



G-Cloud 15 Service Definition Document

Data Migration Support Services for Oracle SaaS / Oracle Cloud Implementations

v1.0

Lot 3: Cloud Support

Submitted By
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1 Data Migration Support Services for Oracle SaaS / Oracle Cloud Implementations

1.1 Service Overview

Our Data Migration Support Services help public sector organisations move data from legacy and on-premises systems into Oracle SaaS and Oracle Cloud safely and with confidence.

We plan, cleanse, migrate, validate, and reconcile data so it is ready for business use from day one.

We use proven migration methods, Oracle-aligned tools, and clear governance to reduce delivery risk, shorten implementation timelines, and ensure data supports operational and reporting needs at go-live.

This service is suitable for new Oracle implementations, cloud upgrades, and transformation programmes where data quality, accuracy, and auditability are critical.

1.2 What the Service Delivers

The service supports the full data migration lifecycle, from early readiness checks through to cutover and post-go-live assurance.

Each activity is delivered in line with Oracle-supported approaches and public sector governance expectations.

1.3 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Programme Sponsor	Achieve a low-risk Oracle go-live with trusted data	Large Oracle SaaS implementation replacing legacy systems
Head of Finance / HR / Procurement	Ensure data accuracy and continuity of operations	Migrating finance, HR, or procurement data into Oracle Fusion
Digital Transformation Lead	Deliver cloud transformation on time and to plan	Multi-module Oracle Cloud rollout
IT / ERP Programme Manager	Control scope, risk, and delivery milestones	Managing data migration workstreams
Data or Information Manager	Improve data quality and governance	Establishing consistent master and reference data

1.4 Key Service Capabilities

The service includes the following features:

- End-to-end data migration delivery, covering assessment, build, testing, cutover, and go-live support.
- Data profiling and readiness assessment to identify data gaps, quality issues, and migration risks early.
- Data transformation and mapping aligned to Oracle SaaS and Oracle Fusion Cloud target models.
- Data quality assessment, cleansing, and enrichment to improve accuracy and usability of migrated data.

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- Reference and master data harmonisation to ensure consistency across Oracle modules.
- Governance, ownership, and RACI definition to support controlled decision-making and sign-off.
- Oracle-supported loading methods, including templates, file imports, APIs, and integrations.
- Iterative migration cycles to reduce go-live risk and improve outcomes through early testing.
- Validation, reconciliation, and balancing, including record counts, control totals, and exception handling.
- Cutover planning and runbooks to support a controlled and low-risk go-live.

1.5 Service Benefits (Buyer Outcomes)

Buyers using this service can expect:

- Lower go-live risk through early data readiness checks, testing, and controlled cutover
- Trusted data in Oracle Cloud that is cleansed, reconciled, and ready for business use
- Faster and smoother implementations by reducing rework, defects, and delays
- Improved business confidence and adoption with consistent and reliable data
- Audit-ready assurance with clear traceability, approvals, and reconciliation evidence

1.6 What's In & Out

What's You Get	What's You Don't Get
A clear view of your data readiness and migration risks before moving to Oracle Cloud	Redesign or repair of legacy source systems
Data mapped and aligned to Oracle SaaS / Fusion Cloud structures	Changes to business processes or operating models
Improved data quality through agreed cleansing and enrichment	Ongoing data cleansing after go-live
Consistent reference and master data across Oracle modules	Enterprise master data management solutions
Data loaded using Oracle-supported tools and methods	Custom or unsupported data loading approaches
Early testing through trial migrations to reduce go-live risk	One-time migrations without testing
Controlled cutover and supported go-live data migration	Long-term post go-live data operations
Clear governance, approvals, and audit-ready migration evidence	Analytics, reporting, or data warehouse build

1.7 Engagement Model

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

Phases	Scope	Outputs
Discovery & Readiness	Assess source data, risks, and dependencies	Readiness report, migration strategy
Data Design	Define mappings, rules, and standards	Mapping documents, data rules
Build & Configure	Develop migration assets and load processes	Migration scripts, templates
Test Cycles	Execute trial migrations and validations	Test results, reconciliation reports
Cutover Planning	Prepare for production migration	Cutover plan, runbooks
Go-Live Support	Execute migration and resolve issues	Successful data load, sign-off
Stabilisation	Post-go-live assurance and fixes	Final reconciliation, closure report

Typical Engagement Timelines

Engagement Size	Indicative Duration
Small (single module, limited data)	3 months
Medium (multi-module, moderate data)	6 months
Large (complex, multi-system)	12+ months

Actual timelines depend on data volume, complexity, and client readiness.

1.8 Roles and Responsibilities

Supplier Responsibilities

- Perform data profiling, cleansing and validation activities.
- Apply agreed business rules and quality thresholds.
- Provide clear reporting, metrics and exception lists.
- Follow agreed security, access and change controls.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely access to source systems, data extracts, and SMEs.
- Confirm Oracle Cloud environments are configured and ready.
- Agree data standards, mappings, and reconciliation baselines.
- Review and approve deliverables within agreed timescales.
- Provide UAT access, test cycles, and blackout windows for cutover.

1.9 Pricing Model

Pricing is typically based on a time and material service model. This service is priced using clear, transparent support-based charging models, allowing buyers to select the option that best fits their operational needs and budget. The roles and SFIA level fitment are detailed out separately in the Pricing document

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

- The service applies only to agreed systems, datasets and timeframes.
- Migration quality depends on the condition of source data.
- Successful delivery depends on timely access, approvals and buyer input.
- Some data issues cannot be resolved where source data is missing or inconsistent.
- Cleansing and de-duplication rely on agreed rules and business sign-off.
- Platform constraints, security policies and release windows may limit changes.
- Oracle Cloud import and API limits may affect performance.
- Historical data volumes are capped by agreed scope.
- Testing and cutover depend on approved environments and availability.
- Any additional requirements follow formal change control.

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