



G-Cloud 15 Service Definition Document

Oracle Fusion Functional Extension Services (HCM/ERP/PPM/SCM)

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 Fusion Functional Extension Services (HCM/ERP/PPM/SCM)

1.1 Service Overview

This service delivers structured post-go-live functional extension services for organisations already running Oracle Fusion Cloud. It supports the safe rollout of additional modules, capabilities, and process enhancements across Oracle Fusion applications namely, HCM, EPR, PPM, and SCM (HR, Finance, Projects & Supply Chain). The service focuses on configuration, integrations, security, testing, and adoption to help public sector buyers extend value from their Oracle Cloud investment without disrupting live operations.

1.2 Service Summary

A controlled, low-risk service that extends Oracle Fusion Cloud capabilities after core deployment, enabling buyers to introduce new functions, improve processes, and maintain system stability while ensuring compliance, governance, and user adoption.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Faster rollout of new Oracle Fusion capabilities with reduced delivery risk.
- Greater return on existing Oracle Cloud investment.
- Stable and compliant system enhancements aligned to business processes.
- Improved efficiency through optimised workflows and automation.
- Reduced operational disruption during system changes.
- Stronger governance, security, and access control.
- Higher user adoption and confidence in new capabilities.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Programme / Transformation Director	Deliver phased business transformation	Extend Fusion to new functions post-go-live
Head of HR / Finance / Operations	Improve business process performance	Introduce advanced module features
Enterprise Applications Manager	Maintain system stability and governance	Manage controlled functional expansion
IT Service Manager	Reduce operational risk	Oversee safe integration and testing
Digital / Cloud Lead	Maximise cloud ROI	Expand cloud capabilities without re-implementation

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 help with managing their Oracle Cloud Fusion Applications.

- Module extension delivery – Add new functional capabilities safely
- Functional configuration – Tailor system behaviour to processes
- Workflow design – Configure approval-driven processes

- Integration enablement – Connect internal and third-party systems
- Data setup & validation – Ensure accurate operational data
- Security configuration – Apply role-based access controls
- Testing support – Structured SIT and UAT execution
- Change enablement – Prepare users for new functionality
- Knowledge transfer – Build internal capability
- Stabilisation support – Early-life post-go-live assistance

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Additional module implementation	Extends system capability without re-platforming
Functional configuration	Aligns system to business processes
Custom approval workflows	Enforces governance and compliance
Systems integration	Enables end-to-end operational visibility
Data setup and migration	Ensures reliable decision-making data
Role-based security	Reduces access and compliance risk
SIT and UAT support	Minimises go-live defects
Change management	Improves user adoption
Knowledge transfer	Reduces long-term supplier reliance
Stabilisation support	Protects live service performance

1.7 What's In & Out

In Scope	Out of Scope
Post-go-live extension of agreed modules	Core system re-implementation
Functional configuration within Oracle standards	Unsupported custom code development
Workflow configuration	Major platform upgrades
Integration design and build (agreed interfaces)	Third-party application support
Data migration for new modules	Legacy data cleansing
Security role configuration	Infrastructure management
SIT and UAT support	End-user device support
Change and adoption activities	Organisation-wide change programmes outside system scope
Go-live and early life support	BAU operational support beyond stabilisation

1.8 Engagement Model

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

Phases	Scope	Outputs
Discovery & Planning	Requirements, impact assessment	Scope baseline, delivery plan
Design	Functional and integration design	Design documents, security model
Build & Configure	Configuration, workflows, integrations	Configured environments
Data & Security Setup	Data load, roles, controls	Validated data and access
Testing	SIT, UAT coordination	Test results, defect resolution
Change & Readiness	Training and comms support	Adoption materials
Go-Live	Production deployment	Live enabled modules
Stabilisation	Hypercare and optimisation	Stable operations

Typical Engagement Timelines

Size of EBS Estate	Typical Scope	Typical Timeline
Small	Single module enhancement	6–10 weeks
Medium	Multiple modules, integrations	10–16 weeks
Large	Cross-function extensions	16–28 weeks

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

1.9 Pricing Model

This service is priced using transparent, SFIA-aligned day rates under the G-Cloud framework, allowing buyers to select a model that matches operational scale, complexity, and improvement needs. Pricing reflects the:

- Scope
- Number of modules
- Integration complexity
- Data volumes
- engagement duration.

Delivery typically follows time and materials or milestone-based commercial structures.

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of modules in scope	More modules increase configuration, testing, and coordination effort.
Functional complexity	Complex business rules and workflows require more specialist design time.
Integration landscape	Multiple or complex integrations raise build, testing, and risk management effort.

Cost Driver	Impact on Price
Data migration volume & quality	Larger or poorly structured datasets increase cleansing and validation effort.
Security and compliance requirements	Advanced role models and audit controls increase design and testing work.
Level of custom approval workflows	Bespoke approval paths require additional configuration and validation cycles.
Testing depth and cycles	More SIT/UAT cycles increase defect resolution and support effort.

1.11 Roles and Responsibilities

Supplier Responsibilities

- Deliver agreed functional extensions in line with documented scope and Oracle standards.
- Configure modules, workflows, integrations, and security as specified in approved designs.
- Provide skilled consultants and maintain delivery governance and reporting.
- Support SIT, UAT, go-live, and stabilisation activities.
- Apply secure configuration practices and protect buyer data during delivery.
- Provide documentation and knowledge transfer to enable ongoing buyer support.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely access to systems, environments, and required licences.
- Nominate knowledgeable business SMEs and decision-makers.
- Supply accurate requirements, data, and process information.
- Participate in design validation, testing, and formal sign-off.
- Manage organisational change and end-user readiness outside system configuration.
- Ensure third-party systems and data sources are available for integrations.

1.12 Delivery Constraints and Pricing Assumptions

- Service limited to agreed Oracle Cloud IaaS and PaaS scope.
- Pricing assumes BAU support, not transformation or new projects.
- Buyer must provide timely access, approvals, and accurate information.
- Service depends on Oracle Cloud availability and network stability.
- Non-standard or unsupported services may increase effort and cost.
- Changes in estate size, integrations, or support hours affect pricing.
- Security, compliance, and data residency requirements confirmed at onboarding.

1.13 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

1.14 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

1.15 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

1.16 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