



G-Cloud 15 Service Definition Document

Oracle Payroll Remediation and Reconciliation Support Service

v1.0

Lot 3: Cloud Support

Submitted By
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1 Oracle Payroll Remediation and Reconciliation Support Service

1.1 Service Overview

The Oracle Payroll Remediation and Reconciliation Support Service provides specialist cloud support for Oracle Payroll environments used by public sector organisations. The service helps buyers identify, correct, and prevent payroll issues across Oracle E-Business Suite and Oracle Fusion (Cloud HCM), ensuring payroll results are accurate, compliant, and ready for audit.

This service is designed for organisations that need expert intervention to stabilise payroll operations, resolve complex issues, and restore confidence across HR, Payroll, and Finance teams.

1.2 Service Summary

This service delivers targeted payroll remediation and reconciliation support for Oracle Payroll systems, helping buyers correct errors, align payroll with finance records, and maintain compliant and well-controlled payroll operations in both legacy and cloud environments.

1.3 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Head of Payroll	Ensure accurate and compliant payroll delivery	Persistent payroll errors or post-upgrade instability
HR Systems Manager	Stabilise Oracle Payroll configuration	Data or configuration issues after implementation
Finance Manager	Reconcile payroll costs with GL	Payroll-to-GL mismatches or audit queries
Programme Manager	Recover payroll after change	Payroll remediation following migration or upgrade

1.4 Supported Cloud Environments

This service supports the following environments:

- Oracle Fusion Cloud HCM Payroll (SaaS)
- Oracle E-Business Suite Payroll
- Managed Public Cloud and Managed Private Cloud deployments
- Managed SaaS and PaaS Oracle payroll platforms

1.5 Key Service Features

The service includes the following features:

- Payroll error diagnosis: where specialists analyse payroll results to identify root causes.
- Remediation of payroll elements: covering earnings, deductions, taxes, balances, and retro pay.
- Payroll configuration correction: including fast formula review and updates.
- Legislative/ Regulatory Compliance: support for compliance issued by Legislative/ Regulatory bodies

- Historical data clean-up: ensuring balances are corrected within system and legislative limits.
- Gross-to-net reconciliation: validating payroll calculation accuracy.
- Payroll-to-GL reconciliation: aligning payroll outputs with finance ledgers.
- Bank and third-party reconciliation: confirming payments match payroll results.
- Implementation support: focused on data migration validation and issue resolution.
- Variance analysis: supported by clear and auditable documentation.

1.6 Buyer Outcomes

Buyers using this service can expect:

- Accurate payroll results, achieved through structured error diagnosis and correction.
- Improved compliance, with reconciled balances and audit-ready documentation.
- Reduced operational risk, by addressing root causes rather than symptoms.
- Faster payroll close, through streamlined reconciliation and variance resolution.
- Better HR and Finance alignment, supported by clear payroll-to-GL reconciliation.

1.7 What's In & Out

What's In	What's Out
Payroll error analysis and correction	Statutory payroll processing on behalf of the buyer
Payroll and GL reconciliation	Submission of statutory returns
Oracle Payroll configuration fixes	Ownership of payroll sign-off
Audit-ready documentation	Changes outside agreed scope without approval

1.8 Roles and Responsibilities

Supplier responsibilities:

- Analyse payroll issues and identify root causes.
- Perform agreed remediation and reconciliation activities.
- Provide clear documentation and status reporting.

Buyer responsibilities:

- Provide timely system access, data, and documentation.
- Retain ownership of payroll approvals and statutory filings.
- Support decision-making and sign-off during remediation.

1.9 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	Review issues, data, and access	Confirmed scope and remediation plan

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Phases	Activities	Outputs
Analysis	Detailed payroll and reconciliation analysis	Root-cause findings and recommendations
Remediation	Apply agreed fixes and corrections	Corrected payroll results
Reconciliation	Validate payroll, GL, and payments	Reconciliation reports
Closure	Knowledge transfer and documentation	Audit-ready pack and handover

Typical Engagement Timelines

Activity	Typical duration
Discovery and onboarding	1–2 weeks
Analysis and diagnosis	2–4 weeks
Remediation and reconciliation	2–6 weeks
Closure and handover	1 week

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

- Pricing is time and materials using SFIA-aligned G-Cloud Day rates, and buyers can scale effort.
- Buyers must provide Oracle Fusion/ EBS subscriptions, licences, data access, and security or governance approval.
- Oracle Fusion/ EBS usage costs, third-party software, travel, and expenses are excluded unless agreed.
- Third-party tools or licences excluded unless agreed
- Scope limited to landing zone platform, not applications.

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