



Trust. Value. Velocity

G-Cloud 15

Oracle Fusion Transformation Service

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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in contexts of high uncertainty and complexity, while collaborating across multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, the Ministry of Defence and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP and API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures primarily drive Public Sector organisations. We need to be Agile and flexible to meet demands driven by policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	- Cloud engineering and migration - Legacy modernisation - Low code / no code App Dev - DevSecOps - Enterprise integration	- MACH - Digital commerce - UX and CX - Platform engineering - Gen AI software development.
Oracle Cloud and enterprise apps	- Oracle Cloud applications - Oracle consulting - Oracle Cloud infrastructure	- Value-based delivery - Glide 4.0.
Data, automation and AI	- Cloud data modernisation - Business Intelligence and Analytics	- Data management - Intelligent automation - Data Governance.
Salesforce	- Sales Cloud - Service Cloud - Marketing Cloud - Industry Cloud	- Experience Cloud - Mulesoft.
Innovation labs and platforms	- Enterprise workforce scheduler - Connected enterprise - icx-Pro – intelligent part assistant	iLeaseFinPro.
Cloud enhancement managed services	- Oracle managed services - Digital managed services - Commerce managed services	Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

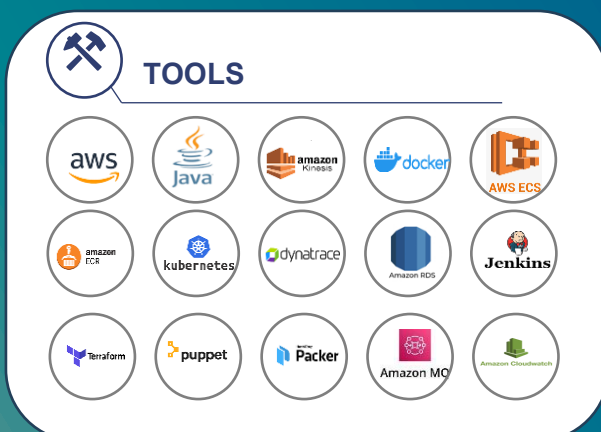
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place, directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place, providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni-channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

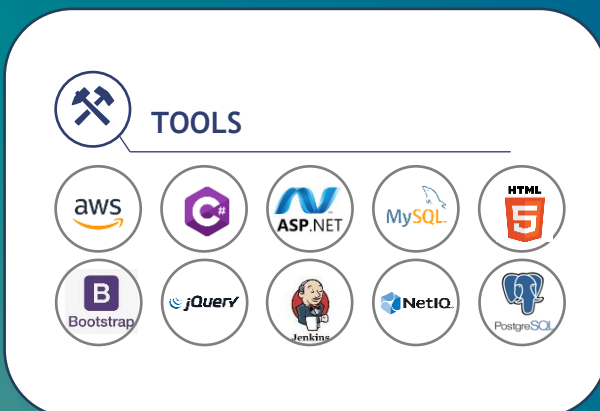
Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

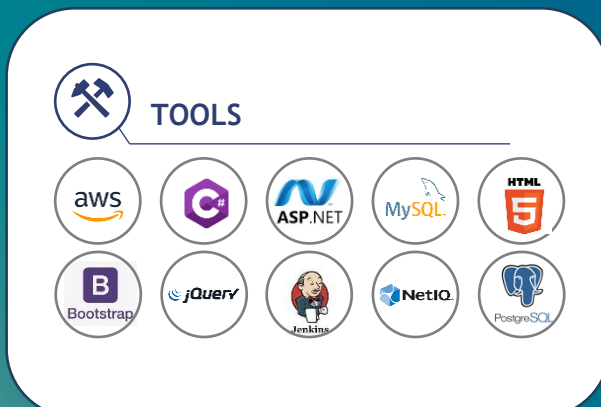
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test ; API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek is a renowned **Enterprise Digital and Cloud Transformation Specialist** with over 40 years of experience. We operate across over 40 countries across Europe, the UK, the US, the Middle East, Asia Pacific and India. With a workforce of 5,000+, our strongest asset, we have over 2,300 dedicated consultants who specialise in **Oracle ERP** technologies and possess strong industry and domain expertise. We have invested in Oracle consultants who are experts in their field, hold Oracle accreditations and have extensive implementation experience.

2.1 Mastek Oracle – Service Overview

Oracle Cloud Implementation	Oracle Cloud Data Migration	Testing-as-a-Service	Support Services	Cloud Optimisation
Implementation of Oracle Fusion (SaaS) applications for back-office transformation.	- End-to-end Data Extraction and Transformation Services from Oracle EBS and SAP to Oracle Cloud. - Data Migration from any legacy application to Cloud.	Provide resources, tools and technologies to undertake testing activities for SIT and UAT.	- Oracle Cloud support - Business change support - Testing support - End-user training support.	- Application rationalisation - Common data platform - Migration to Cloud - Leveraging low-code platform.
Integration	Reporting	Data Archival	Business Change	RPA
Delivering integration requirements across different technologies, including OIC, Mulesoft, Dell Boomi, Azure, etc.	- Transactional reporting via Oracle Cloud in-built tools. - Enterprise reporting via corporate reporting tools (OAC, Power BI, etc.)	Offering Data Archival services via: - DBCS / ADW + APEX - DBCS / ADW + OAC - Azure + Power BI - OCI (IaaS).	Service including: - Business change delivery, end-user training - Comms, stakeholder management - Client-side resources - Strategic CoE TOM.	- Implementation across multiple processes - Support services - Enabling customer RPA CoE team.

Figure 1: Mastek's Oracle – Service Overview

2.2 Snapshot of Masteks Experience

Mastek holds more than 17 years of rich **Oracle** experience and serves over 1,500 Oracle Cloud ERP customers across 40+ countries. As an exclusive Oracle Cloud implementation and consulting partner, we offer solutions across all Oracle Cloud pillars, including ERP, SCM, HCM, EPM, BI, CX and PaaS.

Amongst other major multiple industry recognitions, Mastek has recently been recognised as a 'Leader' in Everest Group's Digital Transformation Services PEAK Matrix® Assessment 2024.

This recognition highlights Mastek's expertise in **Cloud Modernisation, data analytics, automation and AI**.

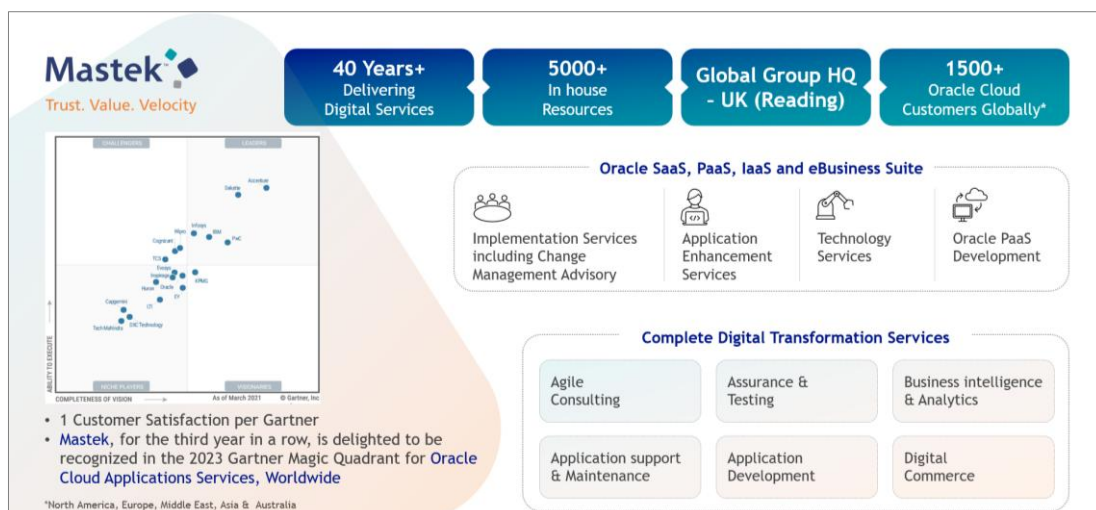


Figure 2: Snapshot of Masteks Experience

Mastek's diverse customer portfolio spans various sectors, including public sector, local and central government, higher education, engineering and construction, retail, utilities, finance, healthcare, logistics, media, manufacturing and distribution. This breadth of experience demonstrates our leadership and expertise in Oracle Cloud implementation.

Over the years, we have embraced cutting-edge technologies such as AI, IoT, machine learning and Robotic Process Automation (RPA) to develop and deliver advanced solutions for our clients.

Mastek is recognised as one of the few partners who provide solution offerings across all the pillars of Oracle Cloud, including Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Human Capital Management (HCM), Enterprise Performance Management (EPM), Analytics(OAC), Customer Experience (CX) and Platform-as-a-Service (PaaS).

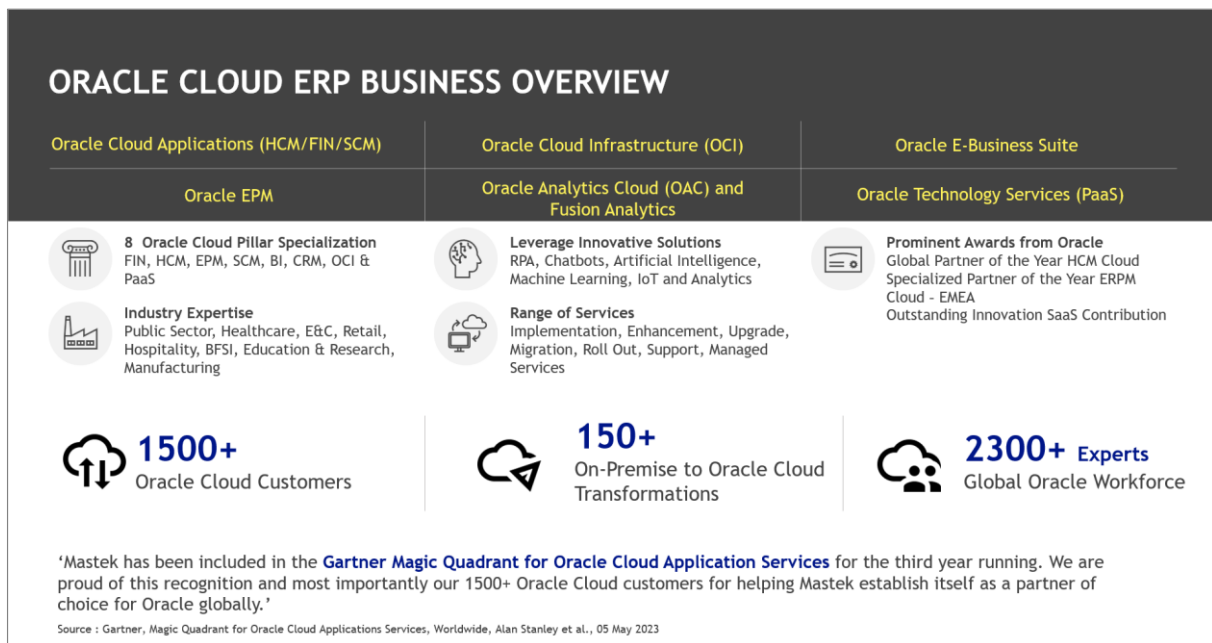


Figure 3: Oracle Cloud ERP Business Overview



Figure 4: Mastek's UK Public Sector Clients

"This transformational project has been exceptionally well managed, which is a testament to those involved, both from an internal South Ayrshire Council perspective and from Mastek as our service integration partner." Tim Baulk, Programme Director, South Ayrshire Council.

"The experience that we have had has brought out the best in people. The relationship between Mastek and the Suffolk staff has worked really well and they have been really complimentary," Louise Aynsley, CFO - Suffolk County Council.

"Oracle and Mastek provide the University with the perfect combination – a market-leading cloud solution to modernise and transform our user experience along with an expert implementation partner, in Mastek, to support our strategic aspirations"
Will Hopson-Hill, Director of Digital Transformation, London Metropolitan University.

3. Transformation Approach

We recognise the importance of supporting Public Sector organisations in meeting their business objectives by transforming to a Cloud-based solution. When collaborating with customers, our approach ensures that knowledge transfer is paramount to secure self-sufficiency within the customer and ensure ownership of the solution in the future.

This includes services and benefits covering:

- Migrating from an on-premises solution to the Oracle Cloud.
- Meeting the project objectives through working in partnership.
- Delivering a Future-Proofed Solution.
- Reducing Risk through our unrivalled experience.
- Training and Knowledge transfer.
- Supporting the implementation activity and adoption of Oracle Cloud Modern Best Practices.
- Implementation of the required reporting requirements utilising the out-of-the-box reporting where appropriate.
- Development of standard Oracle Cloud interfaces.
- Health checking of existing systems.
- Managed service for support, upgrades, data migration and interfaces
- Utilisation of our Value-Based Dashboards to monitor business activities and ensure the greatest return on your Oracle investment.
- Experience of more than 1500+ Oracle Cloud implementations, where using “Best Practice” principles has been fundamental to delivering consistently high levels of success.
- An established Mastek Cloud Centre of Excellence with a special focus on the Public Sector.
- Specific industry-ready accelerators for Public Sector organisations.
- Prebuilt Repository of Reports.
- Data migration assets across all three stages of extract, transform and load.
- Pre-built extensions and services to deliver robust integrations with minimal effort.
- Proven flexible and collaborative partnership arrangements with Public Sector organisations

Due to our unparalleled experience across the various Public Sector areas, we can supplement Oracle solutions with tailored public sector solutions to enhance the user experience and deliver additional measurable business benefits.

Our accelerated transformation program, **Mastek – ADOPT with AI**, is inclusive of the Mastek Oracle Cloud Public Sector (PS) tool kit with Public Sector-specific configuration templates and integrations. By adopting this approach, we work collaboratively with customers to deliver the true business transformation they desire.

ADOPT with AI not only covers the technical aspects of an implementation program but also includes other vital aspects of a successful transformation program, such as user training, requirements realisation, roadmap planning, upgrade assessment, managed services, technical support, knowledge transfer and change management. **ADOPT.AI** is Mastek’s Business-First, AI-Powered Oracle Cloud Methodology, driving faster, smarter and high-quality transformations. It

guides organisations through a structured Digital Odyssey, building confidence at each stage and helping you unlock the full potential of your Oracle Cloud ERP investments.

Mastek specialises in Oracle Cloud implementation for the UK public sector, with over 100 local, policing and central government customers, demonstrating a proven ability to modernise operations and deliver integrated solutions for these customers, as well as higher education institutions.

The key objective of any transformation programme is to deliver the desired outcome in a timely and cost-effective manner. The Mastek approach and toolset ensure that these key objectives are met, as well as:

3.1 Delivering a Future-Proofed Solution

- Mastek ADOPT approach is centred around establishing a long-term relationship.
- Because of our delivery of high-quality solutions, our customers turn to us for both advice and additional services beyond the scope of the initial project. Examples of this include Northumberland County Council, the London Borough of Lambeth, Brent Council, the NEP Shared System Group, the Shaner Hotel Group, Provita International Medical Centre and LB Camden.

3.2 Reducing Risk

- Mastek's commitment to supporting the delivery of the solution at a fixed cost, fixed scope, but can also discuss shared goals, placing a part of the project as collateral to ensure mutual success.
- Lessons learnt from the delivery of Oracle Cloud Services at previous public and private sector implementations both in the UK and globally, with an established Alumni and user community who would be happy to share experiences.
- Mastek are the first Oracle partner in the country to deliver Oracle Cloud Public Sector Payroll, which went live at the London Borough of Lambeth in April 2018 and we have continued to enhance the payroll offering since then

3.3 Support Implementation Activity and Adoption of Oracle Cloud Modern Best Practice

Our approach 'ADOPT' has been designed to ensure the successful adoption of Oracle Cloud and has evolved from Mastek's experience with over 1500 Oracle Cloud deployments, especially lessons learnt from the ongoing delivery of Oracle Cloud Services within our Public Sector customer base.

3.4 Migration of Relevant Data from the Legacy Platform

Mastek offers solutions and services that support efficient, error-free data migration. These include tools for early Data Validation and quality checks, as well as tools and services that support the client in reconciling balances.

Based on our experience migrating customers to the Oracle Cloud, we have extensive experience using Oracle Integration Cloud to automatically migrate data from your current system.

3.5 Pre-Built Public Sector Reporting Repository

Mastek has a prebuilt repository of more than 300 reports, including 65+ Oracle Cloud PS-specific reports, that provide ready outputs, enabling users to have an end-to-end view of the solution from the CRP phase. It also provides various optional templates for similar requirements, helping choose the right format and content for the reports.

3.6 Training and Knowledge Transfer

Based on our experience of working with customers who have multiple business entities, we have developed a model of extended training where we enable a set of super users in the customer's own environment who are not only trained on the processes but also trained on executing the basic configurations needed for setting up a new entity or branch. We believe that adding such an extended training team results in customer self-sufficiency, not only in supporting long-term implementation but also in configuring new entities when required.

3.7 Development of Standard Interfaces to Oracle Cloud

Mastek utilises Oracle Integration Cloud, which provides a user-friendly tool for creating, amending and managing integration requirements across the application, enabling organisations to be self-sufficient in the future when third-party changes or new integrations are required.

Mastek's experience delivering Oracle Cloud implementations has demonstrated that one of the most important components for success is "**collaboration**". It is essential that all parties work together as one project team, building trust and working as a partnership, each bringing their expertise and knowledge to the project.



Figure 5: Collaboration Approach

The Mastek Public Sector experience, toolkit, collateral and proven approach will ensure an effective transition to Oracle Cloud Services. Our wealth of Public Sector knowledge, pre-built PS integrations and reports enable customers to deliver successful devolved activities to managers, provide information at their fingertips, and, most importantly, reduce manual intervention and reliance on Excel spreadsheets.

At Mastek, we strongly believe in continuous learning and evolution. Our approach ensures that what we learn from each implementation - such as the most common business requirements, key solution decisions, typical reporting needs, most frequently requested custom extensions, etc. is noted and used to develop a standard solution which can be shared further.

Based upon our depth of understanding of Public Sector organisations, along with our relevant experience of migrating customers to Oracle Cloud, including Oracle Cloud Payroll, along with Mastek extensions, industry-specific knowledge and depth of resources, we are totally confident in our ability to work in partnership with the Public Sector organisations to achieve the desired objectives described.

4. Solution Offerings

Mastek provides a number of Fixed Scope Offerings (FSOs) at a fixed cost, as detailed below.

These ‘pre-packaged’ FSOs provide Public Sector organisations with a swift, agile implementation based on predefined template parameters, completed within a set timescale. The FSO can be supplemented with localisations and personalisations, for which charges will be based on the rate card.

Further information regarding the detailed scope can be provided upon request.

The following Fixed Scope Offerings are available:

4.1 Financials and Procurement

Offerings	Solution/Modules to be Implemented	
Financials	- General Ledger - Accounts Payable - Accounts Receivable - Cash Management - Fixed Assets	- Transactional BI - Advance Collections - Expenses - Risk Cloud suite.
Procurement	- Self-Service Procurement - Purchasing - Sourcing - Supplier Portal	- Supplier Qualification Management - Procurement Contracts - Inventory - PIM (Product Information Management).
Projects	- Projects Billing - Projects Control - Project Costing	- Project Contracts - Project Management - Transactional BI.
Public Sector Templated solution	Financials: - Self-service business solutions like Customer Creation Form, Invoice Request Form and Journal Creation Form - Making Tax Digital (MTD) - CIS Solutions - Direct Debit and Modulus Check - One-Time and Ad-Hoc Payment solution.	Procurement: - Supplier Credit rating - Project-driven supply chain - Quick Quotes (RFQ) - Auto Receipt Notices to Contract Finder (integration with CF).

4.2 HCM – HR and Payroll

Offerings	Solution/Modules to be implemented
Talent Acquisition (Recruitment)	• Recruitment • Onboarding.
Learn and Helpdesk	• Learn • HR Helpdesk.
Core HCM	• Core HCM • Absence Management • Benefits • Payroll Interface • Transactional BI
Talent Management	• Core HCM • Goal Management • Performance Management • Talent Review and succession planning • Transactional BI
Time and Labour, Workforce Scheduler	• Timesheets • Overtime processing • Enterprise Workforce Scheduler
Public Sector Templated solution	• HR and Payroll solutions as per UK legislation for Pensions, Payroll and Statutory Pay. • AI solutions like Pay Clock, Talent Genius, etc.

4.3 EPM: Planning and Budgeting (PBCS)

Offerings	Solution/Modules to be implemented
EPBCS	• Financial and Capital Planning.
EPM (PBCS)	• Budget Monitoring, Budget Setting and Projects Monitoring for Local Government • Narrative Reporting.
PBCS/Hyperion Planning for Healthcare	• Budget Setting.
Public Sector Templated solution	• PBCS Solution covering directorate-specific budgeting and forecasting models, such as Education Budgeting, Adult Social Care, Housing, etc. • RO/RA Return automation.

5. Additional Services

5.1 Maturity Assessment for Continuous Improvements and Innovation

The maturity assessment has been designed to evaluate the current level of self-service usage and the user experience within the Oracle install base. The purpose of this assessment is to identify gaps in configuration, areas requiring improvement, recommendations for automation and strategies to promote self-service across the Oracle portfolio. This helps customers get the best value from the investment in Oracle Cloud and its functionalities.

To achieve this objective, we deploy our key resources quarterly throughout the managed services contract to interview key users and stakeholders, perform a health check of the systems and generate a report on the systems' maturity. Having achieved success at several councils, maturity assessment is a well-established practice at Mastek.

5.2 Enterprise Architecture

Mastek's Enterprise Architecture (EA) Review is a strategic planning framework (TOGAF) that organisations can use to align their business objectives with IT strategy and infrastructure. It encompasses a holistic view of an organisation's structure, processes, systems and technologies, aiming to optimise them for efficiency, agility and innovation.

Here's a summary:

- The primary goal of EA Review is to facilitate alignment between business goals and IT capabilities. It helps organisations understand how their business processes and technologies interact and how they can be optimised to support the overall objectives.
- The key components of the EA are Application/Technology Architecture, Business Architecture and Data Architecture.
- The key benefits that the customers will avail are alignment of IT Initiatives with the business objectives, optimisation of processes and technologies and a structured roadmap for technology planning.

5.3 Process Excellence Review

Mastek's Process Excellence Review is a business strategy service that continuously improves organisational processes to enhance efficiency, automation, quality and customer satisfaction. It involves the systematic analysis, redesign and optimisation of workflows and procedures to eliminate inefficiencies, reduce errors and increase productivity.

The benefits customers would get include cost reduction by eliminating inefficiencies, increased automation to reduce manual and repetitive tasks and enhanced employee and customer satisfaction.

5.4 Cloud Enhancement and Managed Services

Mastek helps organisations tackle their business and technology challenges across the end-to-end digital product/service lifecycle, as illustrated in the following figure:

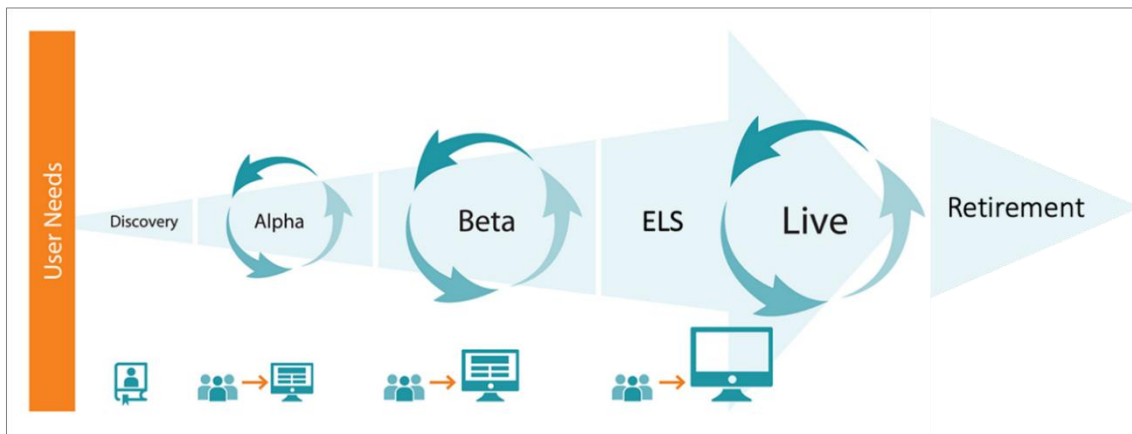


Figure 6: End-to-End Digital Product/Service Lifecycle

Our Agile Service Management (ASM) service is designed to sustain and continuously improve your Oracle applications and usage in live service operations from Early Life Support (ELS) through Live to retirement.

Our ASM service comprises several components that can be provided as an entire package or customised to meet your specific service needs, as illustrated in Figure 8.

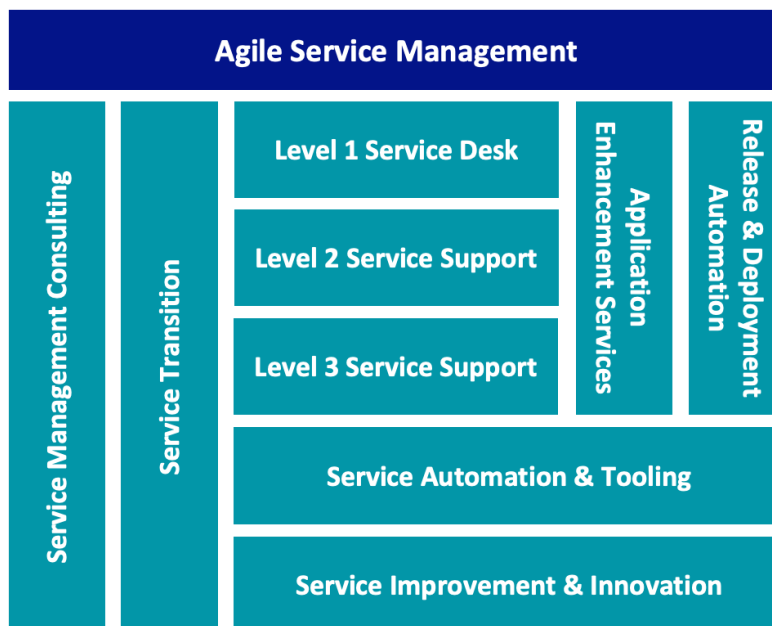


Figure 7: Agile Service Management

In delivering ASM and its service components, we adopt and blend Agile and ITSM methods and best practices to provide:

- Proactive monitoring and maintenance services to maximise your Oracle landscape's availability and operational performance.
- Responsive support services to rapidly fulfil service requests, resolve incidents and eliminate their root causes.

- Accelerated delivery of changes and enhancements to your applications and cloud environments/platforms to improve service quality, optimise cost and meet new/emerging business needs.
- Quality assurance through automated testing of iterative deliveries to accelerate time to delivery and add value early.
- Service operations automation that leverages tooling to accelerate the execution of recurring, repetitive and effort-intensive tasks.
- Operational services for database, environment, platform and server (including IaaS and PaaS) to provide a rock-solid, high-performance foundation.
- Multi-modal delivery model options, operating with a “One Team” ethos.
- Overarching service management ensures that your expectations are met consistently and the continuous improvement pipeline is managed through governance and assurance activities.

We underpin our service delivery with an ethos of knowledge sharing and continual service improvement.

We deliver services from our best-shore service centres, configured to suit your needs. This can include on-site (co-located with your team), near-site (from one of our UK delivery centres), offshore (from our secure offshore delivery centres), or a hybrid that matches your requirements and security considerations.

We integrate service delivery end-to-end, using standardised Agile and ITSM methods and processes enabled by our tooling or integrated with your tooling environment. Through these methods and tools, we assure the quality of service against agreed performance measures and identify opportunities for continual service improvement to ensure that services continue to provide value for money, responsiveness, flexibility and safeguard operations.

6. Key Components of the Mastek Oracle Cloud Practice

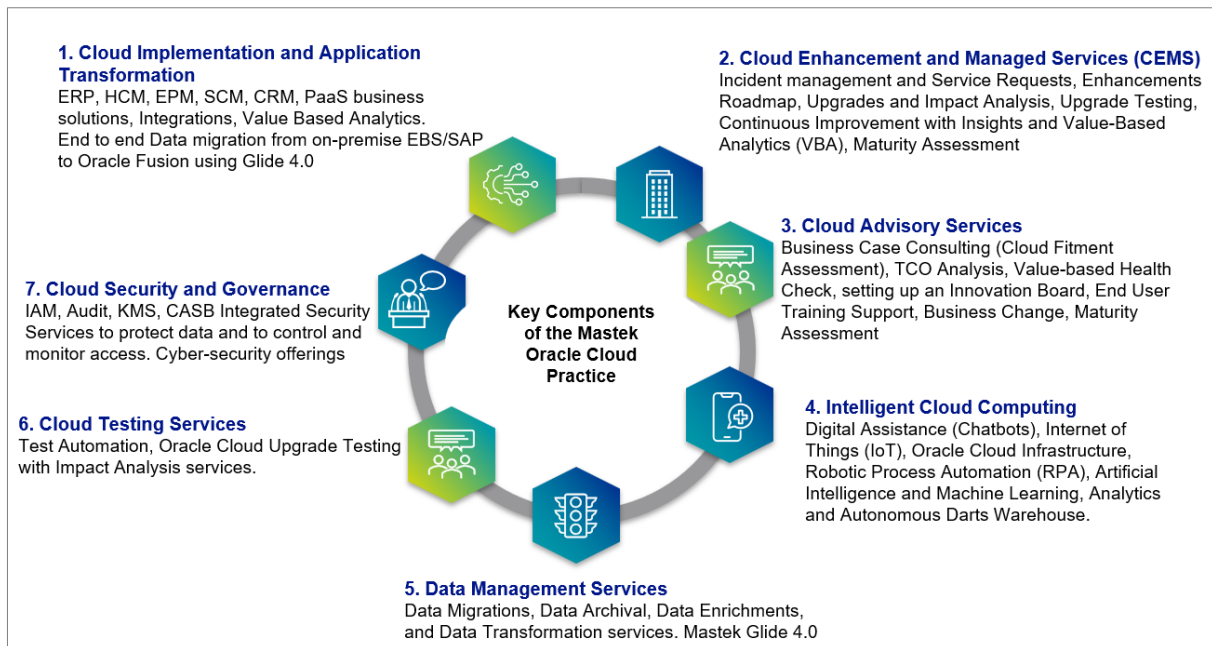


Figure 8: Key Components of the Mastek Oracle Cloud Practice

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