



G-Cloud 15 Service Definition Document

Oracle PaaS Extension Services (Integration Cloud (OIC), Apex, VBCS)

v1.0

Lot 3: Cloud Support

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1 Oracle PaaS Extension Services (Integration Cloud (OIC), Apex, VBCS)

1.1 Service Overview

This service extends and enhances Oracle Cloud applications using Oracle Integration Cloud (OIC), Oracle APEX, and Visual Builder Cloud Service (VBCS). It enables buyers to add new functionality, integrate systems, improve user experience, and optimise business processes using secure, scalable, and Oracle-supported platforms.

The service supports post-go-live improvement, controlled expansion, and ongoing optimisation of Oracle Fusion and related cloud environments.

1.2 Service Summary

Oracle PaaS Extension Services help buyers enhance and extend their existing Oracle Cloud applications using Oracle Integration Cloud (OIC), Oracle APEX, and Visual Builder Cloud Service (VBCS). The service focuses on post-go-live improvements, system integrations, workflow automation, and user experience enhancements delivered through secure, low-code, and Oracle-supported platforms.

The supplier designs, builds, tests, and deploys extensions and integrations that align with the buyer's governance, security, and architecture standards. The engagement follows a structured, phased approach that reduces risk, supports business adoption, and ensures stable operations. Buyers gain faster delivery of new digital capabilities while protecting their existing Oracle investment and maintaining long-term platform supportability.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Buyers achieve smoother Oracle Fusion go-lives with fewer production defects.
- Business processes operate correctly across modules and integrations.
- Quarterly update risk is reduced through controlled regression testing.
- Data migration accuracy improves before cutover.
- Security roles align with governance and compliance expectations.
- UAT cycles are more structured, traceable, and successful.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
IT Director	Optimise Oracle investment	Extend Fusion after go-live
Head of Applications	Improve integration landscape	Connect Oracle with legacy systems
Digital Transformation Lead	Deliver new digital capabilities	Automate workflows using low-code
Enterprise Architect	Maintain governance and standards	Ensure extensions follow Oracle best practice
Business Systems Owner	Improve operational efficiency	Introduce new approvals or processes

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 route to live for all of their Oracle Fusion Implementations and post go-live enhancements .

- Fusion Module Extension – Add post–go-live Oracle capabilities safely
- Functional Configuration – Enable new business functions in system
- Workflow Design – Build approval-driven digital processes
- System Integration – Connect Oracle with third-party platforms
- Data Migration Support – Load and validate business data
- Security Configuration – Apply role-based access control
- Testing & Assurance – Support SIT and UAT cycles
- Change & Adoption Support – Prepare users for new functionality
- Knowledge Transfer – Provide clear documentation and handover
- Stabilisation Support – Protect operations during transition

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Post-go-live module extensions	Accelerates Oracle adoption safely
Functional configuration	Maximises value from existing investment
Approval workflow design	Enables controlled, auditable processes
System integration	Improves data flow and visibility
Data migration and validation	Reduces data risk at go-live
Role-based security	Ensures compliance and governance
Testing support	Reduces deployment risk
Change management	Improves user adoption
Documentation and KT	Minimises long-term IT dependency
Stabilisation support	Ensures operational continuity

1.7 What's In & Out

In Scope	Out of Scope
Oracle PaaS extension development	Core Oracle SaaS reimplementation
OIC integrations	Unsupported custom code
APEX/VBCS application builds	Infrastructure hosting outside Oracle Cloud
Functional configuration	Major business process reengineering
Data migration support	Legacy data cleansing ownership
Security role configuration	Security policy definition
SIT & UAT support	Buyer-led business testing execution
Knowledge transfer	Long-term managed service unless contracted

1.8 Engagement Model

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

Phases	Scope	Outputs
Discovery	Confirm requirements and design	Solution design and plan
Build & Configure	Develop integrations and extensions	Configured and built components
Test	Support SIT and UAT	Tested and validated solution
Deploy	Production deployment	Live solution
Stabilise	Post-go-live support	Stable operational system
Handover	Documentation and KT	Support-ready environment

Typical Engagement Timelines (Indicative)

Size Band	Typical Scope	Typical Timeline
Small	Minor integrations or APEX app	4–8 weeks
Medium	Multiple workflows and integrations	8–16 weeks
Large	Complex multi-system extensions	16–28 weeks

1.9 Pricing Model

Time and Materials or fixed-price aligned to SFIA roles and effort involved. Pricing depends on:

- Scope size
- Integration complexity
- Number of workflows
- Data volumes
- Security and compliance requirements
- Support duration

1.10 Roles and Responsibilities

Supplier Responsibilities

- Deliver extensions using Oracle standards
- Maintain design and documentation
- Support testing and deployment
- Apply security best practices
- Provide knowledge transfer

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide requirements and SMEs
- Ensure data readiness
- Participate in testing

- Approve deliverables promptly
- Maintain governance decisions

1.11 Delivery Constraints and Pricing Assumptions

- Core Oracle environment is stable
- Scope is defined and signed off
- Buyer provides timely inputs
- Third-party systems are accessible
- Change control applies to scope growth
- Oracle-supported tools only used
- Regulatory reviews may affect timelines

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 Performance Governance

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

- Test cycle completion against plan

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- Defect turnaround tracking
- Reporting cadence agreed with buyer
- Quality metrics and traceability