

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
ORACLE CLOUD SUPPORT SERVICES

Contents

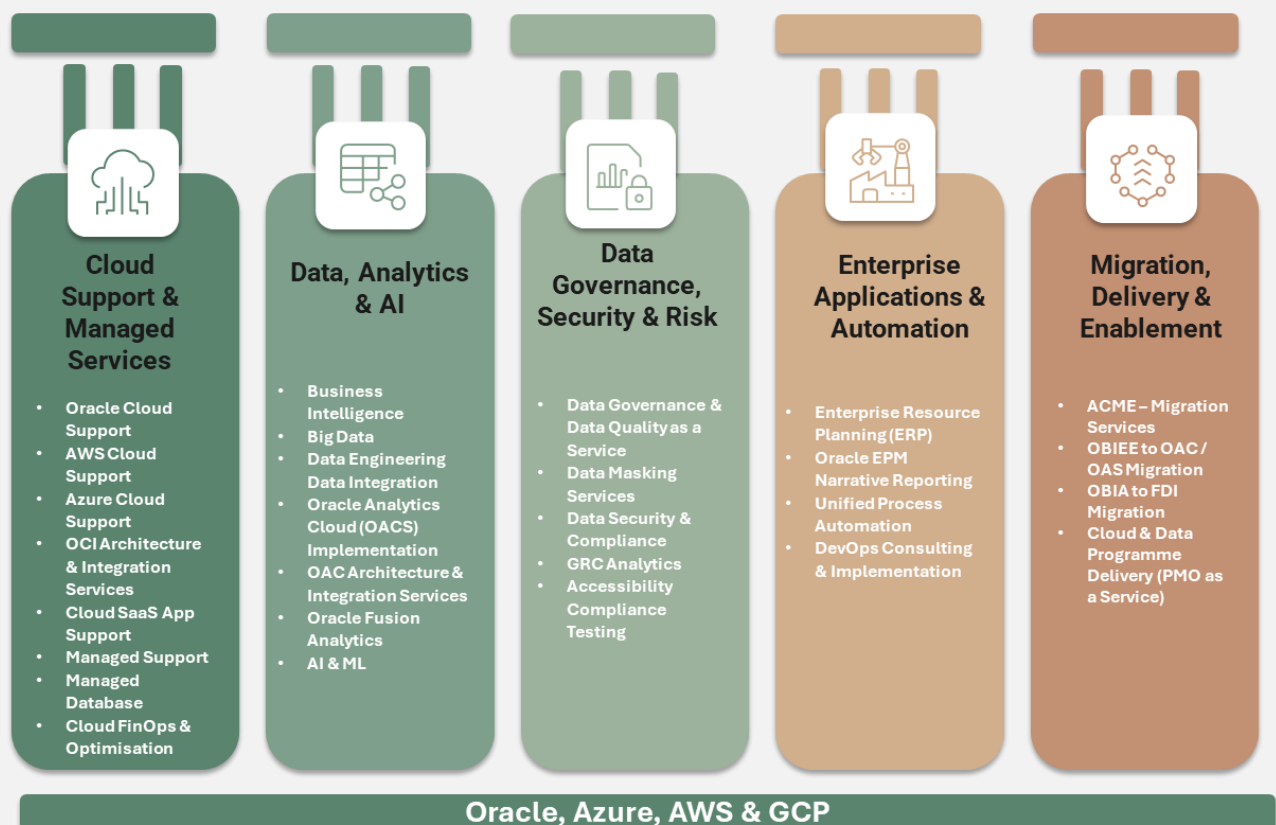
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1. About VAAMG Consulting

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

Artificial Intelligence & Machine Learning Solutions

2.2 Service Objective

ThWe help manage and support Oracle infrastructure for businesses whose success is directly linked with the performance of workloads and applications, benefiting from high-touch proactive/preventive services on business/mission critical workloads business/mission critical workloads. We can take care of you day to day need to manage and enhance the application for better user experience and also make sure a smooth operation before and after the upgrade with our extending testing.

2.3 Service Description

We provide Oracle Cloud Support Service and offer expert assistance to our customers in managing their Oracle Cloud environment. We provide support for various aspects such as architecture guidance, best practices, operational issues, and service-related inquiries. The service aims to ensure that customers can effectively utilize Oracle Cloud services to meet their business needs.

With our Cloud Support Services, organisations can fully realise the potential of cloud technologies, optimise their cloud infrastructure, and confidently meet their business objectives.

2.4 Tech Stack & Intended customers

- Oracle
- All Enterprise Customers

2.5 Service Offerings

We offer following services to our Oracle Cloud Customers

- ❖ **Cloud Architecture Assessment:** Evaluate architecture for efficiency, scalability, and security enhancements. Support in optimizing cloud infrastructure, resource utilization and cost savings
- ❖ **Migration Assistance:** Assessing the current IT infrastructure and seamlessly transitioning of applications and data to Oracle cloud environment.
- ❖ **Cloud Deployment and Configuration:** Set up and configure Oracle infrastructure tailored to client needs.
- ❖ **Performance Optimization:** Enhance system performance for optimal

efficiency and responsiveness.

- ❖ **Cost Optimization:** Identify cost-saving opportunities and optimize Oracle resource utilization.
- ❖ **Managed Support and Incident Response:** Continuous support and rapid incident resolution around the clock.
- ❖ **Disaster Recovery and Business Continuity:** Ensure data integrity and continuity in case of disasters.
- ❖ **Training and Knowledge Transfer:** Empower clients with knowledge transfer and training.
- ❖ **Proactive monitoring** of Oracle Cloud infrastructure and services to detect and resolve potential issues
- ❖ **Oracle Patch update & maintenance**

2.6 Service Benefits

- ❖ **Cost Savings:** Pay-as-you-go pricing for optimized expenditure.
- ❖ **Scalability:** Flexibility to adjust resources as needed.
- ❖ **Global Infrastructure:** Access Oracle Cloud services worldwide.
- ❖ **Robust Security:** Comprehensive measures to protect data and infrastructure.
- ❖ **High Availability:** Reliable with redundancy and backup systems.
- ❖ **Agility:** Rapid deployment and responsiveness to market changes.
- ❖ **Innovation:** Access cutting-edge technologies for seamless integration and innovation.
- ❖ **Expert Guidance:** Access to certified cloud experts with deep technical knowledge and experience

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	Scope of Service
Basic	Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes

Standard	Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.
Premium	Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. 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 Best Suited for Time & Materials (T&M)	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 Suited for both Fixed price or Time & Materials (T&M)

6. Contact Us

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