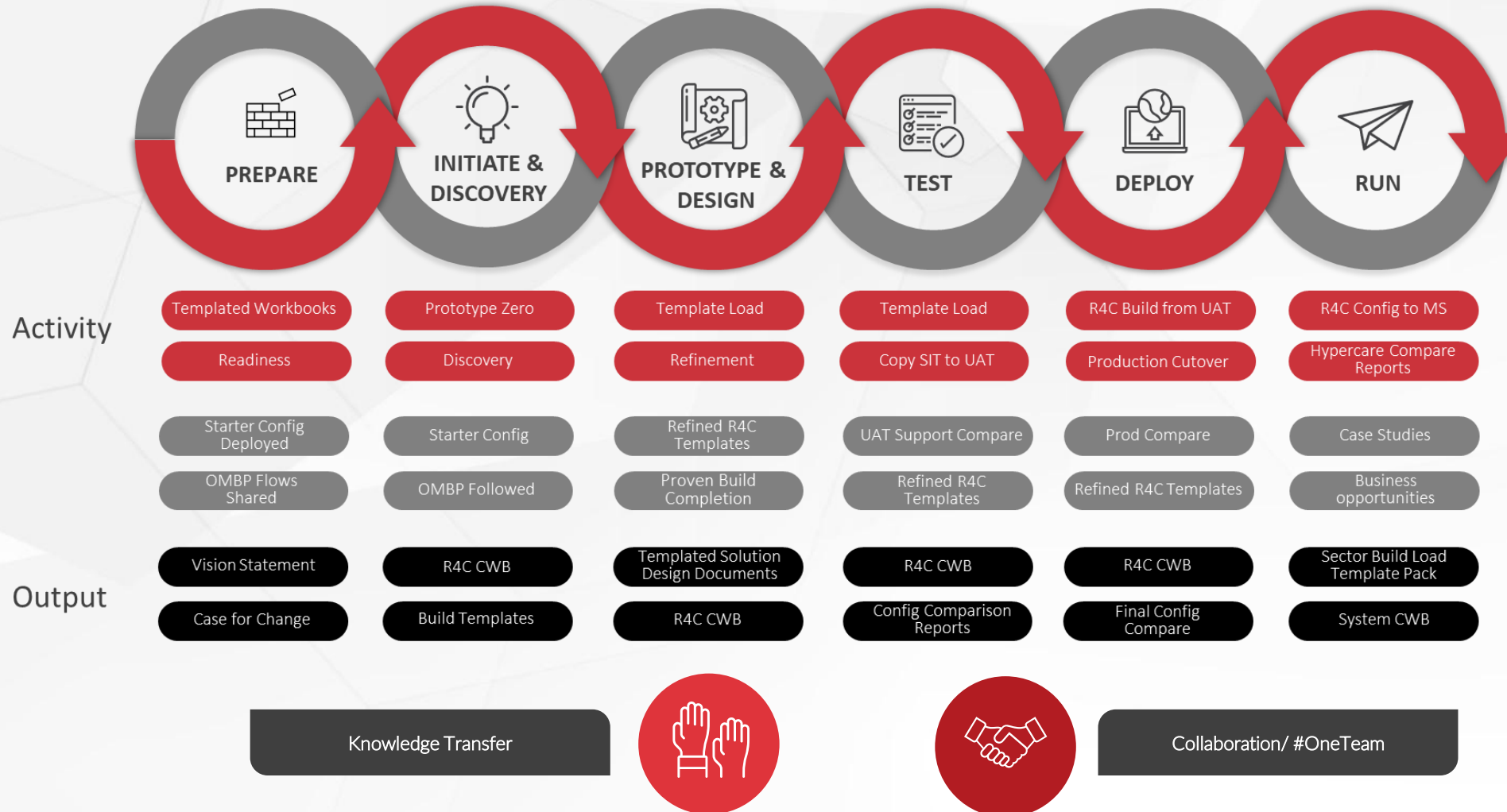
As an Oracle-only partner, we bring deep platform expertise and a collaborative, hands-on approach. We work side-by-side with your teams, helping you explore the “art of the possible” and delivering scalable, low-code, secure AI and integration solutions that make decisions smarter, processes faster, and adoption easier.

“Deployment was extremely quick – we had a working AI Agent within days. It does exactly what it says on the tin, and because it's working so well for finance, we're already thinking about how it could support other policy documents. With IAM, as well as accessing information quickly, we've also been able to reach staff who wouldn't normally have access.”

Oracle Team Manager, Knowsley Metropolitan Borough Council.

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

Managed Support Services

Service Description

This Managed Support service provides a lightweight support wrapper for Buyers consuming Oracle Cloud-based SaaS solutions under a Lot 2 licence.

The service is designed to provide operational reassurance, incident coordination and basic service continuity, without extending into full managed service or change delivery.

Support focuses on maintaining service stability through incident logging, triage and coordination with Oracle or third-party vendors as required. The service also includes basic service monitoring, standard reporting and access to advisory guidance aligned to Oracle-supported usage.

This offering is intended for Buyers who require limited, proportionate support alongside their SaaS subscription, rather than a fully outsourced Managed Service.

The service is delivered using established IT service management practices and operates within agreed service boundaries, ensuring clarity of responsibility between the Buyer, Oracle and Namos.

Service Management Framework

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

Service Resilience

Incident Management 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



Service Management

Services are delivered within the eNlighten, ITIL, aligned, Service Management framework

Service Element	Description
24x7 eNlighten Support Portal Access	Support requests can be logged at any time, 24x7x365, providing continuous access to the service desk portal and current statuses.
24x7 eNlighten Dashboard Access	Provides real-time visibility of key service metrics, including performance against SLAs, service trends, and usage insights
Incident Management SLAs	Defined Incident response targets provide assurance that issues are being actively managed and progressed in line with agreed priorities.
Named Namos Service Delivery Manager	A dedicated Service Delivery Manager provides service governance, coordination, and oversight of all activities related to the delivery and ongoing management of the service

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	Hours of Cover
P1 (Urgent)	15 working minutes	Normal Working Day
P2 (High)	30 working minutes	Normal Working Day
P3 (Medium)	4 working hours	Normal Working Day
P4 (Low)	1 working day	Normal Working Day
P5 (Very Low)	1 working day	Normal Working Day

06 |

How to Contract

Alignment to Buyer Needs

Products and Supporting Ancillary Services

The Namos range of products under the G-Cloud Framework Lot 2b, can be adopted at any stage. Ancillary Services for Implementation and Managed Support are required to support the adoption of the products and are incorporated into Product Pricing for Delivery and ongoing support under an appropriate Call-Off Agreement. Change and Support 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.

Ownership & Intellectual Property

Under G-Cloud Lot 2b, Namos makes these products available to customers for use as SaaS offerings. The underlying intellectual property is not transferred to the Buyer.

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.

Where Buyers already have existing contracts in place, Namos works collaboratively to agree the most appropriate Statements of Work and Call-Off amendments, taking a flexible approach that aligns to Buyer objectives while remaining fully compliant with the G-Cloud Framework.

Under Lot 2b, Namos may list Lot 3 Ancillary Services to support the adoption, implementation, and ongoing use of products, and will work with the Buyer to agree the required Call-Off contract, ensuring that each product is fully implemented, and supported in line with the Buyer's objectives and the G-Cloud Framework.

07 |

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



08 | 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

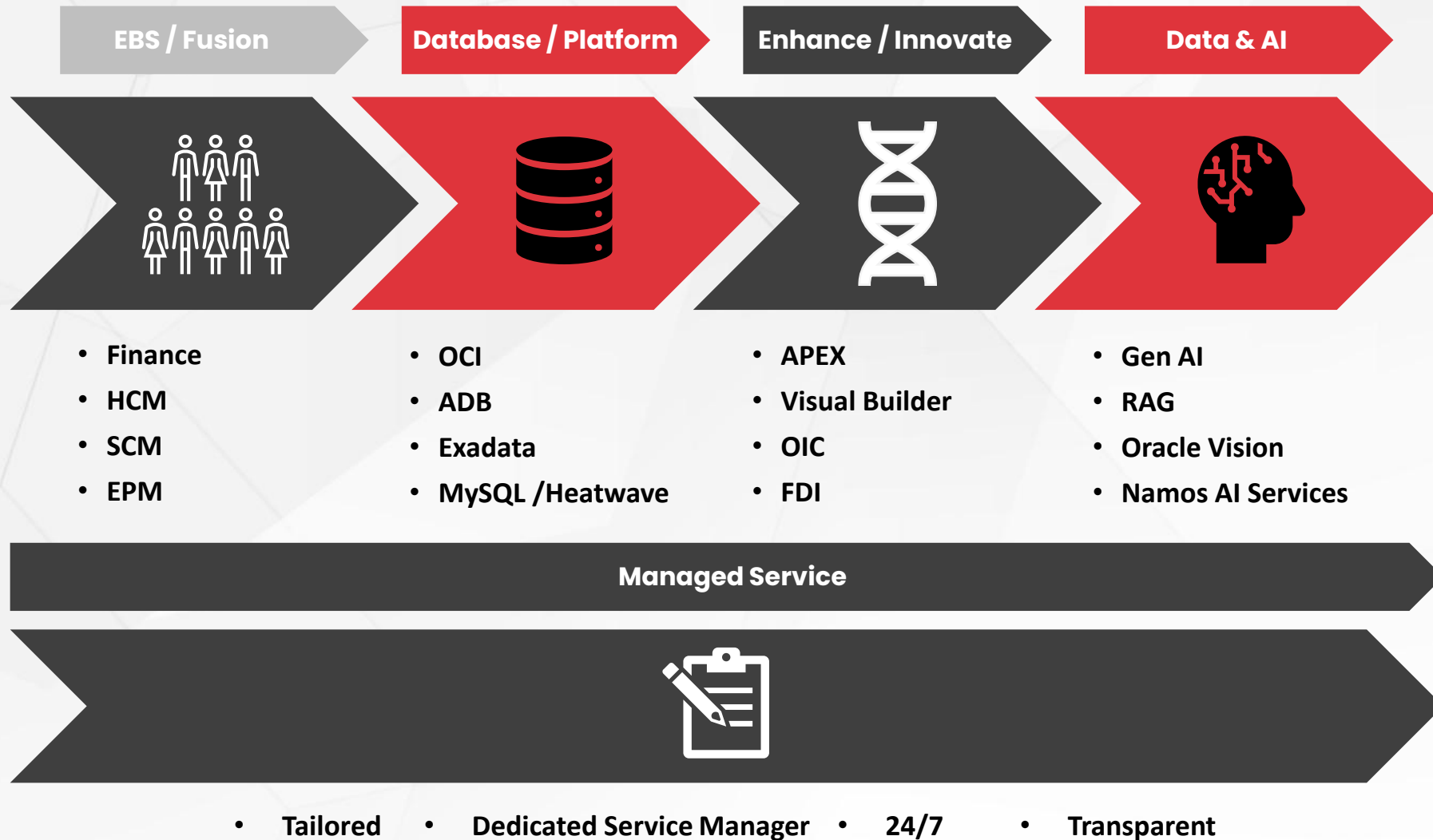
- Founded in 2012 to be different
- Speed to Value – Fair Value Exchange
- Customer first
- 130+ Consultants, UK FTE
- Exclusively Oracle
- Complete consultancy offering



To become the most respected Management Consultancy in the Oracle marketplace

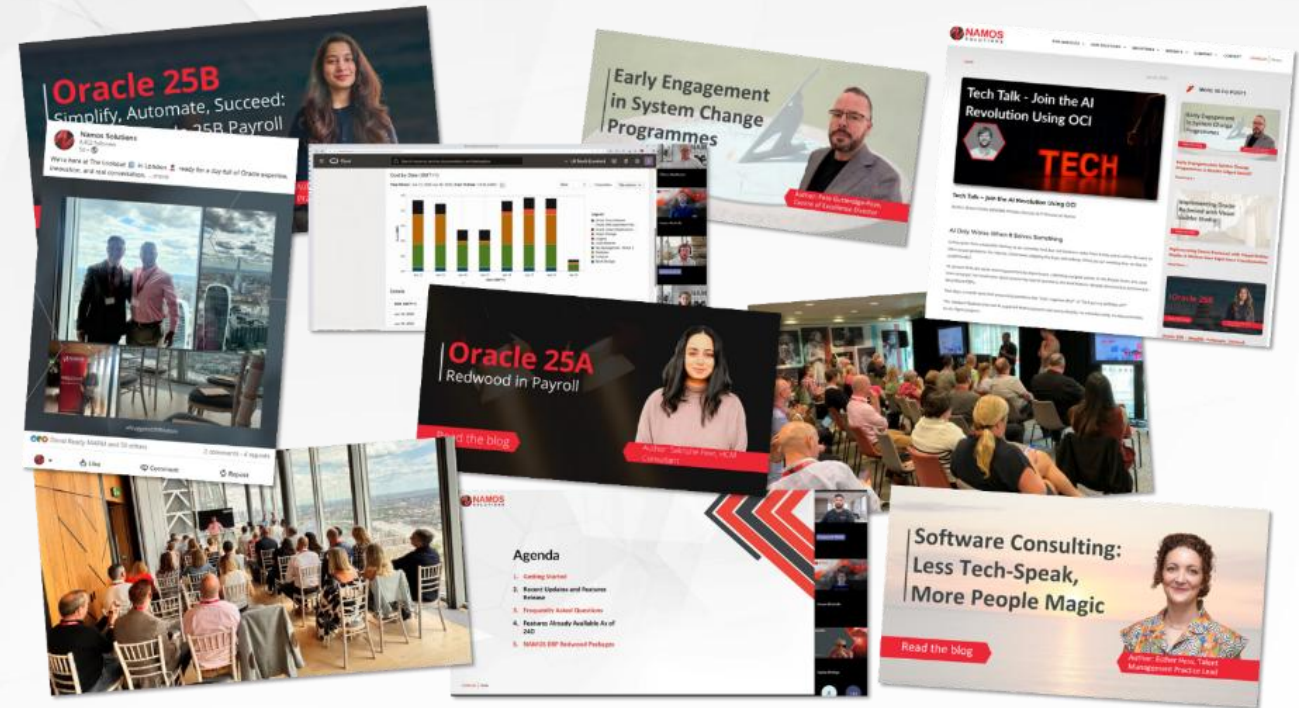
- Award Winning
- 160+ Oracle Implementation Projects
- Largest Oracle dedicated UK independent partner
- Innovative IP and Accelerators

Namos Technology Expertise



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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