



G-Cloud 15 Service Definition Document

Oracle AI Agent Studio Enablement & Support Service

v1.0

Lot 3: Cloud Support

Submitted By
eAppSys Ltd
Unit 205, The Mille, 1000 Great West Road,
Brentford, Middlesex, TW8 9DW
Email: info@eAppSys.com
Website: www.eAppSys.com

1 Oracle AI Agent Studio Enablement & Support Service

1.1 Service Overview

This service helps public sector organisations design, implement, secure, and operate AI agents using Oracle AI Agent Studio. It supports buyers who want to automate business processes, improve user interactions, and increase operational efficiency through governed, enterprise-grade AI.

The service covers environment setup, agent configuration, integration with Oracle Fusion and other systems, performance optimisation, and ongoing support. Buyers gain faster AI adoption, reduced technical risk, and secure, scalable automation aligned with public sector governance requirements.

1.2 Service Summary

We provide expert enablement and operational support to help buyers deploy and manage Oracle AI agents that automate workflows, integrate with business systems, and operate securely at scale, delivering reliable AI-driven service improvement.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Faster deployment of AI agents that automate routine processes and service interactions.
- Reduced delivery risk through structured design, testing, and governance controls.
- Improved agent response quality through tuning, validation, and optimisation.
- Secure AI operations using role-based access and controlled data integration.
- Seamless integration with Oracle Fusion, OCI, and approved third-party systems.
- Greater operational efficiency through automated, consistent task execution.
- Better visibility of AI performance through monitoring and reporting.
- Lower support overhead through proactive optimisation and issue resolution.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
CIO / IT Director	Deliver secure digital automation and modern services	Introduce AI agents to automate internal service workflows
Head of Applications	Improve system usability and reduce manual effort	Deploy AI assistants integrated with Fusion applications
Service Operations Manager	Improve response times and service consistency	Use agents for request handling and knowledge responses
Transformation Lead	Drive efficiency and innovation	Use AI to support digital transformation initiatives

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience for buyer to migrate to modernise their IT landscape at low cost

- AI Agent Environment Enablement – We configure Oracle AI Agent Studio securely and make it ready for controlled enterprise use.

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- Agent Design and Configuration – We design, build, and configure AI agents to automate workflows and user interactions.
- Prompt and Conversation Engineering – We create and refine prompts and dialogue flows to improve response accuracy and user experience.
- Oracle Fusion and OCI Integration – We connect agents with Oracle Fusion Applications and OCI services to enable end-to-end process automation.
- Third-Party System Connectivity – We support integration with approved external APIs and data sources to extend agent capability.
- Agent Testing and Optimisation – We test, validate, and tune agents to improve performance, reliability, and response quality.
- Security and Governance Configuration – We apply role-based access, audit controls, and governance settings for compliant AI operation.
- Monitoring and Operational Support – We provide monitoring, troubleshooting, and continuous improvement to keep agents performing effectively.

1.6 What's In & Out

In Scope	Out of Scope
Oracle AI Agent Studio environment setup and configuration	Custom software development outside Studio capabilities
AI agent design, configuration, and deployment support	Replacement of Oracle product support services
Prompt engineering and conversation flow design	Business process redesign beyond agreed scope
Integration with Oracle Fusion and OCI services	Major third-party system re-architecture
Third-party API and data source connectivity support	Licensing costs for Oracle or third-party products
Agent testing, validation, and performance tuning	Data cleansing or large-scale data remediation
Security configuration and governance setup	Guaranteed business performance outcomes
Monitoring, troubleshooting, and incident support	Unsupported or non-approved external platforms

1.7 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

Phases	Scope	Outputs
Discovery & Planning	Review use cases, architecture, integrations, and readiness	Agreed delivery plan and design approach
Environment Setup	Configure AI Agent Studio and access controls	Secure and operational environment
Agent Design & Build	Create prompts, flows, and integrations	Configured AI agents ready for testing

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Phases	Scope	Outputs
Testing & Optimisation	Validate performance and improve accuracy	Tuned and validated agents
Go-Live & Hypercare	Support production launch and stabilisation	Operational AI agents
Ongoing Support	Monitor, enhance, and resolve issues	Stable, optimised AI operations

Typical Engagement Timelines

Size band (indicative)	Typical scope	Typical timeline
Small	Single AI agent, limited integrations, standard templates	2–4 weeks
Medium	Multiple agents, Fusion integration, tailored prompts and flows	4–8 weeks
Large	Multi-agent deployment, complex integrations, governance setup	8–12 weeks
Ongoing Support	Monitoring, optimisation, enhancements, and issue resolution	Continuous monthly service

Actual timelines depend on finalisation of the scope and business readiness for the transformation.

1.8 Pricing Model

Key Pricing Driver are:

- Number of AI agents in scope
- Complexity of prompts and conversation flows
- Volume and type of Oracle Fusion and third-party integrations
- Security and governance configuration depth
- Testing and optimisation effort required
- Duration and level of ongoing support

Suggested Pricing Model

Pricing Option	Indicative Cost Band	How Scope & Complexity Affect Price	Buyer Benefit
Time & Materials (T&M)	Low → Medium → High depending on effort used	• Number of agents configured • Prompt and flow design effort • Integration difficulty • Level of testing and tuning	High flexibility and scalable spend

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Pricing Option	Indicative Cost Band	How Scope & Complexity Affect Price	Buyer Benefit
Fixed Scope Implementation Package	Low (simple) / Medium (standard) / High (complex)	- Defined functional scope - Standard vs advanced conversation flows - Number of system integrations - Hypercare duration	Cost certainty and controlled delivery
Phased Delivery Model	Medium → High (programme scale)	- Agent volume per phase - Integration landscape complexity - Governance and security depth - Testing and validation scope	Staged investment with milestone control
Retained Support (Monthly)	Low (few agents) / Medium / High (large estate)	- Number of live agents supported - Integration footprint - Monitoring and optimisation effort - Support coverage hours	Predictable operational expenditure
Hybrid Model (Fixed + Retained)	Medium → High	- Initial deployment size - Ongoing optimisation needs - Complexity of integrations - Support duration and service levels	Balanced implementation and run cost

1.9 Roles and Responsibilities

Supplier Responsibilities

- Configure AI Agent Studio and deploy agents.

- Provide integration, testing, and optimisation support.
- Deliver monitoring, troubleshooting, and reporting.
- Apply security and governance best practices.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide licences, access, and system documentation.
- Approve designs, integrations, and security models.
- Provide business process knowledge and use case input.
- Maintain responsibility for data ownership and compliance.

1.10 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

1.11 Delivery Constraints and Pricing Assumptions

- Complexity of legacy systems affects pace
- Buyer provides access, SMEs and approvals
- Buyer supplies licences and environments
- Poor data quality may increase effort
- Some features may need redesign
- Unsupported integrations increase effort
- AI features depend on data readiness
- Performance depends on cloud configuration

1.12 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.13 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.14 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.15 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback