



G-Cloud 15 Service Definition Document

Oracle E-Business Suite Data Archiving Support Service

v1.0

Lot 3: Cloud Support

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1 Oracle E-Business Suite Data Archiving Support Service

1.1 Service Overview

This service helps public sector organisations safely archive historical Oracle E-Business Suite (EBS) data using eAppSys ArchiveIQ. We remove legacy transactional data from live EBS environments while keeping it searchable, auditable, and securely accessible. Buyers reduce database size, improve system performance, lower infrastructure costs, and meet data retention obligations without disrupting core ERP operations.

1.2 Service Summary

A managed cloud support service that extracts, validates, and securely stores historical Oracle EBS data outside the live system, giving buyers compliant long-term access to legacy records while improving ERP performance and reducing operational risk.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Reduced live EBS database size which improves performance and stability.
- Lower infrastructure and storage costs through removal of inactive data.
- Continued access to historical data for audit, reporting, and compliance.
- Reduced risk during EBS upgrades, patching, or cloud migrations.
- Clear separation of active operational data from legacy records.
- Improved governance through controlled, read-only archival access.
- Support for phased transition from EBS to Oracle Fusion or other platforms.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Head of ERP / Applications Manager	Maintain stable ERP performance and reduce technical risk	Archive legacy EBS data before upgrade or cloud move
CIO / IT Director	Lower infrastructure cost and modernise estate	Reduce database growth and simplify legacy footprint
Finance Systems Manager	Maintain compliant access to historic transactions	Provide audit access to archived financial records
Data Governance / Compliance Lead	Meet retention and regulatory obligations	Apply policy-based data retention and defensible archiving

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 their archival solutions at low cost

- Oracle EBS Data Archiving Expertise – Deep knowledge of EBS data structures.
- Policy-Based Retention Management – Rules-driven archival aligned to compliance.
- Secure Data Extraction Methods – Controlled, auditable data handling processes.
- Data Reconciliation and Validation – Confirms completeness and accuracy of archives.

Oracle E-Business Suite Data Archiving Support Service

- ArchiveIQ Platform Implementation – Deploys searchable, compliant archive environment.
- ERP Performance Optimisation Support – Reduces database size to improve speed.
- Governed Access Control Design – Role-based access to archived information.
- Upgrade and Migration Risk Reduction – Removes legacy data before change events.

1.6 Service Feature mapped to Service Benefits

Feature	Derived Benefits
Policy-driven archival of historical EBS data	Ensures consistent, governed removal of legacy data
Secure extraction and validation processes	Protects data integrity and reduces data loss risk
ArchiveIQ searchable, read-only access	Maintains audit and reporting access to historic data
Reconciliation between live and archived datasets	Provides confidence that no data is missing or altered
Configurable retention policies	Supports regulatory and organisational compliance requirements
Reduction of live EBS database volumes	Improves system performance and operational stability
Archival of finance, procurement, projects, and custom objects	Covers key business data, not just core modules
Role-based access and governance controls	Protects sensitive information through controlled access
Separation of active and legacy data	Simplifies system management and reduces upgrade risk

1.7 What's In & Out

In Scope	Out of Scope
Policy-driven archiving of historical Oracle EBS data	Functional changes to live EBS processes
Secure extraction and validation of transactional and master data	Writing archived data back into EBS
ArchiveIQ searchable read-only access to archived records	Replacement of EBS reporting tools
Reconciliation between live EBS and archived datasets	Oracle licence procurement
Archival of Finance, Procurement, Projects, and agreed custom objects	Business process re-engineering
Role-based access controls and governance setup	Cloud hosting and storage unless agreed
Retention policy configuration based on buyer rules	Regulatory interpretation services
Policy-driven archiving of historical Oracle EBS data	Functional changes to live EBS processes

1.8 Engagement Model

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

Phases	Scope	Outputs
Discovery & Assessment	Review EBS modules, data volumes, custom objects	Archival strategy and scope definition
Design & Policy Setup	Define retention rules, access model, reconciliation approach	Archival design and governance model
Extraction & Archival	Extract, validate, and archive historical data	Archived dataset in ArchiveIQ
Verification & Reconciliation	Confirm data integrity and completeness	Reconciliation and validation report
Go-Live & Transition	Enable access and handover to support	Operational archive platform
Discovery & Assessment	Review EBS modules, data volumes, custom objects	Archival strategy and scope definition

Typical Engagement Timelines

Size of EBS Estate	Typical Scope	Typical Timeline
Small	Single module, low customisation	6–8 weeks
Medium	Multiple modules, moderate custom objects	10–14 weeks
Large	Enterprise estate with heavy customisation	16–24 weeks

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

1.9 Pricing Model

This service uses a Time and Materials model aligned to G-Cloud SFIA day rates. Pricing varies based on:

- Number of EBS modules in scope
- Data volumes and archive complexity
- Level of custom object handling
- Compliance and governance requirements

1.10 Roles and Responsibilities

Supplier Responsibilities

- Deliver agreed data archiving services using qualified EBS and ArchiveIQ specialists.
- Design archival approach, retention rules, and technical solution.
- Securely extract, validate, reconcile, and archive historical EBS data.
- Configure ArchiveIQ access controls, security, and governance settings.
- Provide documentation, reporting, and knowledge transfer at handover.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely system access, infrastructure connectivity, and required environments.
- Assign business and technical SMEs for workshops, validation, and approvals.
- Define and approve data retention, compliance, and governance requirements.
- Confirm modules, datasets, and custom objects included in scope.
- Provide Oracle licences, hosting, and internal stakeholder coordination.

1.11 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

1.12 Delivery Constraints and Pricing Assumptions

- Buyer provides system access and SMEs.
- Retention policies are defined by the buyer.
- Oracle licences remain buyer responsibility.
- ArchiveIQ licensing excluded unless stated.
- Archived data remains read-only.
- Custom objects may need extra configuration.
- Data residency and regulatory rules agreed upfront.

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