

G-CLOUD 15

SERVICE DEFINITION DOCUMENT

ORACLE FUSION DATA INTELLIGENCE (FDI) IMPLEMENTATION

Contents

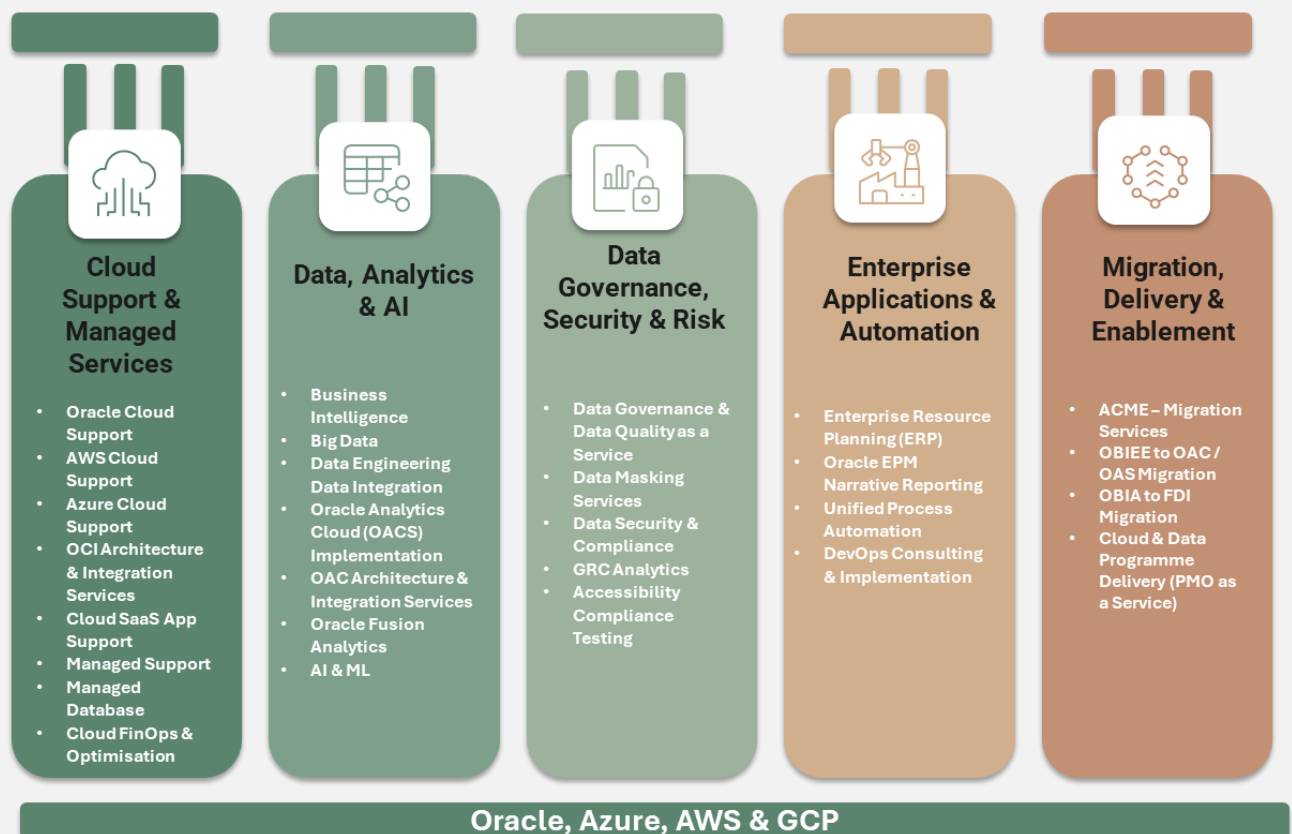
1. About VAAMG Consulting	3
2. Service Overview	4
2.1 Service Name.....	4
2.2 Service Objective.....	4
2.3 Service Description.....	4
2.4 Tech Stack & Intended customers	4
2.5 Service Offerings	5
2.6 Service Benefits.....	5
2.7 Service Support window	5
2.8 Service Levels	6
3. Service Onboarding & Offboarding.....	6
3.1 – key tasks for Onboarding of services	6
3.2 – key tasks for Off-boarding of services	7
4. Pricing Models	8
5. Engagement & Support Models.....	8
6. Contact Us.....	9

1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and Salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Oracle Fusion data Intelligence Implementation (HCM, ERP, SCM, CX & EPM)

- FAW- Fusion Analytics Warehouse
- FDI – Fusion Data Intelligence
- FDIP - Fusion Data Intelligence Platform

2.2 Service Objective

The service objective of FAW implementation is to seamlessly implement Oracle Fusion Analytics Warehouse for our clients, providing them with a robust platform for comprehensive data analysis and reporting.

2.3 Service Description

Our **Oracle Fusion Data Intelligence (FDI) Implementation Service** delivers a comprehensive, end-to-end analytics capability across **all Oracle Fusion Cloud applications**, including **ERP, HCM, SCM, CX, and EPM**. We provide meticulous configuration, tailoring, and deployment of Oracle's pre-built and extensible analytics solutions to ensure alignment with each client's business objectives and operating model.

We work in close partnership with stakeholders to understand cross-functional reporting requirements, KPIs, and decision-making needs, enabling us to design a unified analytics layer that delivers consistent, trusted insights across finance, HR, supply chain, and customer operations. Our service covers the full implementation lifecycle—from secure data ingestion and semantic modelling to role-based dashboard design and executive reporting.

By leveraging Oracle best practices and extensibility features, we ensure seamless integration with Fusion applications, scalability for future growth, and rapid time-to-value. The result is a robust, governed analytics platform that provides real-time and strategic insights, supports data-driven decision-making, and maximises the value of Oracle Fusion investments.

2.4 Tech Stack & Intended customers

- Oracle
- All Enterprise Customers

2.5 Service Offerings

This service offerings aim to help organizations leverage Oracle Fusion Analytics Warehouse to gain actionable insights, drive data-driven decision-making, and achieve their business objectives with confidence.

- ❖ **Data Integration:** Integrate disparate data sources into the Oracle Fusion Data Intelligence (FDI) for a unified view of business data for all Fusion application including SCM, HCM, ERP, EPM and CX . This includes designing and implementing integrations using Oracle Integration Cloud (OIC), Oracle Integration Cloud Service (ICS), Oracle Data Integrator (ODI), or other integration platforms.
- ❖ **Implementation planning and strategic consultation:** By developing a roadmap for successful implementation.
- ❖ **Consulting:** providing expertise guidance for long term success
- ❖ **Customization:** Customize dashboards, reports, and analytics models to align with client-specific requirements.
- ❖ **Deployment and Configuration:** Ensure seamless deployment and configuration of the analytics warehouse within the client's infrastructure.
- ❖ **Training and Knowledge Transfer:** Provide comprehensive training to client teams on utilizing and managing the analytics platform effectively.
- ❖ **Requirements Analysis:** Thoroughly assess client needs and objectives to tailor the implementation accordingly.

2.6 Service Benefits

- **Enhanced Decision-Making:** Empower clients with actionable insights derived from advanced analytics capabilities.
- **Improved Operational Efficiency:** Streamline data management processes and optimize business operations.
- **Scalability and Flexibility:** Scale the analytics solution to accommodate evolving business needs and data volumes.
- **Data-driven Insights:** Drive business growth and innovation through data-driven decision-making.
- **Competitive Advantage:** Gain a competitive edge by leveraging Oracle's state-of-the-art analytics technology.
- **Data Governance and Security:** It includes robust data governance and security features to protect sensitive data and ensure compliance with regulatory requirements. This includes role-based access controls, encryption, masking, and auditing capabilities.

2.7 Service Support window

- **Onshore Support (UK-based):**
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.

- **Hybrid Support (Onshore + Offshore):**
24x7 support coverage, including weekends and public holidays.

2.8 Service Levels

Level	Scope of Service
Basic	Entry-level support suitable for organizations with basic FDI implementation needs such as initial set-up and configuration of FAW, basic guidance on data loading and connecting data source etc.
Standard	Comprehensive support level suitable for organizations with moderate FAW implementation needs such as customized set-up and configuration, proactive guidance, assistance with data integration etc.
Premium	Support offering personalized assistance and proactive guidance for mission-critical FAW implementations. Dedicated account manager and support team for personalized assistance and strategic guidance

3. Service Onboarding & Offboarding

3.1 – key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).
- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.

- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models.

Please refer to our Pricing document for details and rate cards. We are happy to provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and cost-effectiveness while maintaining control on delivery. Key Features ❖ On-demand skilled resources (onshore / offshore / hybrid) ❖ Scalable team capacity based on project phases ❖ Full integration with partner/client's processes and tools ❖ Best suited in scenarios with interdependency in deliverables	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects with clear timelines, outputs, and responsibilities. Key Features ❖ Clearly defined scope, timeline, and milestones ❖ Fixed or milestone-based pricing ❖ End-to-end delivery accountability ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

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