

G-CLOUD 15

SERVICE DEFINITION DOCUMENT

Assess Configure Migrate Enable (ACME) – Migration Services

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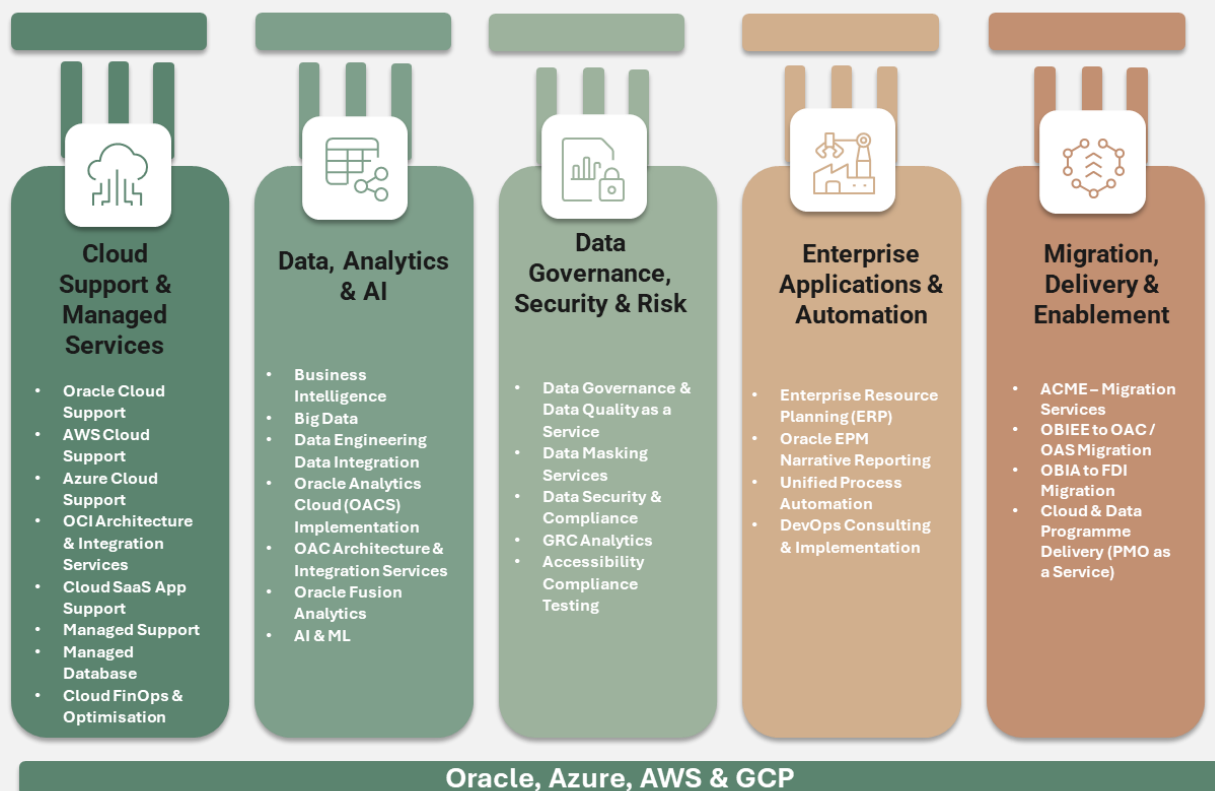
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1. About VAAMG Consulting

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

Assess Configure Migrate Enable (ACME)

2.2 Service Objective

The objective of VAAMG's Migration and Modernisation - **ACME Service** is to enable organisations to transition confidently and securely from legacy environments to modern, scalable, and cloud-enabled platforms. Our service is designed to minimise operational disruption, protect data integrity, and accelerate realisation of business value while reducing technical debt and complexity. Through a structured and proven approach, we ensure migrations are aligned to business priorities, regulatory requirements, and long-term digital transformation goals.

Our key service objectives are to:

- Deliver a **smooth, low-risk migration** from legacy and on-premise systems to modern cloud or hybrid environments.
- Ensure **data integrity, security, and continuity of service** throughout all migration activities.
- Modernise analytics and reporting capabilities by transitioning from legacy tools to **Oracle Fusion Data Intelligence (FDI)** and **Oracle Analytics Cloud (OAC)**.
- Reduce operational complexity and cost through **platform rationalisation and database consolidation**.
- Improve **scalability, performance, and resilience** by leveraging modern cloud architectures.
- Accelerate time-to-value through a **structured, repeatable migration approach** using VAAMG's ACME framework.
- Enable **high user adoption and operational readiness** through training, documentation, and knowledge transfer.
- Establish a future-ready foundation that supports **ongoing innovation, automation, and data-driven decision-making**.

2.3 Service Description

VAAMG provides a comprehensive **Legacy-to-Modern Migration Service** designed to help organisations transition seamlessly from legacy, on-premise, and fragmented platforms to **modern, scalable, and cloud-enabled environments**. Our service supports a wide range of migration scenarios, including workload migrations, database consolidation, platform upgrades, and analytics modernisation.

We specialise in transitioning organisations from legacy technologies—such as **OBIEE and on-premise data warehouses**—to modern analytics and data platforms including **Oracle Fusion Data Intelligence (FDI)** and **Oracle Analytics Cloud (OAC)**. Our approach ensures continuity of service, data integrity, and minimal disruption to business operations throughout the migration lifecycle.

At the core of our delivery is **VAAMG's ACME Framework (Assess, Configure, Migrate, Enable)**, a structured and proven methodology that provides clarity, control, and assurance at every stage of the migration. We begin by assessing the current landscape to identify risks, dependencies, and optimisation opportunities. We then design and configure a target-state solution aligned to business, technical, and security requirements. Migration activities are executed in a controlled, phased manner to minimise operational impact, followed by enablement activities to ensure user adoption, operational readiness, and long-term sustainability.

Our service is platform-agnostic but Oracle-centric, supporting **on-premise, hybrid, and cloud** environments across Oracle Cloud Infrastructure (OCI) and integrated third-party platforms. The outcome is a future-ready environment that improves performance, resilience, and insight while maximising the value of existing and new technology investments.

2.4 Tech Stack & Intended customers

- Oracle Cloud
- Intended Customers: All Public and private sectors.

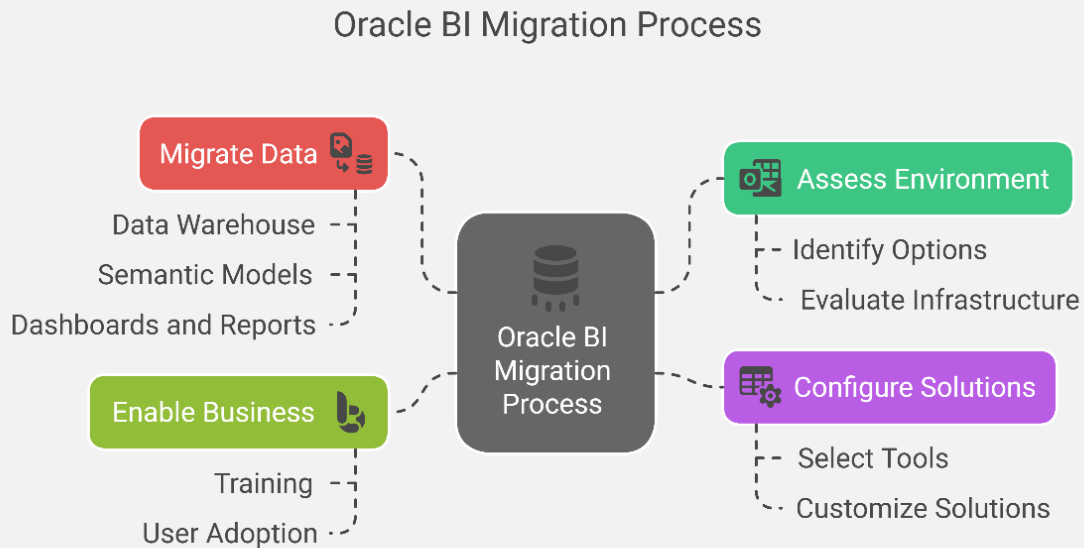
2.5 Service Offerings

Our Migration and Transition Service Offering Includes:

- **Free Assessment and Discovery Phase:** Book a free assessment with us, and our experts will conduct a thorough discovery phase to assess your current architecture, configurations, data, dashboards, and reports. This step will provide a detailed migration roadmap and can reduce the total project cost by 10-15%.
- **Assessment of Current Environment:** We perform a comprehensive evaluation of your existing systems, including configurations, architecture, data, and content. This step ensures we understand the complexities and unique requirements of your current environment to create a tailored migration plan.
- **Configuration of the New Environment:** Based on the assessment, we configure the new environment, such as Oracle Analytics Cloud (OAC), to align with your business needs. This includes setting up security, performance optimization, and connectivity to ensure a smooth transition.
- **Data and Content Migration:** We migrate all data, reports, dashboards, and other content from the old system to the new environment. Our experts use

advanced tools and methodologies to ensure data integrity, minimize downtime, and reduce risks associated with migration.

- **Business Enablement and Training:** We empower your team to make the most

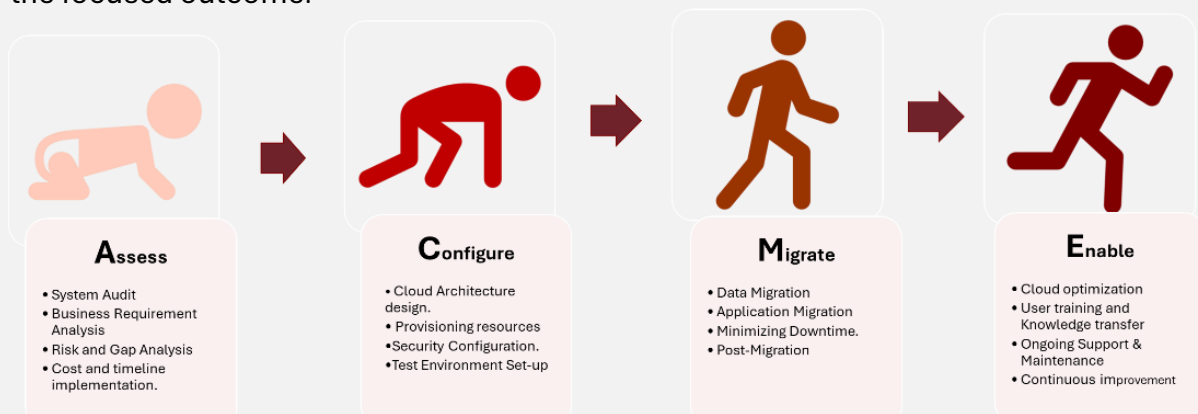


of the new system functionalities and features. This includes training, support, and knowledge transfer sessions to ensure a smooth transition and quick adoption.

- **Post-Migration Support:** Our support doesn't end with the migration. Post-migration, we enable your business to fully leverage the new system's functionalities and features. This includes comprehensive training for your teams, knowledge transfer sessions, and ongoing support to ensure quick adoption, optimal use, and minimal disruption to daily operations.

Here's a real-world example of how we helped move from Oracle's legacy BI system to their latest analytics solution—powered by the ACME framework. Check out the details below

Service Approach : Our four-phase migration approach ensure that organization starting their cloud journey reach the desired state with each step focusing delivering the focused outcome.



2.6 Service Benefits

- **Reduced Migration Costs:** Our free assessment can reduce migration costs by 10-15%.
- **Tailored Configurations:** Customized environment configurations ensure your new system aligns perfectly with your business goals.
- **Smooth and Secure Migration:** Our proven migration strategies minimize risk and ensure data integrity and security.
- **Business agility :** Real-time insights for proactive decision-making.
- **Cost Saving:** Reduced hardware, licensing, and operational expenses.
- **Improved User experience :** Intuitive tools empower teams to self-serve analytical needs.
- **Scalability:** Easily expand to meet growing business and data needs.
- **Comprehensive Training and Support:** We empower your teams to maximize the benefits of the new system, driving quicker adoption and greater ROI.

2.7 Service Support window

- **Onshore Support (UK-based):**
 - 09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
 - **Typical response time:** within 2 business hours for high-priority issues; 4–8 hours for medium-priority issues.
- **Hybrid Support (Onshore + Offshore):**
 - 24x7 support coverage, including weekends and UK public holidays.
 - **Typical response time:** within 1 hour for high-priority issues; within 4 hours for medium-priority issues.

2.8 Service Levels

Level	Support
Basic	Entry-level support suitable for organizations with limited BI needs such as basic access, basic troubleshooting etc.
Standard	Comprehensive support level suitable for organizations with moderate BI usage.

Premium

Personalized assistance and proactive guidance with dedicated account manager and support team for personalized assistance.

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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