



G-Cloud Service Definition - Upgrade Management for Primavera Applications

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1.0 Service Overview – Upgrade Management for Primavera Applications

1.1 Summary

A SaaS solution is continually upgraded, in Oracle's case monthly. HPS's qualified PPM subject matter and technical experts will manage these upgrades for you. We will ensure that existing processes continue to work, reconfiguring your Primavera P6, Oracle Primavera Cloud (OPC), Primavera Aconex or Oracle Primavera Unifier solution where necessary.

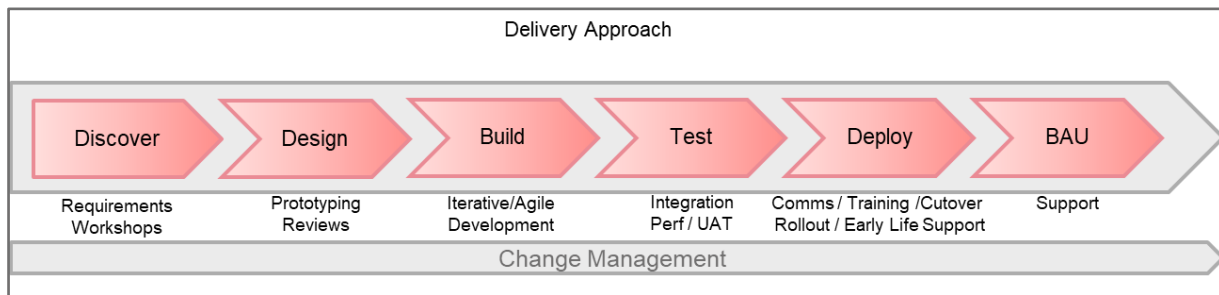
1.2 Features

- Tried and tested upgrade/regression methodology used 100s of times
- HPS will undertake quality regression testing for Primavera upgrades
- Full documentation of P6, OPC, Aconex and Unifier upgrades
- Automated Primavera tools ensure high levels of data/process assurance
- Emerging Primavera upgrade best-practice deployed within months
- We manage the end-to-end Primavera upgrade process
- Fixed annual support fee offered for Primavera upgrades
- HPS ensures current functionality used is available in new version

1.3 Benefits

- Significantly reduces risk associated with monthly Primavera upgrades
- You focus on running the business, we upgrade Primavera applications
- HPS has 17-year expertise in upgrading Oracle Primavera PPM solutions
- On average we perform 25 Primavera upgrades p.a. (Unifier: 5)
- Perform standardised Primavera upgrade and Primavera regression approach
- Low cost, no impact on internal resources by Primavera upgrades
- Repeatable proven Primavera upgrade process
- Auditable processes ensure Primavera upgrade governance and data compliance

1.4 HPS Quality Approach for Project Success



2.0 Additional G-Cloud Services

2.1 Application Software

We sell licenses for all Oracle Primavera software via G-Cloud. For more details search for our listings under Cloud Software as a Service (SaaS).

2.2 Configure, Integrate, Upgrade and Migrate

HPS provide these services for all Oracle Primavera applications via G-Cloud Cloud Support services. Search our listings for more details.

2.3 Training

We offer a range of on-line and classroom training courses for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.4 Application Support

We offer ongoing support for all Oracle Primavera applications via G-Cloud. Search our Cloud Support listings for more details.

2.5 Our Solutions and Service Offerings

Hyde Park Solutions offer an extensive range of solutions and services across all portfolio, programme and project management disciplines. G-Cloud buyers can benefit from our expertise and experience across the following areas:

	Portfolio Management, Ideation		Project Document Management
	Project & Programme Management		Cloud Integration Services
	Project Controls		Cloud Reporting Services
	Project Planning & Scheduling		Common Data Environment
	Resource Management		Data Migration assistance
	Construction Collaboration		Subject Matter Experts
	Risk Management		Technical Experts
	Earned Value Management		Support Services
	Facilities Management		Training, Education, Certification
	Oracle Primavera Software		Hosting for Oracle Primavera Software

3.0 Who we are and What we do

Experts in Portfolio, Programme & Project (cost, contract & risk) Management

Hyde Park Solutions (HPS) was formed in 2007 with a focus on providing professional consulting services across the full Primavera suite. We are Oracle UK's largest partner by Primavera software revenue.

Today we are known as being the only Oracle partner that has expertise in all its Primavera tools:

- Unifier
- Oracle Primavera Portfolio Management (OPPM)
- Primavera P6 EPPM and P6 PPM (inc. Progress Reporter and Gateway)
- BI Publisher and Primavera Analytics
- Primavera Risk Analysis
- Aconex
- Oracle Primavera Cloud (OPC)

We have a large base of certified professionals and a track record of delivering complex integrations and supporting applications. We are 100% privately owned and managed by a team of SME's.

Hyde Park Solutions are accredited for both ISO9001 and ISO27001. We are committed to consistently comply with all applicable ISO standards and organisations legal & statutory requirements; to satisfy our clients' expectations for service delivery, cost effectiveness, quality and excellence in a safe, secure, and responsible manner.

Sell, Consult, Integrate, Train & Support – A fresh approach to problem solving

Sell Oracle Software – All Primavera software

Professional Services – Assess, design and architect, install, configure

Migrate, Integrate and Report – Pooling data that enables management reporting

Training Services – Driving value from your software investment

Support – Providing exceptional customer service using ITIL best practices

ORACLE | Partner



Contact us today: +44 203 174 0070 or visit: www.hydeparksolutions.com

4.0 Pricing

HPS costs for this service are as per the day rates below:

Government Digital and Data Roles	Day rate (exc. VAT)
Product and Delivery roles	
Delivery Manager	
Associate Delivery Manager	£900
Delivery Manager	£1,000
Senior Delivery Manager	£1,150
Head of (Agile) Delivery Management	£1,250
Architecture roles	
Solution architect	
Associate solution architect	£800
Solution architect	£1,000
Senior solution architect	£1,150
Lead solution architect	£1,250
Principal solution architect	£1,350
Software development roles	
Software developer	
Junior developer	£700
Developer	£900
Senior developer	£950
Lead developer	£1,000
Principal developer	£1,250
IT Operations roles	
Service desk manager	
Service desk analyst	£900
Senior service desk analyst	£1,000
Service desk manager	£1,150
Head of service desk	£1,250
Application operations engineer	
Associate application operations engineer	£700
Application operations engineer	£900
Senior application operations engineer	£1,000
Lead application operations engineer	£1,150
Principal application operations engineer	£1,250

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel and subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25

- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

5.0 Terms and Conditions

The following sets out our commercial approach to contractual terms and conditions for G-Cloud.

5.1 Cloud Software

All of our Cloud Software services are a resell of 'Oracle Corporation UK Limited' software and as such the end customer signs the standard 'Oracle Cloud Software Services' Agreement with Oracle directly as well as the G-Cloud call off contract. A copy of these terms and conditions is attached to the relevant Cloud Software services.

5.2 Cloud Support

5.2.1 Configuration, Upgrade, Integration and Migration Services

A copy of the standard terms and conditions for HPS Professional Services is attached to each relevant service.

5.2.2 Software Support Services

A copy of the standard terms and conditions for HPS Support Agreements is attached to each relevant service.

5.2.3 Training Services

A copy of the standard terms and conditions for HPS Training Services is attached to each relevant service.

