



G-Cloud 15 Service Definition Document

AI Accelerators for Oracle E-Business Suite

v1.0

Lot 3: Cloud Support

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1 AI Accelerators for Oracle E-Business Suite

1.1 Service Overview

AI Accelerators for Oracle E-Business Suite is a specialist cloud support service that enhances existing Oracle E-Business Suite (EBS) environments using pre-built eAppSys AI products: DocIQ, MeetIQ, and AccessIQ.

The service introduces artificial intelligence capabilities around document processing, meetings, and data access without changing or replacing core Oracle EBS modules. It operates as a managed cloud support service, improving productivity, insight, and governance while preserving existing EBS investments.

This service is suitable for public sector organisations that want to modernise EBS operations, reduce manual effort, and gain faster access to trusted information while maintaining strong security and audit controls.

1.2 Service Description

This service provides managed cloud support for AI accelerators that integrate securely with Oracle E-Business Suite. The accelerators work alongside EBS to automate high-effort activities such as invoice processing, meeting documentation, and data access.

The service includes onboarding, configuration, integration, operational support, monitoring, and continuous optimisation of AI capabilities. All AI interactions are governed by role-based access, logging, and audit controls to meet public sector governance requirements.

1.3 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Finance Director / Head of Finance	Improve invoice processing speed and accuracy	Automate invoice capture, validation, and posting in Oracle EBS using AI
Head of IT / Applications Manager	Enhance EBS capability without major upgrades	Deploy AI accelerators alongside EBS with minimal disruption
Shared Services Manager	Reduce manual effort and operational cost	Replace manual document handling and reporting with AI-driven workflows
Data & Reporting Lead	Improve access to management information	Enable business users to query EBS data using natural language
Programme / Transformation Lead	Deliver quick, measurable benefits	Achieve rapid time-to-value using pre-built AI accelerators

1.4 Key Service Features

The service includes the following features:

- **DocIQ – Intelligent Document Processing:** DocIQ extracts, validates, and processes invoices and business documents using AI aligned to Oracle EBS business rules.
- **Automated Exception Handling and Audit Trails:** The service manages exceptions, approvals, and maintains full audit trails for compliance and transparency.

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- **MeetIQ – AI-Assisted Meetings:** MeetIQ provides AI transcription, summaries, and action tracking for meetings linked to EBS processes.
- **Contextual Linking to EBS:** Meetings and actions are linked to EBS records, tickets, and workflows to maintain traceability.
- **AccessIQ – Conversational Data Access:** AccessIQ enables secure, natural language access to Oracle EBS data without technical reporting skills.
- **Governed, Role-Based Insights:** Data access is controlled through role-based permissions with logging and explainability.
- **Configurable AI Models:** AI models are configured to reflect customer-specific processes and data structures.
- **Enterprise-Grade Security:** The service includes logging, monitoring, explainability, and access controls aligned to enterprise standards.
- **Continuous Monitoring and Optimisation:** AI performance is monitored and optimised to maintain accuracy and business value.

1.5 Buyer Outcomes

Buyers using this service can expect:

- Faster invoice and document processing within Oracle EBS
- Reduced manual data entry and rework
- Lower operational effort across finance and operations
- Improved decision-making using AI-driven insights
- More productive meetings with clear actions and ownership
- Faster access to trusted EBS data through natural language queries
- Reduced reliance on technical teams for reporting
- Stronger governance through audit trails and explainable AI
- Measurable efficiency improvements and cost savings
- Rapid time-to-value using pre-built AI accelerators

1.6 What's In & Out

What's In	What's Out
Deployment and configuration of DocIQ, MeetIQ, and AccessIQ	Oracle E-Business Suite licence management
Secure integration with supported Oracle EBS versions	Core Oracle EBS product development or upgrades
Managed cloud and application support for AI components	Bespoke EBS customisation beyond agreed scope
Incident, request, and change support for AI services	Data cleansing or correction of poor-quality source data
Role-based access, logging, and audit controls	Customer network, firewall, and connectivity setup
Performance monitoring and continuous AI optimisation	Legal, regulatory, or compliance advisory services

1.7 Engagement Model

Buyers typically engage with this service in clearly defined phases, which can be purchased individually or as a combined engagement:

Phases	Activities	Outputs
Discovery & Readiness	Assess EBS version, data quality, security, and integration readiness	Readiness assessment and deployment plan
Design & Configuration	Configure AI accelerators and governance controls	Configured AI models aligned to business processes
Integration & Testing	Integrate with Oracle EBS and validate outputs	Tested and approved integrations
Go-Live	Deploy AI accelerators into production	Live AI-enabled EBS environment
Managed Support	Provide ongoing cloud and application support	Stable operations and performance reports
Optimisation	Monitor usage and refine AI behaviour	Continuous improvement outcomes

Typical Engagement Timelines

Activity	Typical duration
Discovery & Readiness	2–3 weeks
Configuration & Integration	3–5 weeks
Testing & Acceptance	2 weeks
Go-Live	1 week
Ongoing Managed Support	As contracted

1.8 Pricing Model

Pricing is typically based on a managed service model aligned to scope, usage, and support levels.

1.9 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

1.10 Delivery Constraints and Pricing Assumptions

- Pricing is based on time and materials using SFIA-aligned G-Cloudx` day rates, allowing buyers to scale effort as needed.
- Buyers must provide and maintain Oracle E-Business Suite licences, subscriptions, data access, and required security approvals.
- Oracle EBS usage charges, third-party software or tools, and any travel or expenses are excluded unless explicitly agreed.
- Third-party licences or services are not included unless separately contracted.

- Service scope is limited to the agreed cloud landing zone platform and does not cover application development or support.

1.11 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

1.12 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

1.13 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

1.14 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