



Inoapps G-Cloud 15 Framework Service Definition Document

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1 DOCUMENT CONTROL

1.1 DOCUMENT INFORMATION

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1.2 COPYRIGHT & CONFIDENTIALITY

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2 CLOUD HOSTING

2.1 INOAPPS ORACLE CLOUD HOSTING SERVICE

2.1.1 Introduction

Our range of Oracle Hosting and Managed Services enable you to leverage maximum benefit from an 'always on' Oracle solution and focus on your organisation rather than management of your Oracle systems.

2.1.2 Business Benefits

- Lifetime Management
 - Hardware lifecycles and warranties are no longer concerns.
- Industry leading SLAs
 - From Hosting Services to Oracle Applications and End User Support.
- Security
 - Our hosting centres are ISO 27001 and ISO 9001 accredited for security and quality assurance.
- Resilient infrastructure
 - Providing highly available, always-on systems.
- Support 24x7
 - Our hosting engineers and Oracle Support Consultants are available to provide round the clock support.
- Cost Efficiency
 - Full system management at the fraction of the cost of internal hardware and hiring support staff and Oracle professionals.

2.1.3 Operational Not Capital Expenditure

Inoapps Hosted Services negate the ongoing capital expense associated with regular hardware and infrastructure refreshes and ensure your systems are hosted on up-to-date, optimised equipment within a fixed OPEX cost. We will provide a highly efficient and resilient solution with fixed, predictable payments and no hidden surprises.

3 CLOUD SOFTWARE

3.1 INOAPPS BESPOKE CLOUD AND MOBILE APPLICATION DEVELOPMENT

3.1.1 Introduction

Inoapps have a dedicated products development team who create and develop customer specific Cloud and Mobile applications on the Oracle Platform. Our applications are cost effective and priced on a subscription basis. We have successfully built over 100 custom applications for our customers, outside of those we offer as products, and believe in “the Art of the Possible” when it comes to solution development.

3.1.2 Features

Standalone Applications

- Simple apps that turn spreadsheets into a web application, creating a single source of the truth.
- Mission critical apps, accessed by thousands of users, capturing transactional data.

Integrate with Oracle Cloud

- Allows Oracle Cloud SaaS to be extended and fill business process gaps.
- Framework that allows us to integrate with Oracle Cloud. This is used for products and bespoke applications.

Integrate with Legacy Applications

- EBS is essentially a database and Oracle APEX comes free with the database.
- Every EBS customer can use APEX.
- Easy to integrate if on same database or using Database Links.

Integrate with Non-Oracle Applications

- Create RESTful Web Services for third parties to retrieve (GET) data.
- Integrate with third-party systems using SFTP, database links, web services, etc.

3.1.3 Benefits

- Low cost, secure development.
- Application Development Lifecycle followed.
- Low TCO through subscription pricing.
- Secure Oracle Cloud Hosting.

3.2 INOAPPS CONSTRUCTION INDUSTRY SCHEME (CIS) CLOUD SOLUTION

3.2.1 Introduction

For every UK based organisation that utilises Construction Subcontractors, there are certain requirements that need to be met under the Construction Industry Scheme (CIS). This includes checking that subcontractors are registered with Her Majesty's Revenue and Customs (HMRC), paying subcontractors and submitting monthly returns. These various obligations can, at times, prove to be complex and time consuming with little flexibility and control.

Inoapps' CIS Cloud works seamlessly with Oracle ERP Cloud, supporting you with managing the tax requirements of using subcontractors and ensuring you are always compliant with UK HMRC CIS legislation.

Please refer to <https://www.inoapps.com/our-own-ip/cis-cloud> for up-to-date information about this product as it is developed in line with our Products Roadmap.

3.2.2 Features

- Capture HMRC details and Unique Tax Reference (UTR) for all subcontractors.
- Automatically validate your records against HMRC records for data integrity.
- Carry out automated revalidation of CIS contractor details against the HMRC database.
- Identify any changes or discrepancies with subcontractor validation submissions.
- Submit monthly HMRC CIS Returns for Withholding Tax entries.
- Automatically verify supplier UTR details against the HMRC approved contractor database.
- Specify duties for actions through role segregation and assign duties to users.
- Fully integrate with Oracle functionality to allow efficient payments to HMRC and reduce potential for error.
- Generate submission reports at the end of each period that collate individual subcontractor deductions.

3.2.3 Benefits

- Save time and avoid costly mistakes with automated and standardised processes.
- Maintain compliance with HRMC and reduce the likelihood of incurring fines.
- Be free to focus on value added tasks and running your business rather than process administration.

3.3 INOAPPS DIGITAL TAX CLOUD SOLUTION

3.3.1 Introduction

HMRC has changed how businesses submit their taxes. Through digital transformation, the process will become more efficient, accurate and auditable.

Since April 2019, businesses have been required to store and share data electronically with HMRC. They must be capable of preparing their VAT returns using information obtained directly from their electronic records and transferring this data digitally to HMRC via an application.

Currently, Oracle is not an HMRC recognised solution for interfacing directly with HMRC. However, the Inoapps Product, as an add-on for Oracle Cloud, will enable you to achieve compliance without the need to invest in an additional solution to manage your tax returns.

The Inoapps Digital Tax Cloud solution allows you to export your tax information from Oracle ERP and configure it in the format required by HMRC, which can be adjusted as needed. The extracted data can then be uploaded to HMRC via one of their recognised providers (we can recommend one if necessary). Inoapps will also provide support for the solution to ensure it remains compliant as legislation evolves. Our solution is localised, maintained, secure and easy to use.

3.4 INOAPPS HESA ORACLE HCM REPORTING SOLUTION FOR HIGHER EDUCATION

3.4.1 Introduction

The Higher Education Statistics Agency (HESA) is the official Government agency for the collection, analysis and dissemination of quantitative information about higher education in the UK. All Higher Education Institutions have a statutory duty to pass certain personal data on current staff and students to HESA on an annual basis.

Institutions must submit the returns as an Extensible Markup Language (XML) file that conforms to the HESA schema definition. A return is composed of various data fields. Specifications for each return and its data fields are available from the HESA website. HESA periodically amends the return specifications. The Statement is updated annually and can be found at <https://www.hesa.ac.uk/about/regulation/data-protection/notice>

The Inoapps HESA HCM Reporting Solution is a pre-built Higher Education solution which is delivered for Oracle Cloud HCM. It allows HR professionals to extract HR data into a secure database where rules can be applied, before producing the Return file in the specified format for the annual HESA Staff Collection Notice. As part of the service subscription, Inoapps maintains compliance with current HESA requirements for the duration of the subscription term.

3.4.2 Features

- Produce statutory HESA staff returns and update them annually to meet changing requirements.
- View return data prior to submission and produce exception and validation reports.
- Maintain a history of data submitted to HESA, enabling comparative year-on-year reporting.
- Exchange data with existing systems to gather HESA data, improving efficiency and accuracy.
- Annual feature updates, including changes in line with evolving statutory requirements.

3.4.3 Benefits

- Removes time, cost and effort from production of statutory HESA staff returns.
- Streamlines data preparation and validation.
- Allows return calculations to be configurable and updated annually to meet changing requirements.
- Enables users to view, update and append HESA data fields and records, exclude records, and calculate HESA IDs for employees.
- Maintains a history of data submitted to HESA, enabling standard comparative reporting of HESA data year-on-year.

3.5 INOAPPS LEGACY APPLICATION DATA ARCHIVING SOLUTION

3.5.1 Introduction

Migrating to Cloud? What Are You Doing with Your Legacy Data?

Congratulations! You are moving your on-premises Oracle solution (be that E-Business Suite, PeopleSoft or JD Edwards) to the Oracle Cloud, or other application. To meet regulatory compliance for GDPR or audit purposes you will still need access to aspects of your legacy data for up to 7 years. Of course, it is both impractical and undesirable to migrate all the data from your legacy system to your new Cloud application. So, what are your options for managing legacy data to meet ongoing data retention and compliance requirements?

3.5.2 Options

Option One: Do Nothing

- Keep your legacy on-premises system running as it currently does.
- Increased cost of retaining licences for your on-premises application and database and running two applications.
- Excess costs of maintaining hardware.
- Legacy systems can be costly to support.
- Security concerns as legacy platforms are fertile ground for cyber-attacks.
- Additional staff costs.

Option Two: Move your data to Oracle Cloud Infrastructure with Inoapps

Archive your legacy Oracle EBS Suite Data

Our multi-award-winning Inoapps Archiving Solution for Oracle E-Business Suite (EBS) will allow you to decommission legacy systems to dramatically reduce hardware, software, storage and maintenance costs. Our solution will archive your application data to Oracle Cloud Infrastructure (OCI) or Autonomous Database and create a user-friendly front-end interface using Oracle APEX.

Ensure regulatory compliance while cutting costs

Inoapps Archiving Solution is a simple, fast-to-implement Software-as-a-Service (SaaS) application that helps companies that plan to migrate or have migrated off Oracle EBS. It's an agile way to support regulatory requirements to retain and report on historical transaction data. Our solution lets you decommission legacy systems to dramatically reduce hardware, software, storage and maintenance costs by archiving your application data.

What will Inoapps Archiving Solution do for you?

Inoapps offers a quick and cost-effective solution to the challenge of archiving legacy data. We will:

- **Work in partnership with you** during the discovery phase to determine your solution requirements. We'll use a questionnaire to determine details such as the relative importance of performance requirements on reporting vs. cost reduction, estimate of monthly interactions, your need for ad hoc vs. pre-defined reports and other relevant information.
- **Lift your legacy database** out of your old on-premises solution and migrate it into the appropriate Cloud infrastructure.
- **Create a user-friendly front-end interface** with OCI using Oracle's APEX tool - which comes FREE with your Oracle database licences.

- **Built in report authoring functionality** to allow development of custom reports to meet your unique requirements, including customized data objects
- **AI enabled**, for your ad hoc queries, answered using Natural Language Prompts

3.5.3 Benefits

- Reduce costs by retiring costly legacy applications and hardware, eliminating Oracle EBS licensing, infrastructure and staffing.
- Helps businesses that plan to migrate or have migrated off EBS to retain and easily access legacy data to satisfy regulatory requirements and other reporting or audit needs.
- Reduces complexity, eliminating the need to retain EBS skills.
- Easily access legacy data for reporting and audit purposes.
- Redact data for data protection compliance.
- Retain flexibility by adding future reports.
- Remain compliant and avoid costly fines.
- Simplify your IT infrastructure.
- We supply the infrastructure and expertise, leaving your IT team to focus on strategic projects.

Please refer to <https://www.inoapps.com/expertise/inoapps-products/inoapps-archiving-solution/> for up-to-date information about this product as it is developed in line with our Products Roadmap.

3.6 INOAPPS ORACLE CLOUD SAAS EXTENSIONS

3.6.1 Introduction

Inoapps has a dedicated Products Development Team who create and develop customer-specific Cloud and Mobile applications to extend and augment capabilities of Oracle Cloud SaaS, ERP and HCM. Our applications are cost effective and priced on a subscription basis.

Please refer to <https://www.inoapps.com/expertise/inoapps-products> for an up-to-date list of SaaS Extensions we have created.

Please also see [Inoapps Bespoke Cloud And Mobile Application Development](#) for further details of how this service works.

3.6.2 Features

- Prebuilt Application Integration Framework for Oracle Cloud SaaS.
- Integrate with any application or service.
- Subscription based pricing.
- Robust Oracle technology.
- Provides a cost-effective product to meet your specific requirements.
- Provides a robust and secure platform for data transmission.
- Hosted via the Oracle DBaaS platform, same as Oracle Cloud application.
- Provides a full audit trail log for all integration activity.

3.6.3 Benefits

- SaaS Model – zero financial outlay when surplus to requirements.
- Very low cost of ownership.
- Accessible to all via browser or mobile.
- Removes barriers and concerns of moving to the Cloud.
- Scalable to meet the changing needs of your IT environment.
- Available as a 'service wrapper' agreement to tackle issues.
- Additional flexible pricing models via SFIA Rate Card.

3.7 INOAPPS SECUREPASS

3.7.1 Introduction

Does your organisation have many employees using Oracle Cloud who do not have their own email accounts? Is this a headache for you when it comes to administering their password reset requests? If so, you are not alone as many organisations struggle with the deployment of Oracle Cloud for employees who do not have corporate email accounts. Standard Oracle Cloud functionality only allows password reset to take place with the email address linked to the Oracle account. For organisations with users who do not have a corporate email address, there is a higher cost of ownership of the systems because such employees must raise a ticket with the organisation's helpdesk for password resets which is a slow, cumbersome, unsecured and expensive process.

3.7.2 How Does it Work?

SecurePass is a secure service that allows employees to manage their Oracle Cloud password reset, even if they do not have a corporate email account, without having to contact your IT helpdesk.

Manually resetting user passwords via a helpdesk incurs a high cost of ownership. Inoapps self-service password reset application will enable your organisation to reduce this cost as well as the administrative burden placed on your helpdesk team.

SecurePass provides employees without a corporate email account with the self-service option for resetting their Oracle password using their mobile phone. When an employee's login attempt fails the workstation takes them into a simple landing page where they click on a link. This link quickly takes them into an easy to use, intuitive user interface where they enter some basic personal information, including their mobile phone number.

The application then generates a new password which automatically updates in the Oracle system and send this in a text message to the employee's mobile phone. The application integrates with various SMS providers for international support. All account operations are logged in the administration console for regulatory compliance and easy access by IT personnel who are monitoring password management activity. The application is built on the Oracle powerful Cloud platform, ensuring it is built to the same security, performance and governance standards as your Oracle Cloud solution.

3.7.3 Built on Oracle Platform as a Service

- The safest, fastest and most cost-effective way to extend Oracle SaaS applications.
- Provides a seamless and user experience through single sign-on and shared roles and responsibilities.
- Delivers unmatched security scalability availability and performance.

3.7.4 Features

- Automated self-service password reset.
- An administration console provides full audit trail of all activity.
- Multi country support.
- Robust, secure and tightly governed environments.
- Automated notification of exceptions and problems.
- No additional installation steps required.
- No requirement for additional infrastructure.
- Delivered as a Cloud solution - low TCO.
- Simple, intuitive user interface.

3.7.5 Benefits

- Self-service empowerment for employees.

- Reduction in IT support costs.
- Avoidance of delays in accessing critical systems.
- Reduction in staff training effort.

3.8 INOAPPS STUDENT FUNDING RECONCILIATION SOLUTION FOR HIGHER EDUCATION

3.8.1 Introduction

Inoapps Student Funding Reconciliation Solution is an extension for Higher Education institutions which provides functionality to create and maintain student third-party debt (SAAS, SLC, or other sponsorships) between your student system(s) and Oracle Accounts Receivable. The product provides functionality to report on both Student Loans Company (SLC) and/or Student Awards Agency Scotland (SAAS) finances.

3.8.2 What will Inoapps Student Function Reconciliation do for you?

- Improve efficiency and free up Finance team time.
- Handle both student tuition fees and accommodation fees, allocating them correctly.
- Enable deep reporting on different circumstances and student cohorts.
- Track the total institutional amount owed by or to relevant sponsors.
- Works with any student system that may be employed by UK Higher Education Partners.

3.8.3 Features

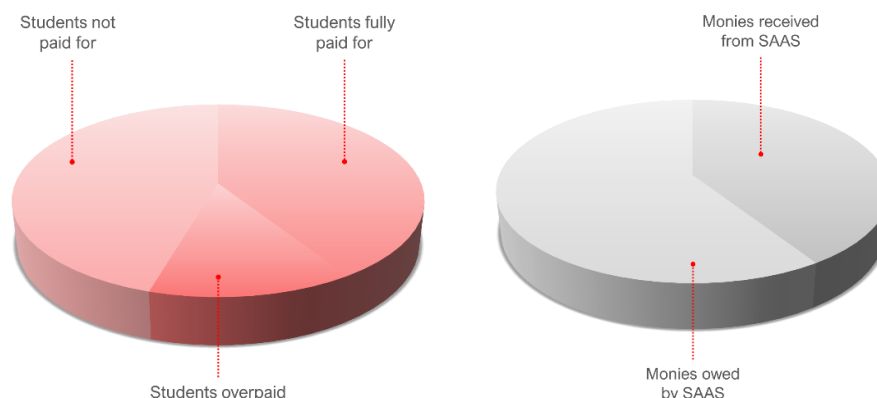
- Enables the management of third-party debt in Oracle Cloud Finance, regardless of sponsor.
- Automates the maintenance of Student Loans Company (SLC), Student Award Agency for Scotland (SAAS), and other sponsor receivable accounts and the offset of individual student accounts.
- Facilitates accounting best practice where funding for the year is offset even when disbursed across multiple payments.
- Enables reporting on different circumstances and student cohorts.

3.8.4 Benefits

- Supports the administration of student fees paid by a third-party.
- Calculates alterations required in Oracle Cloud Financials to move debt from student to sponsor accounts.
- Provides reporting that tracks whether funding has been received as indicated.
- Imports detailed remittance files provided by funding bodies.

3.8.5 Standard Reports

The standard reports generated by the solution give an overview of student finances including:



3.9 INOAPPS SUBCONTRACTOR MANAGEMENT CLOUD

3.9.1 Introduction

Many organisations work with their subcontractors on an "Application and Certification" basis, to manage the payment cycle for their subcontracted work. This can often be a complex and inefficient process, with little audit, control or governance to manage the business flow. However, the management of subcontracted work becomes immeasurably easier with the right kind of construction software.

With the Inoapps Subcontractor Management module for Oracle ERP Cloud, organisations can keep track of every aspect of their subcontractor lifecycle. Standard Oracle ERP Cloud does not cater for every aspect of the process, but Oracle ERP Cloud, combined with the Inoapps Subcontractor Management Cloud, delivers an end-to-end business process in a single, fully integrated solution.

Inoapps has developed the application using experience with numerous construction industry customers. With functionality that covers Applications and Certification, Retentions, Contra Charges, and Withholding Tax, the Inoapps Subcontractor Management Cloud will enable your organisation to automate its subcontractor management process, helping you to reduce time spent on administrative tasks, save money and work smarter with your valued subcontractors.

3.9.2 How can our Subcontractor Management Cloud help?

With our Subcontractor Management module for Oracle ERP Cloud, organisations can keep track of all aspects of their subcontractor lifecycle. Oracle ERP Cloud along with the Inoapps Subcontractor Management Cloud, delivers holistic business support from beginning to end in one fully integrated solution.

3.9.3 Features

Managing UK HMRC Construction Industry Scheme (CIS) Validation

- Tracks and records all CIS specific information for your key subcontractors, including Unique Taxpayer Reference, certification status and tax code.
- Automatically validates that information against HMRC records.
- Calculates the relevant CIS deductions from subcontractor payments.
- Generates automated payments to HMRC for the appropriate value of CIS deductions.
- Produces monthly subcontractor statements.
- Automatically keeps up to date with changes in legislation and validity of certifications.

Subcontractor Lifecycle Management

- Provides a structured and controlled framework through which subcontractors can make Applications for Payment.
- Applications then undergo an iterative cycle of review and amendment, until an agreed and negotiated position is reached between the prime contractor and the subcontractor.
- Delivers specific stages of the business process not addressed by the standard Oracle solution.

Additional Features

- Retention/retainage, catering for the full lifecycle of retention processing.
- Deductions and contra payments incorporated into subcontractor payments for net calculations.
- Insurance to allow additional charges to be raised for insurance costs.
- Subcontractor certificates to produce automated subcontractor certificates for HMRC filing.
- Automated workflow engine delivering emails and alerts to notify the QS and subcontractor that applications have been processed.

- Reporting engine to allow multi-dimensional analysis of applications.
- HMRC certified processing calendar to ensure compliance with HMRC guidelines.
- Valuation calendar to control application lifecycle.
- Supports users in tracking the applications and certifications related to a specific contract.

3.9.4 Benefits

Financial Directors

- Better visibility of financial performance of subcontractors.
- Accurate reporting against budgets.
- Increased productivity from your teams.

Subcontractors

- Create and manage Applications for Payment.
- Complete visibility of the application review cycle.
- Detailed reporting on work to date and estimate to complete.

Commercial Directors

- Full compliance with the UK Construction Act.
- Simple payment application processes.
- Increased visibility of subcontractor payment applications.

Corporate

- Reduce corporate risk from unknown subcontractor costs.
- Avoid fines by addressing HMRC requirements for CIS payments.
- Focus on value added tasks and reduce time on admin.

3.10 INOAPPS CUSTOMER BILLING MANAGEMENT

3.10.1 Introduction

Effective financial management is key to making a profit in the Engineering and Construction industry, particularly as margins remain tight, and managing customer billing is complicated and time-consuming, especially if your organisation is running disparate systems, or tracking information in Excel across multiple, complex projects.

A single, automated and easy to use system

Inoapps Customer Billing Cloud integrates with Oracle Cloud Enterprise Resource Planning (ERP) to deliver an end-to-end business process in a fully integrated solution that helps you keep track of every aspect of your customer billing lifecycle.

3.10.2 What will Inoapps Customer Billing Cloud do for you?

- Automate your customer billing process along with the processing and management of retentions, retention release and contra charges.
- Support reimbursable and milestone billing.
- Ensure greater visibility and tracking of every aspect of the customer billing process with detailed reporting tools.
- Reduce corporate risk from inaccurate customer billing.
- Concentrate on value added tasks by reducing time spent on administration.

3.10.3 Features

With functionality that covers Applications for Payment (AFP), retentions, contra charges, and cumulative billing, the Inoapps Customer Billing Cloud is here to help you automate your customer billing process.

- Retention & Retainage
 - Caters for the full lifecycle of retention processing, including the processing of retention release payments on project completion.
- Deductions & Contra Payments
 - Where contra charges are necessary to cater for damage, subsidiary claims, equipment rental or other charges, these can be incorporated into the customer billing for net calculations.
- AFP Certificates
 - The module will produce automated AFP certificates for customer approval.
- Automated Workflow Engine
 - Emails and alerts are generated from the system to notify that applications have been processed.
- Reporting Engine
 - A comprehensive suite of reports to allow multi-dimensional analysis of applications.
- Valuation Calendar
 - Can be used to control the application lifecycle.
- Tracking Applications & Certifications
 - Supports the tracking of applications and certifications related to specific contracts, by the individual line items on the contract.

3.10.4 Benefits

Based on our experience across numerous construction industry projects, we have developed an application to:

- Give increased visibility of customer billing based on cumulative project delivery.
- Provide detailed reporting on work to date, budget remaining and estimate to complete.
- Ensure accuracy in the calculation of billing and expedite the payment process.
- Facilitate efficient, prompt invoice management.
- Improve financial control through better management of the retention and retention release lifecycle.

3.11 INOAPPS OUTTURN PLANNING

3.11.1 Introduction

Construction projects are carefully planned and budgeted before they are carried out, but in the lifecycle of a project many changes can occur that impact the ultimate financial outcome or project outturn. Assessing the consequences of those changes, particularly in large-scale projects, is a critical and complex activity that impacts satisfactory delivery for all parties.

Calculate financial futures based on current conditions

Inoapps Outturn Planning optimises the response to this challenge by providing a simple and easy to use solution that calculates the financial future based on current conditions entered into the app. It allows Engineering and Construction organisations to review the day-to-day, high-level financial status of construction projects and enables informed decision-making leading to greater control and improved profitability.

3.11.2 What will Inoapps Outturn Planning do for you?

- Provide increased control of the delivery cycle.
- Enable better understanding of the current and projected financial position of projects.
- Facilitate effective management of the impact of variations and changes on projects.
- Allow effective management of the risks and opportunities that arise within projects.

3.11.3 Features

- Ability to track highly granular budgets across multiple budget allocation types, including Contingency, Reserves, Liabilities and Claims, among others.
- Single project currency consistency throughout the Outturn Planning process.
- Gives a comprehensive summary of budget data showing revenue budget, cost budget, actual costs, and gross income for a project.
- Provides tools to upload transactions for changes such as reallocations, variations, and revenue and cost budgets.
- Allows for mass upload of data across multiple projects.

3.11.4 Benefits

- Provides summarised project outturn reporting for daily use by Project Managers, Quantity Surveyors and Assessors.
- Captures variations in scope and cost of required work, revenue and cost of risks and opportunities, and reallocation of budget between cost items, among other variables, to anticipate final revenue, cost, gross income and project margin.
- Provides a robust framework to track and audit all changes and history.
- Enables corporate users to make well-informed decisions in relation to the project, leading to greater control and improved profitability.

3.12 INOAPPS RENTAL MANAGEMENT

3.12.1 Introduction

Rentals-intensive industries such as Construction and Energy face a universal challenge when it comes to tracking the ownership, physical location, associated costs, and status of the equipment they rely on. Businesses are often fined for returning late, incomplete or damaged equipment and it is common to see project delays due to a breakdown in the rental supply chain.

Get the equipment you need, when and where you need it

Managing the rental lifecycle is difficult and time-consuming. Inoapps Rentals Cloud and Oracle Cloud Enterprise Resource Planning (ERP) enable end-to-end execution of the rentals process that ensures the right equipment is at the right place, at the right time—every time.

3.12.2 What will Inoapps Rentals Cloud do for you?

- Track equipment ownership, location, costs and status.
- Minimise late, incomplete or damaged returns.
- Avoid project delays due to rentals supply chain issues.
- One-stop solution for the complete rental lifecycle.

3.12.3 Features

Rental Management

- Tracks shipping and logistics dates and damages associated with a rental lifecycle.
- Ability to schedule item maintenance windows and transfer items from one rental order to another.
- Automatically caters for changes to rentals due to operational activities.
- Allows for the extension, early termination and adjustment of rentals, whilst ensuring that all the project accounting postings are kept accurate through all operational changes.
- Integrates with Oracle Procurement to link every rental with an associated Purchase Order.

Billing

- Enables project billing calculations at the point of rental, with real-time integration of rental contract billing with the finance system for improved billing accuracy and cashflow.
- Automatic creation of Accounts Payables (AP) Invoices and Receipts for all rentals.
- Ability to cap the Invoice amount based on defined criteria, allowing restriction of billing beyond the agreement terms.
- Integrates with Oracle Financial Cloud for improved billing accuracy.

Reporting

- Provides accurate reporting of forecasted and actual utilisation for assets.
- Ability to report on all current and active rentals based on a wide range of criteria.
- Provides a responsive interactive dashboard to provide key information.

3.12.4 Benefits

- Ensure the right equipment is at the right place, at the right time, every time.
- Maximise asset utilisation and gain visibility of future requirements.
- Minimise costs by reducing project delays and fines due to late return of equipment.
- Improve profitability with increased margins from more effective asset rental management.

- Better tracking of project cost exposure.

4 CLOUD SUPPORT

4.1 INOAPPS DATA INTEGRATION SERVICES FOR ORACLE CLOUD

4.1.1 Introduction

Data Integration is always a key workstream of any SaaS (ERP, HCM, Procurement, BI) Implementation Programme. The Inoapps Cloud Data Integration Service will assist organisations in reducing the risk, timescales and cost of such workstreams. Automated tooling and templates are available as part of this service.

The Inoapps Team is experienced and equipped in using tooling such as OIC (Oracle Integration Cloud), ODI (Oracle Data Integrator), REST, SOAP, API and other industry middleware's and mechanisms. They will work with you to understand your requirements for a fully integrated Oracle landscape. Each integration should be scoped, functionally mapped, designed, built and tested as part of the development approach. Sustainability within design is a priority for our team, and we ensure that we always approach integrations from a best practice standpoint to enable your organisation both today and in the future.

Inoapps has delivered cloud integrations since 2013, and we've learned that working closely with the functional application workstream, business users and IT teams is pivotal to future-proofed solutions. Inoapps offers a flexible approach to providing integration services, and we can cater for your unique needs. We typically see two approaches to the integration workstream: Inoapps Owned and Inoapps Consulted.

4.1.2 Inoapps Owned

The most common approach: where we take full responsibility for the design, documentation, build and testing of your integrations. Our team works closely with functional application consultants, solution architects, business users and your IT teams. A dedicated Inoapps technical project manager oversees the process.

4.1.3 Inoapps Consulted

This is the preferred approach, if you have a mature internal IT function with perhaps existing integration technologies. Here we provide the Oracle expertise to your IT team to help them grow their Oracle knowledge.

4.2 INOAPPS DATA MIGRATION SERVICES FOR ORACLE CLOUD

4.2.1 Introduction

For many public sector organisations, the transition to a Cloud-first organisation can be a daunting process. Public sector organisations are increasingly under pressure to deliver public services fit for the digital age. There are pressures to be better, faster, slicker, more mobile and more agile for less.

However, as part of that Cloud Journey, it is essential that the underlying data that supports those Cloud applications remains accurate, robust and of a high quality. That is a requirement that is a challenge for many projects, and data migration is often seen to be one the highest risk workstreams within an ERP or HCM project. This is an area where the Inoapps Cloud Data Migration Services can assist. Working closely with the key customer stakeholders, the Inoapps Data Migration Team can assist in reducing the risk, cost, duration and complexity of data migration activities into Cloud ERP applications.

The Inoapps Cloud Data Migration Service provides organisations with a comprehensive solution to ensure that the data migration workstream of their Cloud application project is effectively executed and fit for purpose.

For many public sector organisations, data migration to a Cloud application is a resource-hungry project activity that is not required regularly enough for them to become efficient.

Through our long track record of ERP and Cloud projects, Inoapps has developed strong capability in all aspects of data migration and has a Centre of Excellence dedicated to quality assurance and the people, processes and tools required to fully support customers in this activity.

The Data Migration workstream will always be a collaborative effort with Inoapps and the customer but we typically see two approaches to the Data Migration workstream: Inoapps Owned and Inoapps Consulted.

4.2.2 Inoapps Owned

Where we take full responsibility for the Strategy and Design, Data Transformation, Data Load and Data Validation and Reconciliation. The customer takes responsibility of the Data Cleansing and Enrichment and Data Extraction. Our team works closely with functional application consultants, solution architects, business users and your IT teams. A dedicated Inoapps technical project manager oversees the process.

4.2.3 Inoapps Consulted

This is the most common approach, if you have a mature internal IT function. Here we provide the Oracle expertise to your IT team to help them grow their Oracle knowledge and we take responsibility for the Data Transformation and Data Load activities. All other stages (Strategy and Design, Data Cleansing and Enrichment, Data Extraction, Data Validation and Reconciliation) are the responsibility of the customer with support and guidance provided by the Inoapps Data Migration team.

4.2.4 Conclusion

Our services are aligned to achieving maximum success from Oracle Cloud. Our teams are designed to deliver our services to the highest possible standard by combining knowledge and experience of the Cloud services with relevant subject matter expertise and sector specialist knowledge. We believe that both are needed to secure impactful and meaningful business change. We offer a wide range of options for our customers, depending on in-house skills and availability.

4.3 INOAPPS IN2CLOUD – TRANSITION TO ORACLE CLOUD FROM ORACLE E-BUSINESS SUITE (EBS)

4.3.1 Introduction

Inoapps have a wide range of experience and success stories working with customers to transition from Oracle E-Business Suite to Oracle Cloud. We have a proven methodology and tooling to help work with you to both successfully transition to the Cloud and reduce risk.

Please also see section on [Oracle Cloud Transformation Services](#).

4.4 INOAPPS ORACLE CLOUD CHANGE MANAGEMENT PACK FOR LEADERSHIP

4.4.1 Introduction

Inoapps understands that user adoption and management buy-in is one of the greatest risks in ensuring the success of implementing Oracle Cloud Solutions. We also understand that whilst the benefits of a Change Management workstream will reap rewards, it is not always possible to include Change Management in the scope of your implementation programme.

We have worked with several customers to understand their requirements and tailor a solution that will build a foundation of Change Management knowledge with your leadership team and give them the tools to have the right conversations at the right time to ensure success.

4.4.2 Options

We have a variety of different options available for customers, including:

- Change Management for Leadership launch sessions.
- Change Management Handbooks customised for your requirements.
- Change Management Video Packs customised for your requirements.
- Tools and templates for you to undertake your own Change Management programme.

4.5 INOAPPS ORACLE CLOUD CHANGE MANAGEMENT SERVICES

4.5.1 Introduction

Change Management is a key part of the Inoapps Implementation Methodology. We have a dedicated Change Management Practice of experienced Change Managers who understand that your programmes of work are a key catalyst for critical business change, but success will be dependent on an open, transparent and common goal for all.

There are two inevitabilities you will face on your journey:

- Difficult decisions will have to be made.
- People will resist change.

4.5.2 Deliverables

At a high level, the deliverables for Change Management can be split into:

- Governance/Assurance
- Strategic Change Management
- Change Delivery Services

The common key deliverables for a Change Management Workstream are:

- Vision Statement and Project Governance
- Initiation Readiness Assessment
- Business Impact Assessment
- Stakeholder Profile
- Training Needs Analysis
- Stakeholder Engagement and User Adoption Strategy
- Business Alignment Transition Plan
- Business Transition Plan
- UAT Readiness Assessment
- Training Readiness Assessment
- Operational Readiness Assessment
- Business Readiness Assessment
- Training Development – Course content, materials and handover
- Training Delivery (Subject to Training Needs Analysis)

Inoapps is one of the few partners in the UK with a specialised Oracle Change Management practice. Our clear goal is to deliver organisational change as a key component to ensure the successful implementation and adoption of Oracle Cloud solutions. We have extensive experience and references in delivering complimentary Oracle Cloud Change Management services, offering a variety of options tailored to our customer's requirements. Whether integrated with implementation services or as a standalone offering, we provide Change Management expertise to support your journey.

Please also see section on [Oracle Cloud Transformation Services](#).

4.6 INOAPPS ORACLE CLOUD DELIVERY SERVICES

4.6.1 Introduction

Inoapps are equipped, certified and experienced in delivering all Oracle Cloud Products and can provide services that are estimated based on your unique requirements, timescales and budgets.

Please see section on [Oracle Cloud Transformation Services](#).

4.7 INOAPPS ORACLE ENTERPRISE PERFORMANCE MANAGEMENT (EPM) SERVICES

4.7.1 Introduction

Inoapps has designed our packages to offer business value with a rapid start delivery. We set out to deliver a project within a mutually agreeable scope without hard limits to the dimensions and functions within Oracle EPM modules. By establishing mutually agreed-upon scope and functions upfront, you will receive a tailored EPM solution designed specifically for your organisation. EPM can offer value analytics and actionable insight into sales, service, marketing, risk, financial, manufacturing and operations. Inoapps will work with you to highlight key areas of your service that will benefit from a BI solution and deliver value within weeks not months.

Inoapps' approach to delivering a robust EPM solution is to involve the customer from the beginning. The majority of the work and effort is focused on the scope, analysis and design. This is fundamental to a successful implementation. During this stage, Inoapps will take the lead to ensure that requirements and scope are documented accurately, and that the application design aligns with your needs and adheres to best practices.

4.8 INOAPPS ORACLE CLOUD HEALTH CHECK SERVICE

4.8.1 Introduction

Have you implemented Oracle Cloud, but you want an impartial expert opinion from an Oracle Partner?

Inoapps can provide a health check either during or after the implementation of your Oracle Cloud Solution. This check assesses the overall health and success of the implementation project using a proven methodology and provides a comprehensive health check report.

We are experienced in undertaking reviews in a manner that ensures that you are getting the best return on your investment and have an actionable plan to mitigate potential risks and issues.

The Inoapps team will work with you to understand any issues you are facing following your transition to the Cloud and formulate an approach to resolving functional challenges.

4.9 INOAPPS ORACLE CLOUD INCLUSIVE ERP FINANCE & PROCUREMENT IMPLEMENTATION

4.9.1 Introduction

Inoapps can provide a subscription-based implementation service for Oracle Cloud on a fixed price or time and materials basis to meet your budgetary requirements.

Please see section on [Oracle Cloud Transformation Services](#).

4.10 INOAPPS ORACLE CLOUD PAAS MANAGED SERVICE

4.10.1 Introduction

Inoapps can provide a wide range of options in relation to PaaS Managed Services. This is tailored depending on your requirements for support and can be for:

- Oracle AI Services
- Oracle APEX & VBCS extensions development, customisation and support services
- Database Cloud Service
- Storage Cloud for Backups
- Autonomous Database Support
- Oracle Identity and Access Management services
- Oracle Integration Cloud
- Infrastructure as a Service
- Multi-Cloud Oracle Services
- Java Cloud Service

All services are delivered under our structured yet flexible service delivery model. The model is designed around a pragmatic adoption of ITIL best practice, coupled with Agile sprint-based continuous improvement where this fits with the customer's own operating processes.

4.10.2 Service Delivery Model

The services comprise the following core service dimensions, with each agreement drawing on these building-blocks as required.

Service Domain	Summary
Core Service Management	The overall governance of the services. A fusion of ITIL and Agile provides a structured, yet flexible, approach for the management of the services agreement. Within our service offerings, this is the only mandatory service domain. All other domains are optional, and the customer can choose to adopt or decline those other services at will. All services are managed by a named Service Delivery Manager who facilitates regular service level reporting and associated business review sessions.
Support	Incident Management, Problem Management and Event Management services to 'keep the services running'. This is a set of SLA-backed services with the option of 24x7 coverage if required.
Maintain	This Service Domain centres on the routine maintenance required to maintain currency on your Oracle solution. It facilitates the safe ingestion of Oracle Updates; impact assessments; regression testing; environment management; cloning and license/subscription reviews.

Enhance	This Service Domain is focused on driving continual improvement and evolution of your Oracle landscape. This is where the Inoapps approach fuses both ITIL (for structure) and Agile (for change velocity) to maximise value from the organisation's Oracle investment.
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4.10.3 Benefits

Inoapps can provide management of custom applications, Oracle mid-tier / platform services, Oracle core technology AI services, database, guest/virtual hosts, data security & resilience and storage management. This can include monitoring, control and patching of the supported assets and services.

Services can be provided on Oracle-managed infrastructure (Oracle Cloud Infrastructure – OCI); other hyperscalers (e.g. AWS, Google, Azure); Inoapps own Private Cloud Appliances (powered by Oracle PCA and Exadata engineered systems); or a heterogenous hybrid of any of the above.

Inoapps can also provide development, support and ongoing enhancement of custom PaaS applications leveraging Oracle's custom development tooling including APEX and VBCS; and reporting/analytics solutions using OACS, OTBI, BI Publisher and other such tools.

Specific service components include:

- PaaS-resident custom application and reporting:
 - Support, maintenance and enhancement of custom PaaS applications, reports and analytics solutions.
 - Management of mid-tier web application services and micro-services
- Administer Cloud Compute Services:
 - Provisioning and orchestration of instances.
 - Monitor utilisation and uptime details of instances.
 - Manage user and roles for cloud services.
 - Scale shapes to improve performance.
- Storage Management:
 - Creating and attaching storage volumes.
 - Create Virtual Machine Snapshots.
 - Design storage volumes around application, data and operating systems Use of Chef/Puppet for managing configuration of operating system and applications.
- Network Management:
 - Configuration of Virtual Network.
 - Configure Security Rules.
 - Configure Security Lists.
 - Secure Access to Instances.
- Operating System Support:
 - Review of security patches.
 - Hardening of operating systems.
 - Performance monitoring of guest machines.
 - Backup of guest machines.
- Integration and ESB services:

- OIC administration and diagnostics.
- Support for Inoapps range of PaaS-based industry products.

Please note that this is not an exhaustive list, and we are happy to provide services based on your requirements and in-house skills as specified.

4.11 INOAPPS ORACLE CLOUD SAAS DELIVERY SERVICES

4.11.1 Introduction

Please see section on [Oracle Cloud Transformation Services](#).

4.12 INOAPPS ORACLE CLOUD SAAS MANAGED SERVICE

4.12.1 Introduction

Inoapps can offer varying levels of support for customers' SaaS applications, tailored to fit with their unique requirements based on their modular footprint, business criticality and in-house skills. We can offer anything from light-touch on-demand services through to a full Managed Service.

Services cover the entire Oracle SaaS range of pillars including:

- Finance
- Procurement
- Supply Chain
- Manufacturing
- Projects
- HCM
- Payroll
- EPM

All services are delivered under our structured yet flexible service delivery model. The model is designed around a pragmatic adoption of ITIL best practice, coupled with Agile sprint-based continuous improvement where this fits with the customer's own operating processes.

4.12.2 Service Delivery Model

The service comprises the following core service dimensions, with each solution drawing on these building-blocks as required.

Service Domain	Summary
Core Service Management	The overall governance of the services. A fusion of ITIL and Agile provides a structured, yet flexible, approach for the management of the services agreement. Within our service offerings, this is the only mandatory service domain. All other domains are optional, and the customer can choose to adopt or decline those other services at will. All services are managed by a named Service Delivery Manager who facilitates regular service level reporting and associated business review sessions.
Support	Incident Management, Problem Management and Event Management services to 'keep the services running'. This is a set of SLA-backed services with the option of 24x7 coverage if required.
Maintain	This Service Domain centres on the routine maintenance required to maintain currency on your Oracle solution. It facilitates the safe ingestion of Oracle Updates – quarterly for SaaS and monthly for EPM.
Enhance	This Service Domain is focused on driving continual improvement and evolution of your Oracle

	landscape. This is where the Inoapps approach fuses both ITIL (for structure) and Agile (for change velocity) to maximise value from your Oracle investment.
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4.13 INOAPPS ORACLE CLOUD SAAS TESTING MANAGED SERVICE

4.13.1 Introduction

Testing services are both a component of Inoapps' broader PaaS and SaaS Managed Services portfolio and a standalone service offering.

These services typically sit alongside a broader set of environment management services, including Oracle update management, cloning, impact assessment, environment planning and license/subscription reporting services.

The testing service comprises a set of templated & pre-defined procedures to facilitate prompt, efficient testing of scheduled Oracle vendor updates. Upon notification by Oracle of the availability of the next update, Inoapps will work with customers to agree on a testing timetable and schedule of activities for testing.

Inoapps will perform all testing following an agreed schedule, using pre-defined test scripts. All findings will be documented and shared with the customer, along with any recommended actions. Issues identified during the tests will be assessed by Inoapps and addressed where possible. If the Support Consultant cannot resolve the issue, they will raise and manage an SR with Oracle. Fixes to issues will be worked on in the staging pod and documented. The documented fix will be provided to the customer for sign-off before being applied to the Production pod.

We utilise automated regression tooling, specifically designed for Oracle Cloud solutions, where appropriate to increase the consistency and coverage of the testing, whilst reducing the risk of human error. The output of this testing also provides a key input into the compliance and audit obligations / processes of our clients.

4.13.2 Scope

The scope is as follows:

- Initial deployment and validation of testing approach:
 - Agreed testing coverage, tracking and reporting cadence. Uses Inoapps predefined catalogue of automated and semi-automated Oracle test cases where appropriate.
 - Identify and introduce opportunities to automate routine/repetitive testing scenarios.
- Testing of Quarterly SaaS Updates (monthly for EPM):
 - Test the solution using pre-agreed test scripts/automations.
 - Test areas of specific configuration.
 - Test specific solution areas that the upgrade is known to have changed from the previous release.
 - Document test findings.
- Issue resolution following Inoapps Testing:
 - Where possible, resolve issues that have arisen from the Testing. This resolution will be performed in the staging pod and will be documented so that it can either be configured by Inoapps in the production pod or can be passed to Oracle to apply.
 - Identified fixes will be documented and will go through the Change Control process prior to being applied to the production pod.
 - Where the Inoapps Team cannot resolve an issue, Inoapps will raise and manage an SR with Oracle.

4.14 INOAPPS ORACLE CLOUD SAAS TRANSFORMATION SERVICES

4.14.1 Introduction

Please see section on [Oracle Cloud Transformation Services](#).

4.15 INOAPPS ORACLE CLOUD STRATEGY REVIEW

4.15.1 Introduction

The Cloud Strategy Review provides you with a service to help shape and understand your journey to the Cloud.

4.15.2 Strategy Review Stages

The stages of the Strategy Review are:

- **Assess:** System architecture, business process and reporting review, with change management capability assessment, determining readiness and requirement for change.
- **Prepare:** Business strategy review, with configuration and documentation analysis determining key factors that impact system roadmap.
- **Report:** Develop and deliver an operational report of findings with recommended system roadmap.
- **Action:** Provide further estimate and support on any chosen roadmap to enable the business to deliver improvement through the Oracle system.

4.15.3 High-Level Methodology

A high-level view of the methodology can be seen below:



4.16 INOAPPS ORACLE CLOUD TESTING SERVICES

4.16.1 Introduction

Inoapps aims to ensure the success of your business transformation or upgrade programme. We believe that by implementing the Inoapps Testing Framework, we can assist your organisation in achieving this goal. The Inoapps Testing Framework comprises a set of guidelines that enable Quality Assurance Professionals to test more efficiently and adhere to ISTQB standards to meet testing expectations.

4.16.2 Testing Service Engagement Offerings

Advise Me

Inoapps will offer advice and guidance to the customer's Subject Matter Expert(s) (SME) regarding all test management activities. We will provide recommendations on best practices, assist in creating the Test Strategy and conduct several readiness sessions.

Throughout the execution phase, Inoapps will be available to mentor, advise and support on Test Management. However, the overall responsibility will remain with the customer.

Help Me

The Inoapps Team will provide assistance and support to the customer's SMEs in all Test Management activities and will provide assistance throughout the Test Execution phases. We will collaborate with the customer to implement best practices, aids in crafting the Test Strategy and conduct readiness sessions (Initiation, UAT and Operational Readiness).

Inoapps will attend Test Management planning sessions and offer support in preparation for entry and exit gates. Before entering the test phases, we will help coach the Test Manager on preparation, test plans, third-party engagement and how to plan for CEMLI testing. We will also assist in structuring the defect management approach.

During execution, Inoapps will be available to assist with the defect management process, provide coordination advice and offer guidance in Test Management best practices. While the overall ownership of the test phases will remain with the customer, the Inoapps Team will provide ongoing assistance throughout the process, ensuring a more seamless experience.

Execute for Me

The Inoapps Team will take end-to-end responsibility for the agreed Test Phase (s). The Inoapps Team will create the Test Strategy, Test Plans and Test Schedule as well as leading on Test Governance (entry and exit criteria) and ensuring adherence to Test Management best practices. Additionally, we will establish a robust defect management process aimed at facilitating defect triage and defect best practices, with support from the customer.

In collaboration with the customer, Inoapps will manage the generation of test scenarios and obtaining sign-off. We will provide sample templates that require adaption and authorisation by the customer. Ultimately, the overall responsibility for Test Management will rest with Inoapps.

4.17 INOAPPS ORACLE CLOUD TRAINING SERVICES

4.17.1 Introduction

Inoapps Oracle Cloud Training Services are designed to equip organisations with the skills, knowledge, and confidence required to fully adopt Oracle Cloud Applications. Our training programmes are structured, scalable, and tailored to meet the needs of users at all levels, ensuring measurable improvements in adoption, efficiency, and business performance.

4.17.2 Training Philosophy & Approach

Understanding the Customer's Culture

Effective training starts with a deep understanding of your organisational culture and the way your teams work. This ensures that knowledge-transfer pathways and training delivery styles align naturally with user expectations and internal behaviours.

Training Needs Analysis

Before designing any training programme, Inoapps performs a structured Training Needs Analysis (TNA) to identify:

- User personas and role complexities
- Required competencies across functional areas
- Gaps in existing knowledge
- Process changes with high impact
- Risks related to user adoption and operational readiness

The outcome of the TNA forms the backbone of your training strategy - defining required modules, delivery methods, user grouping, and reinforcement plans.

Driving User Knowledge Adoption

A blended model - classroom, virtual, and on-demand - ensures that learning is continuous, relevant, and accessible. Guided exercises and hands-on practice enhance knowledge retention and promote confident, independent use of Oracle Cloud.

4.17.3 Core Training Components

Oracle Cloud Introduction Workshops

High-level overview sessions that orient key stakeholders and superusers to Oracle Cloud modules, preparing them for design, configuration, and downstream activities.

System Familiarisation Training

Delivered prior to UAT, these interactive sessions introduce users to navigation, terminology, dashboards, and common workflows in your configured environment. Content may be recorded for repeat use and knowledge reinforcement.

Functional User Training

Role-based training delivered before go-live, covering:

- Core ERP/HCM functional flows
- Self-service use cases for employees & managers
- Scenario-based hands-on exercises

- Step-by-step Oracle Use Case Guides supporting post-training reference

Train-the-Trainer Programmes

Sequential knowledge-transfer sessions delivered to nominated internal trainers, enabling sustainable in-house enablement.

Structured Role-Based Methodology

Our methodology includes formal workshops, guided walkthroughs, and scenario-driven exercises to ensure a consistent baseline for all end users. Sessions are supported with recordings, quick reference guides, and environment-specific exercises.

4.17.4 Digital Enablement & Acceleration Tools

Oracle Cloud Success Navigator

To complement instructor-led training, Inoapps incorporates Oracle Cloud Success Navigator, giving your teams access to curated best practices, recommended adoption paths, Success Playbooks, and lifecycle guidance. This ensures:

- Clear visibility of adoption milestones
- Structured, persona-based learning journeys
- Access to platform resources and success metrics
- Enhanced self-service capability throughout the project

Success Navigator acts as a strategic overlay, aligning training activities with the broader customer success framework.

Oracle Guided Learning (OGL)

OGL provides real-time, in-application guidance during and after go-live. It supports users through embedded step-by-step walkthroughs and contextual help aligned to your organisation's configuration. Benefits include:

- Reduced reliance on support teams
- Faster onboarding for new staff
- Improved adoption of quarterly updates
- Seamless reinforcement of training in the flow of work

This ensures users have immediate access to relevant help as they perform tasks, boosting confidence and reducing errors.

4.17.5 Delivery Model & Capacity

Flexible Delivery Options

Training can be provided onsite, remotely, or through a hybrid blended model. Delivery structure aligns with user volume, module scope, training complexity, and Training Needs Analysis outcomes.

Recommended Session Capacity

For hands-on sessions, 6 attendees is optimal, with a recommended upper limit of 10 learners per session to ensure quality.

4.18 INOAPPS ORACLE CLOUD TRANSFORMATION SERVICES

4.18.1 Introduction

For many Public Sector organisations, the transition to a Cloud-first organisation can be a daunting process. Public Sector organisations are increasingly under pressure to deliver public services fit for the digital age. This pressure expands beyond front line services. Phrases such as 'digital downgrades in the workplace' now common. There are pressures to be better, faster, slicker, more mobile and more agile for less.

When beginning your Cloud journey, not only do you need to navigate the range of 'as a service' solutions available and ensure that they align with applicable security standards, but you also need to consider the process of embedding the 'as a service' model into your organisation's culture. One of the key principles behind 'as a service' is that much of the service you consume will be commoditised, taking the best practice and repeatable procedures, and incorporating these components as key features/business solutions. This means that the Cloud and 'as a service' models will bring a paradigm shift to the traditional project management and business transformation methodologies.

The key focus is no longer on designing a custom solution to meet your specific organisation's needs, it is about aligning your service model to tried and tested industry standard best practice and bringing your organisation with you on the change journey. We will show you how to leverage the opportunities that the Cloud brings such as mobile applications to make your organisation's decision makers, budget holders, line managers and service delivery experts more effective and better equipped to assist their service users.

At Inoapps, our experts have a wealth of experience in Public Sector transformation, particularly in the corporate services space. This combined with our Cloud as a service credentials in the Oracle space make us the ideal partner of choice to deliver, facilitate and manage your change journey.

Our Enterprise Change Team offers a range of project delivery and business transformations services designed to optimise your Cloud journey, reducing ROI timescales and maximising outcomes. You will be working with a team of experts, who have transitioned many Public Sector organisations to the Cloud, ensuring the right level of project delivery focus from our project leaders and evangelising key stakeholders with effective and influential change agents.

4.18.2 Cloud-First Services

The Inoapps Enterprise Change Team is designed and structured to ensure the success of your Cloud journey, be it SaaS, IaaS or PaaS. We offer the following services with a Cloud-first focus:

Business Case and Benefits Realisation

- Cloud strategy and business case development.
- Cloud benefits modelling, outcome assessments and benefits realisation services.

Business Augmentation for the Cloud

- Oracle Cloud Modern Best Practice business process augmentation and policy alignment.
- Cloud target operating model design.

Cloud Assurance and Assessments

- Cloud Readiness Assessment services.
- Cloud security and architecture services aligned to Public Sector protocols.
- Checkpoint reviews and Operational Readiness Assessment services.

Stakeholder Engagement and Business Change

- Packaged training services including training needs analysis and training plans.

- Cloud Stakeholder Engagement Services incorporating stakeholder mapping and engagement strategies.

Cloud Transition Services

- Packaged Project Management Services
- Packaged test management solutions including test strategy and test readiness.
- Packaged Data Management Services including data strategies and ETL services.
- SaaS alignment, functional configuration and integration services.

Our services are aligned with achieving maximum success from Oracle Cloud. Our teams are designed to ensure that we deliver our services to the highest possible standard. We combine knowledge and experience of the Cloud services with relevant subject matter expertise and sector specialist knowledge. In our experience, both are needed to secure impactful and meaningful business change.

In terms of delivering corporate transformation, we are well versed in implementing business change initiatives across Finance, HR and Payroll in both the Public Sector and Private Sector, particularly in service-based organisations with a project focus.

We offer a range of flexible services models, including commodity-based work packages and outcome-focused services, which can be procured on either a CAPEX model or on a subscription basis.

4.19 INOAPPS ORACLE E-BUSINESS SUITE (EBS) TO CLOUD SAAS DATA MIGRATION SERVICES

4.19.1 Introduction

Inoapps understands that migration from Oracle EBS to Oracle Cloud requires expertise in data migration to ensure that key objectives are met throughout the project. The Inoapps Team has developed migration tooling and strategies specifically for this requirement. With a wealth of experience and highly skilled professionals, Inoapps understands the specific data migration requirements for both EBS and Cloud and can ensure success for your organisation.

4.19.2 Features

- Data migration strategy.
- Data migration execution and assistance.
- Data loading execution and assistance.
- Data transformation execution and assistance.
- Data quality expertise and training.
- Automated tooling.
- Data migration templates.
- Data reconciliation services.

4.19.3 Benefits

- Reduce risk of data migration failure.
- Reduce timescales required.
- Remove the need for resourcing costly short-term resources.
- Improve data quality and integrity.
- Eliminate complexity and cost.
- Tailored services, fit for your organisation and public services.
- Reduce Risk – Trusted partner offering full-service range.
- Remove the challenges of managing multiple providers.

4.20 INOAPPS ORACLE E-BUSINESS SUITE (EBS) AND ORACLE HYPERION TO CLOUD INFRASTRUCTURE MIGRATION SERVICES

4.20.1 Introduction

Cloud Infrastructure services offer secure, flexible and cost-effective platforms to support your existing Oracle E-Business Suite (EBS), Hyperion and other traditional 'on-premise' application deployments. While any change can introduce risk to the existing service, Inoapps' previous experience in helping customers migrate EBS to Cloud Infrastructure, combined with our Oracle Partner status ensure a professionally managed migration project with lower impact on those using the application.

Target infrastructure cloud platforms can include Oracle Cloud Infrastructure (OCI); other Hyperscalers (e.g. AWS, Google, Azure); Inoapps own Private Cloud Appliances (powered by Oracle PCA and Exadata engineered systems); or a heterogenous multi-cloud variant of any of the above.

Inoapps designs the target platform to align with individual customer requirements for cost, compliance and future flexibility. Existing licences, new subscriptions, future scalability, service availability, data security and residency are all considered and appropriate options for migration are presented. Once migrated, the Inoapps Managed Services team can provide a customer centric approach to ensure end users benefit from a fully supported, maintained and performant application.

4.20.2 Benefits

- Flexible architecture to meet individual requirements.
- Experienced Oracle partner for EBS & Hyperion to Cloud migrations.
- Inoapps Managed Service to manage and maintain the migrated deployment.
- UK based secure hosting environments including UK Government Cloud datacentres.
- Positioned to benefit from Inoapps' full lifecycle support including upgrades, new capabilities, introduction of Oracle core technology AI features, change management and archiving.

4.21 INOAPPS ORACLE HUMAN CAPITAL MANAGEMENT (HCM) CLOUD IMPLEMENTATION SERVICES

4.21.1 Introduction

Please see section on [Oracle Cloud Transformation Services](#).

4.22 INOAPPS ORACLE LOCAL AND CENTRAL GOVERNMENT CLOUD IMPLEMENTATION SERVICES

4.22.1 Introduction

Inoapps are experienced in working with Local Government and Central Government organisations and guiding them on their journey to the Cloud. As a result, we have a specific methodology and template that delivers results and reduces costs for our customers.

Please also see section on [Oracle Cloud Transformation Services](#).

4.23 INOAPPS PROVISION OF REPORTING AND ANALYTICS SERVICES FOR ORACLE CLOUD SAAS

4.23.1 Introduction

Harness the power of your data with Inoapps' high-quality reporting and analytics service with outputs that are key success criteria for any Oracle Cloud SaaS project. Ensure end users have the right data at their fingertips using Inoapps' team of expert resources to facilitate and deliver reporting and analytics. This includes the use of Oracle Transactional Business Intelligence (OTBI), BI Publisher, Oracle Analytics Cloud (OACS) and Oracle Data Integrator (ODI).

4.23.2 Features

- Reporting strategy services.
- Training and upskilling services.
- Expertise from Oracle reporting experts.
- Creation of new reports.
- Adjustment of existing reports.
- Roadmap delivery.

4.23.3 Benefits

- Maximise return on investment.
- Tailored services, fit for your organisation and public services.
- Streamline implementation timescales.
- Reduce Risk – Trusted partner offering full-service range.
- Remove the challenges of managing multiple providers.

4.24 INOAPPS CLOUD SECURITY ASSESSMENT SERVICE

4.24.1 Introduction

For many Public Sector organisations, the transition to a Cloud-first organisation can be a daunting process. Public Sector organisations are increasingly under pressure to deliver public services fit for the digital age. There are pressures to be better, faster, slicker, more mobile and more agile for less.

However, as part of that Cloud Journey, it is essential that those Cloud-based solutions retain the same standards of data security and governance that traditional on-premise solutions have always adhered to. The move to Cloud means that security considerations are a fundamental prerequisite of the migration, and every organisation needs to be assured of the security arrangements for their Cloud service.

But what are the key criteria for a security policy for a Cloud-based application? How does an organisation gain the assurance that their Cloud service provider is meeting their security obligations, and how does an organisation ensure that their communication to and from their Cloud instance is secure and robust?

The Inoapps Cloud Security Assessment service provides organisations with a comprehensive solution to ensure that their Cloud Application is fully secured and fit for purpose.

4.24.2 Scope of Service

The Inoapps Cloud Security Assessment is a comprehensive audit of all aspects of the security considerations for the implementation of Oracle Cloud Applications. Taking the format of a series of meetings and workshops, the Cloud Security Assessment will address all the key areas of concern and identify risks and issues that may impact the integrity of the implementation. The outcome from the exercise will be a comprehensive report detailing all findings and providing a series of short, medium and long-term recommendations for improvement.

4.24.3 Key Topics for Consideration

The following list provides an overview of the key topics and agenda items:

- Data centre and service provider considerations.
- Physical security.
- Security standards compliance.
- Connectivity considerations methods of connectivity from core sites to data centres.
- External connectivity, remote workers and third-party access.
- Account Considerations: Joiners, movers, leavers management.
- Segregation of duties, password and account policy.
- Environment management.
- Application considerations applications roles and access rights.
- Integration considerations and methods of integration.
- Usage of VPN, SSH, T1 connectivity.
- Data encryption at rest/in transit.
- Modification of data in transit.
- Reporting considerations and reporting tool access.
- Data security considerations for reporting.
- Report distribution policy.

Our services are tailored to maximising success with Oracle Cloud. Our teams are structured to deliver services to the highest standard, combining expertise in Cloud services with relevant subject matter knowledge and

sector-specific expertise. In our experience, both are essential for driving impact and meaningful business change.

4.25 INOAPPS EVOLVE METHODOLOGY

4.25.1 Introduction

For many Public Sector organisations, transitioning to a Cloud-first approach can be daunting. They face increasing pressure to modernise services for the digital age, extending beyond frontline services to address issues like 'digital downgrades in the workplace'. There's a need to be faster, more agile and cost effective.

The Inoapps Evolve Methodology offers Public Sector customers an accelerated path to value, applying an adopt approach and embracing best practices. They seek quick deployments of Oracle Finance, Procurement or HCM Cloud solutions. Whether they need to transition from existing solutions to an alternative platform, lack compliance, require a solution that meets statutory or security requirements, need scalability in their solution to grow and evolve over time, and do not want to go through the lengthy solution design process but are keen to adopt Oracle Modern Best Practice standard functionality. Ultimately, Inoapps Evolve enables Public Sector customers to swiftly implement their new system, facilitating faster user adoption and realisation of benefits.

The focus now shifts from custom solutions to adopting tried and tested industry standard best practices. We will show you how to leverage the opportunities that Oracle Modern Best Practice business processes for the Cloud brings such as mobile applications to empower decision makers, budget holders, line managers and service delivery experts to be more effective and better equipped to assist their service users. At Inoapps, our experts specialise in Public Sector transformation, particularly in the corporate services space. This, combined with our Cloud as a service credentials in the Oracle space, make us the ideal partner of choice to deliver, facilitate and manage your change journey.

Our Enterprise Change Team delivers a range of project delivery and business transformation services to optimise your Cloud journey, reduce ROI timescales and maximise outcomes. With extensive experience transitioning Public Sector organisations to the Cloud, our team ensures effective project delivery and champions change within your organisation.

The Inoapps Enterprise Change Team is dedicated to ensuring the success of your Cloud journey, offering services with a Cloud-first focus, whether it's SaaS, IaaS or PaaS.

4.25.2 Features

Business Case and Benefits Realisation

- Cloud strategy and business case development.
- Cloud benefits modelling, outcome assessments and benefits realisation services.

Business Augmentation for the Cloud

- Oracle Cloud Modern Best Practice business process augmentation and policy alignment.
- Cloud target operating model design.

Cloud Assurance and Assessments

- Cloud Readiness Assessment services.
- Cloud security and architecture services aligned to Public Sector protocols.
- Checkpoint reviews and Operational Readiness Assessment services.

Stakeholder Engagement and Business Change

- Packaged training services including training needs analysis and training plans.
- Cloud Stakeholder Engagement Services incorporating stakeholder mapping and engagement strategies.

Cloud Transition Services

- Packaged Project Management Services
- Packaged test management solutions including test strategy and test readiness.
- Packaged Data Management Services including data strategies and ETL services.
- SaaS alignment, functional configuration and integration services.

4.25.3 Benefits

Our Evolve Services are aligned to achieving maximum success from the Oracle Cloud. Our teams are designed to ensure that we consistently deliver at the highest possible standard while providing accelerated time-to-value services. We ensure that we combine knowledge and experience of Cloud services with relevant subject matter expertise in Oracle Modern Best Practices and sector-specific knowledge. In our experience, both are needed to secure impactful and meaningful business change.

When it comes to corporate transformation, we specialise in implementing business change initiatives across Finance, HR and Payroll. Our expertise extends to both the public and private sectors, particularly in service-based organisations with a project focus.

We offer a range of flexible service models, including commodity-based work packages and outcome-focused services. These services can be procured on either a CAPEX model or subscription basis.

4.26 INOAPPS TECHNICAL HEALTH CHECK

4.26.1 Introduction

Have you implemented Oracle Cloud, but want an impartial expert opinion from an Oracle Partner?

Inoapps can provide an Oracle Cloud Implementation Health Check either during or after the implementation of your Oracle Cloud Solution to assess the overall health and success of the implementation. Using a proven methodology, we provide a comprehensive health check report.

The Inoapps Oracle Cloud Health Check Service helps benchmark your implementation project to ensure the best possible outcome from a functional, technical, financial and organisational viewpoint.

4.26.2 Features

- Oracle SaaS new features assessment.
- E-Business Suite conversion assessments.
- Multivendor migration assessments.
- Business alignment assessments.
- Culture shift assessments.
- Security assessments.
- Business Case and Benefits Management.
- Data migration analysis.
- Interface requirements.
- Transition planning.

4.26.3 Benefits

- Align technology implementation with Oracle Best Practices.
- Measure the success of your Oracle Cloud transition.
- Early visibility of potential issues and impact on the business.
- Clear documentation to help mitigate potential risks.
- Increase service optimisation and productivity.
- Engage with your stakeholders.
- Tailored services, fit for your organisation and public services.
- Reduce Risk - trusted partner offering the full-service range.
- Impartial review offering insight into best practice recommendations.

4.27 INOAPPS EBS SECURITY ASSURANCE SERVICES

4.27.1 Introduction

Cybercrime is evolving fast—and public sector E-Business Suite (EBS) systems are prime targets. Attacks combine technical exploits with social engineering, and the cost of recovery is high. A single breach can trigger financial loss, regulatory penalties, and lasting reputational damage.

Inoapps' subscription-based assurance service helps you guard against these risks. Built on Oracle best practices, it delivers initial and ongoing reviews across all architecture layers—giving you confidence in your security posture and peace of mind for audit and compliance.

4.27.2 Features

- Annual health check to validate your configuration against Oracle best practice for EBS.
- Application of Oracle Critical Patch Updates (CPUs).
- Rapid response to urgent security vulnerabilities.
- Deployment of specialist end-point protection software services.
- Flexible Support Packs for additional, related, services.

4.27.3 Benefits

- Proactive approach to Oracle security management and patching.
- Provides peace of mind against escalating cyber-attacks.
- Augments existing security and Oracle administration services.
- Validates compliance with Oracle best practice security configuration for EBS
- Provides documentation to assist with your compliance and audit obligations.
- Facilitates segregation of duties (SOD) where required, providing an impartial review of your Oracle EBS security management approach.

4.28 INOAPPS CORE ORACLE TECHNOLOGY SECURITY ASSURANCE SERVICES

4.28.1 Introduction

Cybercrime is evolving fast—and public sector Oracle infrastructure, databases and core technology services are prime targets. Attacks combine technical exploits with social engineering, and the cost of recovery is high. A single breach can trigger financial loss, regulatory penalties, and lasting reputational damage.

Inoapps' subscription-based assurance service helps you guard against these risks. Built on Oracle best practices, it delivers initial and ongoing reviews across all architecture layers—giving you confidence in your security posture and peace of mind for audit and compliance.

4.28.2 Features

- Annual health check to validate your configuration against Oracle best practice for infrastructure, database and core technology service..
- Application of Oracle Critical Patch Updates (CPUs).
- Rapid response to urgent security vulnerabilities.
- Deployment of specialist end-point protection software services.
- Flexible Support Packs for additional, related, services.

4.28.3 Benefits

- Proactive approach to Oracle security management and patching.
- Provides peace of mind against escalating cyber-attacks.
- Augments existing security and Oracle administration services.
- Validates compliance with Oracle best practice security configuration
- Provides documentation to assist with your compliance and audit obligations.
- Facilitates segregation of duties (SOD) where required, providing an impartial review of your Oracle security management approach.

4.29 INOAPPS SOFTWARE ASSET MANAGEMENT (SAM) FOR SAAS

4.29.1 Introduction

Analyse, understand and optimise your Software as a Service investment.

If you want to regain visibility, take control and expand your knowledge of the Oracle Software as a Service (SaaS) deployed across your business, this service is for you.

Our Oracle SaaS Subscription Review has been designed to help you gain insight into the Oracle SaaS processes that support your business. It gives you the information you need to make informed decisions about your SaaS asset management and procurement.

4.29.2 Features

Inoapps provides Oracle SaaS Subscription Review services for all Oracle Cloud Applications. The service includes:

- Contractual Analysis: Our licensing specialists analyse the clauses in your contracts and provide an inventory of your licensed products. This includes metrics and quantities subscribed to and how they are deployed in the cloud.
- Data Analysis: Based on reports from your SaaS Console and the Inoapps Analysis Tool, we analyse users, roles and privileges in order to:
 - Establish which roles are customised.
 - Map users to roles and privileges.
 - Identify how much each user potentially costs to help reduce the most expensive usage if necessary.
 - Identify patterns in your data, such as recurring unlicensed usage.
 - Assess the impact of predefined roles within your environments.

4.29.3 Benefits

- Actionable Insights
 - You will receive a clear report that outlines product usage, configurations, areas for concern, and recommendations, along with detail of areas that are risk free.
- Fixes and Remodelling
 - We help you fix the areas of concern as cost-effectively as possible. You also receive technical data that allows you to remodel without any changes to your live environments to help you plan your strategy and manage the changes.
- Functional Benefits
 - As part of our review of roles and benefits, we assess where functional enhancements could be made to support greater efficiency.

4.30 INOAPPS SOFTWARE ASSET MANAGEMENT (SAM) RIGHTSIZING

4.30.1 Introduction

If you have not yet made the move to the Cloud, the Inoapps Right-Sizing service could also help your business to obtain full visibility of the existing on-premises environment ahead of a Cloud migration. Getting early visibility of what your Oracle environments are consuming before you make the move is hugely beneficial, not least because it flags potential problem areas and highlights optimisation opportunities long before you commit funds to a new business platform.

4.30.2 Features

- Obtaining visibility of your Oracle deployments.
- Gaining an explanation of licensing rules.
- Creating a compliance check with your existing agreements and license purchases to be sure you are not breaching or exceeding them.
- Running measurements across your estate for accurate, evidential data.
- Pinpointing problem areas.

4.30.3 Benefits

- Creating discussions with your own teams about what and where and why deployments exist.
- Identify which are legacy areas that won't be able to migrate to Cloud due to technical limitations - and being able to work out a plan to tackle them.
- Knowing which existing licenses you can take into Cloud...
- ...and which you have to purchase separately.
- What cost savings you could expect to make.
- What future expenditure you might have to consider.

5 ADDITIONAL INFORMATION

5.1 SFIA RATE CARD

All of our consultancy services are priced by a common set of rates tables, based on the 'Skills for the Information Age (SFIA)' Definitions & Rate Card, as attached to our listings. This gives day rates for consultants of different levels of experience undertaking different types of roles in different types of projects. Further details can be provided if required, but we would normally expect to agree what level of supporting resource(s) were required for a given project with a customer, which will enable us to determine what rate(s) are appropriate.

5.2 PRICING FOR G-CLOUD OFFERINGS

Please see the individual pricing document per G-Cloud Offering for information regarding the specific pricing for items within Inoapps' listings.

5.3 PAYMENT TERMS

In line with the terms and conditions of G-Cloud 15.

5.4 CONTRACT PERIOD

The minimum contract period is 12 months, rolling renewal, arrangement. However, we will honour and work to support other arrangements in the event that existing customer contracts and/or governmental policy changes dictate variations to our stated terms.

Please note that example models provided have been estimated based on a 24-month agreement.

5.5 TERMINATION

After agreed initial term, termination is possible with 3 months' prior notice with payment for any unpaid months.

Where there is no licencing agreement for the consultancy services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and the Call Off contract.

Where software licencing terms are included for product delivery, then these would apply, in conjunction with the Framework Agreement.

5.6 TERMS AND CONDITIONS

Inoapps Terms and Conditions will apply with regards to implementation, product and support services.

Oracle Cloud hosting agreements will apply for Oracle Cloud products.

Prices exclude VAT.

Prices exclude expenses which will be charged as incurred in line with G-Cloud terms.

5.7 PRICING FOR IMPLEMENTATION

Where we are providing implementation of a system/solution (as opposed to consultancy), with one of our partners, this is generally presented as a separate service offering in our G-Cloud portfolio, highlighting the particular product concerned. For products which are not listed separately, we would be pleased to discuss how we might incorporate these as part of our ERP implementation service and or provide a quote.

5.8 ONBOARDING AND OFFBOARDING SERVICE

5.8.1 Oracle Cloud

Inoapps believe that our Project Methodology blends Inoapps' proven model for Oracle implementations to date with the phasing and elements of Oracle Unified Methodology with PRINCE2 Project methodology.

This approach is recommended to our customers to provide standard out of the box functionality based upon configuration, not customisation, to drive a rapid and predictable implementation and rollout. Onboarding is charged in line with our SFIA Rate Card.

5.8.2 Project Phase Outline

- Initiate
 - Team Onboarding
 - Project Kick Off
- Model
 - Solution Design Workshops
 - System Configuration
 - Application Walkthrough Demonstrations
 - Solution Sign-off
- Validate
 - System and Integration Testing
 - System Familiarisation Sessions
 - User Acceptance Testing
- Embed
 - Cutover
 - Dress Rehearsal
 - Go Live
- Sustain
 - Post Go Live Support
 - Transition to Managed Service

5.8.3 Onboarding

Inoapps' project onboarding is structured, formal, and methodology-led, ensuring both the customer team and Inoapps delivery resources are aligned from day one. Onboarding sits within the INITIATE phase of the Inoapps Implementation Methodology and includes governance setup, mobilisation, induction, and preparation for design activities.

Key activities:

- Team mobilisation and onboarding
- Project Kick-Off & Planning Alignment
- Onboarding Packs, Induction & Environment Preparation
- Setting Governance, Stage Gates & Entry/Exit Criteria
- Resource Mobilisation & Role Alignment
- Early System Familiarisation & Best Practice Orientation

5.8.4 Offboarding

Inoapps follows a structured, secure, and best-practice-aligned approach when offboarding from any project. The process ensures continuity for the client, compliance with internal controls, and protection of customer environments. While Inoapps follows a standard internal process aligned with contractual requirements, each customer may define additional security, compliance, or documentation requirements. These are incorporated into the offboarding plan on a project-by-project basis. Offboarding is charged in line with our SFIA Rate Card.

5.9 SERVICE MANAGEMENT

Oracle Products are accredited to ISO9001 quality standards and delivered in line with the ITIL Framework and according to a proven PRINCE2 based project management methodology. We are accustomed to working in close collaboration with customers, often onsite, against agreed work and deliverable schedules.

5.10 SERVICE CONSTRAINTS

5.10.1 Maintenance Windows

Maintenance windows will be pre-agreed in line with the scope of the services purchased. The Oracle maintenance window is approximately every quarter.

5.10.2 Permitted Customisation

Inoapps G-Cloud listings are costed with the Out of the Box functionality. Customers may request as much customisation as they feel is required but this will be subject to additional consultancy charges in line with the SFIA rate card.

5.10.3 Depreciation Schedule

The Oracle schedule for depreciation of features/standard support is issued 12 months in advance of any changes being made.

5.11 SERVICE LEVELS

5.11.1 Inoapps Consultancy Service Levels

Inoapps services are offered via the Cloud Store and comply with the G-Cloud framework terms and conditions. These G-Cloud terms and conditions are accompanied by Inoapps' own Terms and Conditions, which are available on the Cloud Store.

Service levels will be defined in the PID and agreed at service on-boarding and will cover the following aspects of consultancy service delivery:

- Time, as defined in the Project Plan. For example, a consultancy project to define the requirements for the procurement of a new system may be constrained by the target date for publishing an OJEU notice to the market.
- Cost, as defined in the Initial Business Case. For example, the customer may wish to impose limit of liability on the work or agree a fixed price.
- Quality, as defined in the Quality Plan. For example, the work is to be carried out to a specific level of detail e.g., technical design, level of detail surrounding functional and non-functional requirements specifications.

5.11.2 Inoapps Cloud Managed Service Levels

Availability to be discussed as part of overall contractual discussions.

5.11.3 Inoapps Hosting Service Levels

Availability to be discussed as part of overall contractual discussions.

5.12 SERVICE CREDITS

Any diminution of service away from the agreed Service Levels will be the subject of recompense in accordance with the G-Cloud framework terms and conditions.

5.13 TRAINING

Inoapps always aims to provide skills transfer to customer staff throughout assignments. We are also offering to provide more formal training services to customer staff on the new products, systems and processes that may be associated with a Cloud solution implementation.

5.14 ORDERING AND INVOICING

Inoapps is an experienced framework contractor. Orders through the G-Cloud framework would involve discussion of requirements, agreement and completion of a Call Off contract, and submission of a Purchase Order. We would then set up a mutually acceptable start date and commence work.

Invoicing would be based on whatever is most appropriate for the type of service being delivered, from the submission of monthly timesheets and any expenses, or staged payments for the consultancy tasks, through to milestone payments based on acceptance of deliverables for system implementations. Payment terms are 30 days.

5.15 CUSTOMER RESPONSIBILITY

For any given call off requirement, the dependencies on the customer associated with the work (which would differ in each case) would be discussed and agreed before commencement, and form part of the Call Off contract.

5.16 TECHNICAL REQUIREMENTS

Prior to any commercial agreements being made, any technical requirements would be discussed in detail and form part of the Call Off contract.

5.17 INFORMATION ASSURANCE

Inoapps Ltd are committed to the principles of ISO27001 and strive to be a force for best practice data management and security. The data centres that we use for our Cloud services are ISO27001 certified or equivalent. All Oracle Products are also certified to ISO27001.

5.18 BACKUP AND DISASTER RECOVERY

Backup and Disaster Recovery procedures and invocation remain the responsibility of the customer. Inoapps are however in the position to offer consultancy in this area.

5.19 DATA MIGRATION AND INTEGRATION

Unless specifically stated as in scope within the relevant Service Definition section, Data Migration and Integration will be scoped and costed on a case-by-case basis and in line with the SFIA rate table.