



G-Cloud 15 Service Definition Document

Oracle Cloud BAU Support (SaaS/PaaS)

v1.0

Lot 3: Cloud Support

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1 Oracle Cloud BAU Support (SaaS/PaaS)

1.1 Service Overview

Oracle Cloud BAU Support delivers day-to-day operational support for Oracle SaaS and PaaS environments, covering HCM, ERP, PPM, and SCM. The service keeps enterprise applications stable, secure, compliant, and performing well, so business teams can operate without disruption.

1.2 Service Summary

The service provides continuous operational management of Oracle Cloud applications and platforms, including monitoring, incident resolution, change control, patching, integrations, and performance optimisation. Buyers receive predictable operations, reduced risk, and consistent service levels aligned to ITIL practices.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Stable cloud operations through proactive monitoring and structured support.
- Reduced service disruption due to faster incident detection and resolution.
- Lower operational risk with controlled change, patch, and release management.
- Improved security posture through governed access and compliance support.
- Predictable support costs using a defined BAU service model.
- Consistent user experience from performance monitoring and optimisation.
- Stronger governance via SLA reporting and service reviews.
- Sustained platform value through continuous improvement without major disruption.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
CIO / IT Director	Ensure stable and secure cloud operations	Outsourced BAU support after Oracle Cloud go-live
Head of Applications	Maintain performance and user satisfaction	Ongoing support across ERP, HCM and SCM estates
Service Delivery Manager	Meet SLAs and reduce incidents	Managed support with reporting and governance
Enterprise Architect	Ensure compliant, scalable platforms	Standardised operations across Oracle SaaS/PaaS
Programme / Transformation Lead	Protect value of cloud investment	Post-implementation operational stabilisation

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 SaaS/PaaS landscapes while enriching it capabilities from the sidelines.

- 24x7 monitoring – Continuous platform and application health checks
- Functional support – Day-to-day business application assistance

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- Security administration – Access, roles, and control management
- Patch management – Quarterly updates and release coordination
- Integration support – Interface monitoring and issue resolution
- Data and configuration fixes – Controlled corrections and adjustments
- Performance optimisation – Tuning for stability and responsiveness
- ITIL service management – Structured incident and change control

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
24x7 monitoring and support	Reduced downtime and faster recovery
ITIL incident and change management	Controlled, low-risk service operations
Patch and release management	Systems remain secure and supported
Security and access administration	Reduced compliance and audit risk
Integration monitoring	Reliable data flow between systems
Performance monitoring	Stable user experience and system speed
Service reporting and SLA tracking	Clear governance and accountability
Continuous improvement reviews	Ongoing service maturity and optimisation

1.7 What's In & Out

In Scope	Out of Scope
BAU operational support for Oracle SaaS/PaaS	New system implementations
Incident, problem and change management	Major upgrades or re-platforming
Quarterly patch and update coordination	Large functional redesigns
User access and security administration	Custom development projects
Integration monitoring and issue resolution	Third-party systems (unless agreed)
Data fixes and minor configuration changes	Data migration programmes
Performance monitoring and tuning	Business process transformation
Service reporting and SLA governance	Infrastructure outside Oracle Cloud

1.8 Engagement Model

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

Phases	Scope	Outputs
Onboarding	Knowledge transfer, access setup, support model definition	Service transition plan and baseline
Stabilisation	Early operational support and incident trend control	Stable BAU operations
Steady State BAU	Ongoing monitoring, support, and optimisation	SLA-aligned managed service

Phases	Scope	Outputs
Continuous Improvement	Service reviews and optimisation actions	Improved performance and efficiency

Typical Onboarding Timelines

Size of EBS Estate	Typical Scope	Typical Timeline
Small	Single module or business unit	2–4 weeks onboarding
Medium	Multiple modules (e.g., ERP + HCM)	4–6 weeks onboarding
Large	Enterprise multi-pillar estate	6–10 weeks onboarding

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 level of service coverage, environment size, integration landscape, and modernisation activity required.:

- Number of modules and integrations
- Volume of users and transactions
- Support hours and SLA level
- Complexity of configuration
- Compliance and reporting needs

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of Oracle modules in scope	More functional areas increase support effort and specialist coverage.
Integration volume and complexity	Higher interface counts require additional monitoring and resolution effort.
Support hours and SLA level	24x7 and tighter SLAs increase staffing and cost.
User base and transaction volumes	Larger usage drives higher incident, access, and performance workload.
Environment complexity	Custom configurations and extensions increase technical support effort.
Security and compliance requirements	Enhanced controls, audits, and reporting add governance overhead.

1.11 Roles and Responsibilities

Supplier Responsibilities

- Provide agreed BAU support services in line with SLAs.
- Monitor applications, integrations, and platform health.
- Manage incidents, problems, and changes using ITIL practices.

- Apply patches, updates, and routine maintenance activities.
- Deliver service reporting, reviews, and continuous improvement actions.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely system access, information, and approvals.
- Assign business contacts for functional decisions and testing.
- Raise incidents and service requests through agreed channels.
- Maintain internal governance, policies, and user controls.
- Ensure network connectivity and third-party dependencies are available.

1.12 Service Levels and Performance Management

- Service performance governed through defined SLAs covering response, resolution, availability, and change success rates.
- Incident priority levels aligned to business criticality to ensure appropriate handling speed.
- Routine service requests managed through controlled and auditable workflows.
- Monthly service reporting providing performance trends and operational insight.
- Regular service review meetings driving governance and continuous improvement.
- KPI tracking used to measure service stability and quality.
- Root cause analysis conducted for major incidents to prevent recurrence.
- Structured service optimisation planning supporting ongoing risk reduction and performance improvement.

1.13 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.

1.14 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

1.15 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

1.16 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

1.17 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