



G-Cloud 15 Service Definition Document

Oracle E-Business Suite Managed Service & App Modernisation with OCI AI & Apex

v1.0

Lot 3: Cloud Support

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1 Oracle E-Business Suite Managed Service & App Modernisation with OCI AI & Apex

1.1 Service Overview

This service provides fully managed operation, optimisation, and modernisation of Oracle E-Business Suite (EBS)(HCM, Finance, SCM, PPM) using Oracle Cloud Infrastructure (OCI), AI services, and Oracle APEX. It supports public sector organisations that rely on EBS for core business functions and need secure, resilient operations while gradually improving systems through automation, analytics, and low-code innovation. The service keeps EBS stable and supported while enabling AI-driven insight, improved processes, and a future path to cloud transformation without disruptive system replacement.

1.2 Service Summary

A managed cloud support service that extracts, validates, and securely stores historical Oracle EBS data outside the live system, giving buyers compliant long-term access to legacy records while improving ERP performance and reducing operational risk.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Buyers achieve stable and secure ERP operations through managed OCI hosting and monitoring.
- Buyers reduce business disruption through faster incident and problem resolution.
- Buyers improve efficiency by automating manual ERP processes using AI services.
- Buyers gain real-time business insight using modern analytics and reporting tools.
- Buyers extend the life of EBS while preparing for future cloud ERP strategies.
- Buyers lower operational risk through structured governance and service management..

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
CIO / IT Director	Ensure ERP stability and reduce operational risk	Outsource EBS operations and modernise safely
Head of Applications	Improve support quality and user satisfaction	Centralise EBS functional and technical support
Finance Systems Lead	Improve reporting and automation	Introduce AI analytics and invoice automation
Digital Transformation Lead	Enable innovation without ERP replacement	Use APEX and AI for service extensions

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 EBS application while enriching it capabilities from the sidelines

- EBS operations — Day-to-day management of Oracle E-Business Suite application, database, and platform services to maintain stability and availability.

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- Functional support — Business-facing support across Finance, SCM, HR, and Projects modules to ensure uninterrupted process execution.
- OCI management — Secure operation of Oracle Cloud Infrastructure including monitoring, backup, patching, and disaster recovery.
- AI automation — Use of OCI AI services to automate document processing, data handling, and repetitive ERP activities.
- Analytics enablement — Deployment of modern analytics platforms to deliver real-time insight and enhanced ERP reporting.
- APEX development — Development of low-code Oracle APEX extensions to enhance EBS capability without core system changes.
- Integration services — Design and management of secure integrations between EBS, cloud platforms, and enterprise systems.

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Managed EBS application, database, and OCI operations	Stable, reliable ERP platform with reduced unplanned downtime
Functional support across core EBS modules	Continuous business process execution with fewer disruptions
Incident, change, and problem management	Controlled service operations with faster issue resolution
OCI hosting, backup, DR, and patching	Improved resilience and business continuity
EBS data replication and integration services	Reliable data availability across systems and reporting platforms
AI-powered automation and document processing	Reduced manual effort and improved processing accuracy
Modern analytics platforms and reporting tools	Real-time business insight and better decision-making
Low-code APEX extensions	Faster delivery of enhancements without core system risk
Secure API and hybrid integrations	Seamless connectivity between ERP and enterprise systems

1.7 What's In & Out

In Scope	Out of Scope
Managed EBS application and database support	Oracle licence or support contract provision
OCI infrastructure hosting and resilience setup	Third-party product licensing
Incident, change, and problem management	Major ERP reimplementation projects
Functional support for Finance, SCM, HR, Projects	Unsupported legacy custom code remediation

In Scope	Out of Scope
Backup, DR, monitoring, and patching	Business process redesign consulting
AI automation and analytics enablement	OCI consumption costs unless agreed
Oracle APEX low-code extensions	Non-Oracle platform management

1.8 Engagement Model

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

Phases	Scope	Outputs
Discovery & Assessment	Review EBS landscape, risks, and workloads	Support model and transition plan
Transition	Knowledge transfer and environment onboarding	Live managed support service
Operate	Day-to-day application and OCI operations	Stable ERP service
Optimise	Performance tuning and automation improvements	Efficiency gains and reduced issues
Modernise	AI, analytics, and APEX enhancements	Extended ERP capability

Typical Onboarding Timelines

Size of EBS Estate	Typical Scope	Typical Timeline
Small	Single instance, limited modules	4–6 weeks onboarding
Medium	Multi-module, integrations, DR setup	6–10 weeks onboarding
Large	Multi-entity, high customisation	10–16 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 managed service coverage, environment size, integration landscape, and modernisation activity required.:

- Number of EBS modules and functional areas supported
- Size of user base and transaction volumes
- Level of customisation and technical debt
- Integration and data replication requirements
- OCI architecture size, DR, and resilience design
- AI, analytics, and automation scope
- Service hours, SLAs, and support coverage model

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of EBS modules supported	More modules increase support and functional coverage effort
User base and transaction volumes	Higher usage requires greater monitoring and performance management
Level of customisation and extensions	Complex estates demand more specialist technical support
Integration landscape	More interfaces increase support, monitoring, and change effort
OCI environment size and DR design	Larger or highly resilient architectures increase infrastructure management scope
AI, analytics, and automation scope	Advanced capabilities require specialist skills and development effort
Service hours and SLA coverage	Extended hours or tighter SLAs increase delivery capacity requirements
Rate of change and improvement demand	Frequent enhancements increase T&M or change budget utilisation

1.11 Roles and Responsibilities

Supplier Responsibilities

- Deliver agreed data archiving services using qualified EBS and ArchiveIQ specialists.
- Design archival approach, retention rules, and technical solution.
- Securely extract, validate, reconcile, and archive historical EBS data.
- Configure ArchiveIQ access controls, security, and governance settings.
- Provide documentation, reporting, and knowledge transfer at handover.

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide timely system access, infrastructure connectivity, and required environments.
- Assign business and technical SMEs for workshops, validation, and approvals.
- Define and approve data retention, compliance, and governance requirements.
- Confirm modules, datasets, and custom objects included in scope.
- Provide Oracle licences, hosting, and internal stakeholder coordination.

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

- Buyer provides system and data access.
- Buyer approves security and compliance controls.
- Pricing excludes OCI consumption unless stated.
- Scope changes follow formal change control.
- SLAs depend on agreed support hours.

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

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- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback