

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
Data Masking Services

Contents

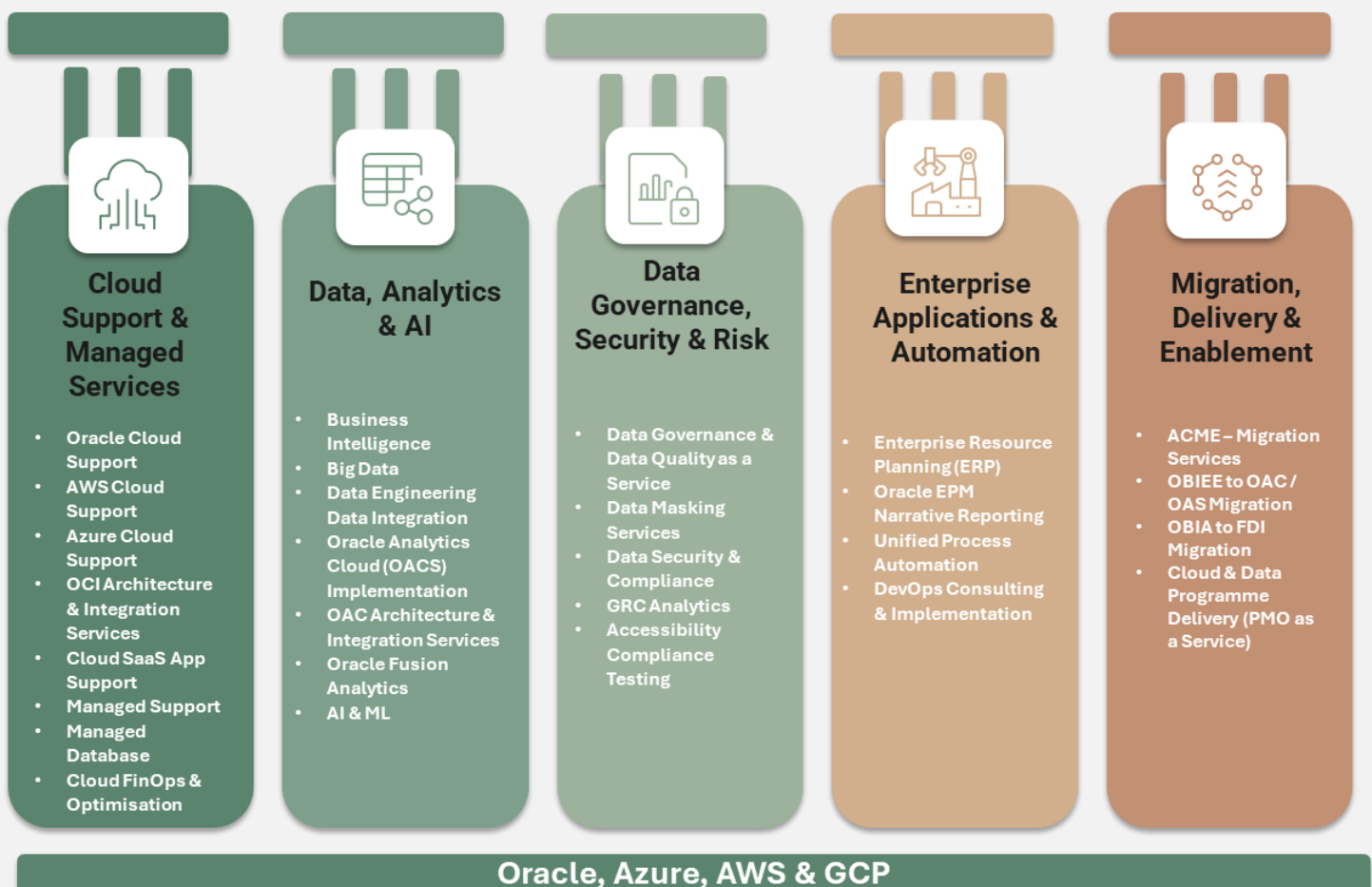
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1. About VAAMG Consulting

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

Data Masking Services

2.2 Service Objective

The objective of this service is to **eliminate the risk of sensitive data exposure** when Oracle Fusion Cloud data is copied from production to non-production environments by delivering **customised, extensible PII data masking** beyond Oracle's standard masking capabilities.

VAAMG ensures organisations remain compliant with data protection regulations while enabling safe access to realistic test and development data.

2.3 Service Description

Oracle Fusion Cloud provides a standard data masking capability designed to protect sensitive data in non-production environments. However, this standard solution is **fixed, limited in scope, and not configurable** to meet organisation-specific data protection requirements.

VAAMG's **Custom Data Masking Services** address these limitations by delivering **bespoke PII masking solutions across all Oracle Fusion applications**, including **ERP, HCM, SCM, and CX**.

We help clients identify **additional sensitive and business-critical data elements** not covered by Oracle's default masking rules and implement tailored masking logic that aligns with regulatory, contractual, and internal security policies.

Our approach ensures that development, testing, and support teams can safely work with realistic data **without exposure to real customer, employee, or supplier information**, significantly reducing data security and compliance risks.

2.4 Tech Stack & Intended customers

- **Intended Customers**
 - UK Public Sector (Central & Local Government, NHS, Education)
 - Regulated organisations using Oracle Fusion Cloud
 - Enterprises with strict data protection and compliance requirements
- **Technology & Tooling**
 - Oracle Fusion Cloud Applications: ERP, HCM, SCM, CX Sales
 - Oracle Standard Data Masking (Baseline)
 - Custom Masking Extensions & Rules
 - SQL & PL/SQL-based masking logic (where applicable)
 - Automation & Scheduling tools
 - Audit logging and validation controls

2.5 Service Offerings

- ❖ **PII Discovery & Classification**

Identification of sensitive, personal, and business-critical data across Oracle Fusion modules beyond standard Oracle coverage.

- ❖ **Custom Data Masking Design**

Definition of bespoke masking rules aligned to GDPR, organisational policies, and data usage requirements.

- ❖ **Extended Masking Implementation**

Implementation of custom masking logic to cover additional PII fields not supported by Oracle's standard solution.

- ❖ **Production to Non-Production Masking Automation**

Secure, repeatable masking processes for data refreshes to test, UAT, and development environments.

- ❖ **Validation & Data Quality Assurance**

Verification that masked data remains structurally valid and usable for testing while fully protecting sensitive information.

- ❖ **Audit & Compliance Enablement**

Documentation, audit logs, and evidence packs to support internal audits and regulatory reviews.

- ❖ **Ongoing Enhancement & Support**

Continuous updates to masking rules as new PII fields, modules, or regulatory requirements emerge.

2.6 Service Benefits

- ❖ **Reduced Data Security Risk:** Eliminates exposure of real customer, employee, and supplier data in non-production environments

- ❖ **Regulatory Compliance:** Supports GDPR, public sector data protection standards, and internal security policies

- ❖ **Beyond Oracle Standard Masking:** Customisable protection where Oracle's default solution falls short

- ❖ **Safe Testing & Development:** Enables realistic test data without compromising privacy

- ❖ **Audit Readiness:** Clear documentation and traceability for compliance and assurance teams

- ❖ **Operational Confidence:** Reduces reliance on manual controls and human trust in non-production access

- ❖ **Scalable & Future-Proof:** Masking rules evolve with changing data models and regulatory needs

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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