

Rossera

Empowering your journey to the Oracle Cloud®

ROSSERA PROCESS AUTOMATION SERVICE DEFINITION

Version 1.3

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1 SERVICE OVERVIEW

Our organisation specialises in providing targeted solutions for Oracle enterprise resource planning (ERP) applications specifically Oracle Cloud Applications also known as Oracle SaaS (Software-as-a-Service) and the Oracle e-Business Suite. Our solutions are industry proven in UK central Government and are built for plug-and-play with Oracle SaaS.

We have a combination of off the shelf tools and technologies, and dedicated products for forms digitisation and process automation with Oracle SaaS Applications targeted at business users and process specialists. Our flagship product is ProcessSense. When combined with our specialist implementation team of UK based SC cleared resources, well versed with the UK Gov-cage Oracle Cloud ecosystem and delivery via Agile methodology, we can deliver business efficiency and return on investment in a very short timeframe.

The offering gives customers the ability to perform forms-digitisation and configure end-to-end business processes that are fully integrated with Oracle SaaS applications offering employees compelling user experiences whilst driving greater self-service and automation. It provides a comprehensive framework for customers to automate business processes alongside native Oracle SaaS using the same security with identical user experience and runs in the same data centres as your Oracle SaaS environments. It will allow for rapid on-boarding of non-native processes into the Oracle Cloud ecosystem providing a unified experience for users across all processes and offering them a high grade, digital experience. Further, the data and process metrics are available to allow monitoring at scale to facilitate continuous business improvement and efficiency.

The toolkit offers a comprehensive set of features that allows business processes to be automated quickly and efficiently, consolidating and minimising the technology footprint and greatly reducing technical debt and support costs. Given the speed of deployment, it builds momentum and demonstrates tangible outcomes early. We help our clients create a culture of problem solving and empowerment, where we enable teams with the skills, tools and methodology to address pain-points in the delivery of their processes. We find that the teams know what needs to be done, we provide them with the application and skills to do it themselves and deliver processes of most value. In alignment with the recently published government Sourcing and Consultancy Playbooks, not only does the tool provide a consistent, repeatable methodology, it allows consistency in the way that we can measure success.

Our Agile implementation methodology is based on a product centric approach to development, focused on delivering to the business need. With a proven track record in Government for flexible, 'can-do', on-time, on-budget delivery, we exceed customer expectations at every opportunity. Given the ease of deployment, our application is an ideal use case for upskilling your wider team in working in Agile methods. We will work with the client to support Agile upskilling and cross training.

Creating ownership and opportunities to drive the agenda across a range of employees, from experienced business users to more junior staff will create enthusiasm for learning new skills when people see tangible results. We will help foster a varied and challenging working environment spanning the entire business, giving staff wider exposure. Upskilling would follow a watch-it, do-it, lead-it approach, providing resilience and self-sufficiency as teams change over time. New customer driven product features will be regularly released affording staff the opportunity for continuous learning of new technological features.

Consolidating disparate business processes into one application also offers the opportunity to recognise where the same task is being performed in different ways, allowing for rationalisation and alignment across the business. Further, it can also allow for processes to be connected, 'joining the dots' between one process and another, allowing for automated pass through from one to the next, for example a New Starter process automatically linking into a Security Pass application, Gym or Civil Service Club memberships or the like.

In the wider cross-government community we would work with you to showcase automation use cases, linking into cross-government automation teams or forums. We are also members of UK wide forums and special interest groups that we will look to leverage.

Many systems integrators attempt to deliver process automation for Oracle SaaS applications by building customers monolithic point-solutions using software tools that need to be programmed by technical development teams. Our application is a plug-and-play application designed from the ground-up to be for business users and process specialists to implement process automation, minimising the need for technical personnel or system integrators.

Rossera has proven delivery experience of Oracle Cloud solutions and support services in UK Central Government and are able to provide positive references.

Through engaging with Rossera, the client will further have the opportunity to tap into Rossera's knowledge and capabilities around the Oracle Cloud ecosystem. The client will also be able to access additional services such as consultancy and software solution delivery as required in addition to the Process Automation capability defined in this document.

2 OUR APPROACH TO TAKING ON THE SERVICE

The proposed Rossera approach is to work with the client on a collaborative journey towards a strategic partnership via a close working relationship, delivering service and project capability. The approach will include a Customer Engagement Manager working closely with the client to evaluate and improve the service offering, underpinned by the wider Rossera resource pool to act as the intelligent supplier who understands the complex landscape of the client's existing ERP footprint as well as having first-hand experience of on-premise ERP, moving on-premise to the Oracle Cloud and the Oracle Cloud ecosystem itself.

We see each engagement as an exciting opportunity to garner a trusted quality service, implemented via an Agile structured service management model predicated against clear work packages and enhanced ways of working.

Rossera will strive for continuous improvement of all services offered. Rossera will work with the client in growing the resource pool available to improve resilience and better meet the demand for project delivery as well as offering value-add services centred around the Oracle Cloud ecosystem.

We can apply the Rossera Way methodology, which is built on Agile principles, to suit your needs and to allow your business users to on-board processes into the application in the most efficient manner possible. Our team will work with you to understand your pain points, elaborate requirements and produce user stories with well-formed acceptance criteria. Processes can often be configured and published for review in a matter of hours and through iterative playback, detailed requirements can be driven out to ensure that the final product exceeds the customer's expectations.

2.1 A Support and Delivery Service Centred on Agile & DevSecOps

If not there already, Rossera advocates an Agile methodology to delivery through the Rossera Way. In order to better support client outcomes, objectives, values and principles we will apply the Rossera Way in a collaborative manner that suits the client. Central to this is the adoption of Agile and DevSecOps practices.

The implementation of these paradigms can be complex and Rossera is acutely aware that organisations often struggle with how to integrate their ERP function within the parameters of these methodologies due to the nature of these functions traditionally following a Waterfall model.

Rossera has first-hand experience in delivering ERP solutions in an Agile environment using a security-focussed Cloud DevSecOps Team within UK Central Government as well as having worked on numerous ERP implementations which followed a typical Waterfall methodology. Moving to operating in an Agile environment with DevSecOps teams requires a cultural shift coupled with a practical approach to finding a suitable mix of methodology and tooling which enables better, faster delivery that is more responsive to business needs without compromising quality.

Rossera appreciates that transitioning to new ways of working can take time. We understand that there are different levels of capability and maturity within an organisation, so we are therefore well placed to be able to shape the transformation of the function to promote change and greater collaboration across the business.

As part of the service, Rossera will provide resources to shape the ERP support and delivery function. Rossera collaborate with the client on the ways of working and delivery paradigms which are evolving within the organisation. Through our support and delivery, we will help transition the ERP function to an output-based model and streamline delivery to support programme objectives as well as ensuring that traditional Business-as-Usual (BaU) activities remain undisrupted.

2.2 A Balance of Tooling and Methodology for ERP Support and Delivery

Rossera acknowledges that there is often an aspiration to move towards greater automation for demand management but is also sensitive to the unique characteristics of an ERP function within an organisation and the nature of operating within the parameters of a large ERP COTS (Commercial-of-the-Shelf) product such as Oracle Applications. Rossera will work with the client to implement the use of the appropriate tools to support the function.

Rossera will adopt a collaborative approach with the client to continually refine the methodology and tooling to be used for each subsequent phase of the contract until such time as the ERP function has settled into a more regular cadence of support and delivery. Rossera will use our intimate knowledge of support and delivery within the Oracle Applications on-premise and cloud ecosystems to help guide the client and to implement the methodology and tooling that is the best fit for the nature of their ERP function.

3 CONFIRMATION OF SERVICE COMPLIANCE

Rossera will review the requirements provided by the client and deliver a comprehensive report to demonstrate compliance of the service offering.

4 HOW WE WILL DELIVER THE SERVICE

4.1 Governance

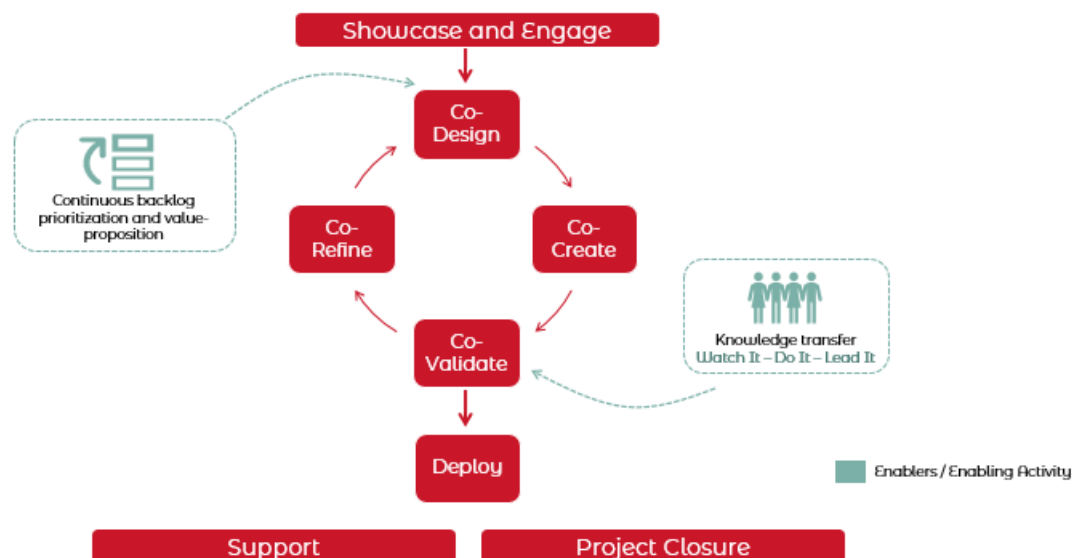
Rossera recognise and will adopt the governance framework set out by the client. We see the approach to an efficient governance model as a collaborative journey with an aim to keep the process as simple as possible so that the team can focus on support and delivery outcomes.

4.2 Support and Delivery Methodology

The Rossera Way is a methodology centred around collaboration and value-driven activity. We provide a structured approach to delivery that balances technical solutions with customer engagement to ensure successful system deployment and long-term customer satisfaction.

The methodology combines co-creation practices, between Rossera and the client, with structured enabling activities to ensure continuous improvement and client empowerment. Our collaborative approach ensures solutions are technically robust, meet business needs and are user-friendly.

The below diagram outlines the Rossera Way methodology and is described in detail below.



4.2.1 Showcase and Engage

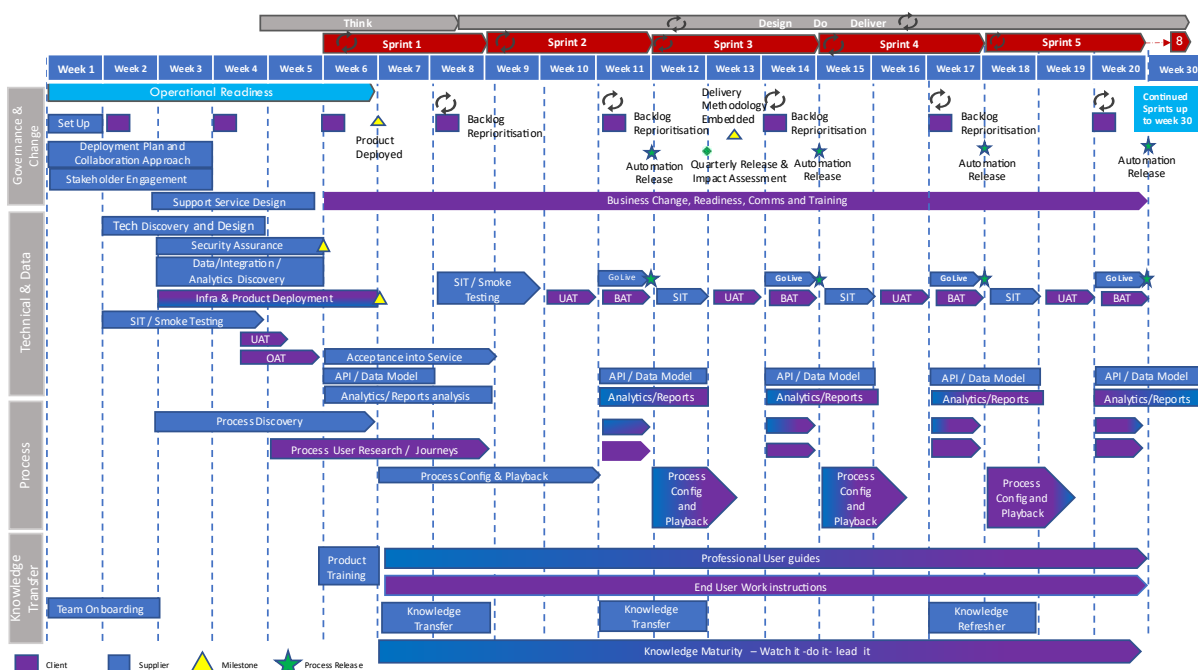
This is the initial mobilisation phase that defines the project scope, outlines the resource profile and agrees on the governance frameworks that combine the client's ways of working with the Rossera Way. We will consider how agile practises can be embedded into

current processes that supports successful delivery, determining sprint length, the scrum team structure, toolsets, workshop schedules and ceremonies.

We will provide detailed technical and solutions specifications of the products to the client including infrastructure requirements, security architecture, integration patterns and all Non-Functional Requirements.

Product installation also occurs during this phase. This includes the setup of Oracle Cloud Infrastructure (OCI) and installation of the Rossera products within the client's environment. We will build the first environment and produce a detailed specification document. Following this, we will support the client in building a second environment, supported by a structured handover.

Whilst we recognise that every client will have specific requirements, a typical plan is shown below.



4.2.1.1 Agree onboarding strategy

- Initial Rossera Resources; deployment of the Rossera team.
- Future resource requirements plus model for stabilisation and growth.

4.2.1.2 Agree relevant tooling

Dependent upon the client technology landscape, we will agree all relevant tooling to support delivery. This may include, for example;

- Project and Portfolio Management (e.g. Jira).
- Document Management (e.g. Confluence, SharePoint).
- Team communication and collaboration (e.g. Slack).
- Sprint Retrospectives (e.g. Scatterspoke).
- Dev/Ops Release Management (e.g. GIT).
- Interim measures (spreadsheets etc, whilst the above tooling is agreed/provisioned).

4.2.1.3 *Agree MI and reporting templates*

For example:

- User Story Progress -> Committed, Delivered, Not Delivered, Blocked.
- Team Continuous Improvement Items.
- Defect Reporting.
- Delivery Velocity.
- Burn Down Charts (Planned Scope vs Users Stories completed over time).
- Release Schedules and Reports.
- Service Measurement against KPIs.
- Agree percentage of Story Point output for reactive support, defects and unforeseen events.

4.2.1.4 *IT access provisioning*

Access provided to relevant desktop tooling to undertake work assigned.

Access to relevant environments and applications to undertake work assigned.

4.2.1.5 *Agree planning deliverables and templates*

- Formation of a single backlog of requirements.
- Definition of Anchor Stories and associated Story Point estimates prior to first increment.
- Agree prioritisation of SR's, Incidents and Problem records and assign story points.
- Defining user stories and prioritisation of work to feed the first increment.
- Jointly allocate Story Points to the planned user stories forming the first increment.
- Agree cadence of incremental, sprints and iteration events calendar and meetings.
- Agree how innovation cycles will be conducted and outputs shared.
- Formation of appropriate templates and KPI reports to support the measurement of the service.

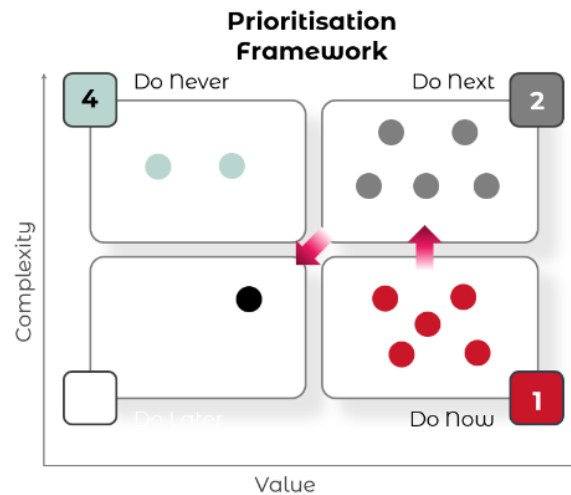
4.2.1.6 *Agree governance structures*

- Supplier and client team structures and named delegates.
- Meetings Terms of Reference / Frequency / Responsibilities and points of escalation.

4.2.2 *Enabling Activity: Backlog Prioritisation and Value-Proposition*

Rossera uses a structured framework to help clients identify processes that create operational friction. Through facilitated workshops with SMEs and business stakeholders, current processes are assessed based on factors such as manual complexity, processing time, error rates, user experience, and transaction volumes.

This approach highlights bottlenecks in business-as-usual activities and informs backlog prioritisation. The resulting backlog is reviewed continuously and feeds directly into delivery planning.



4.2.3 Co-Design

The co-design phase marks the beginning of the continuous delivery cycle and the collaborative nature of the delivery. Working closely with the process SMEs, we hold detailed workshops to understand the process and produce an 'as-is' diagram of how the process works today. Through detailed elaboration and consultation with the rest of the delivery team, we will produce a 'to-be' diagram that outlines a suggested future solution, including any integration requirements.

Rossera products support rapid application prototyping, enabling early visualisation of the proposed solution and more effective design discussions.

Following elaboration, we document the user stories and acceptance criteria that undergo stakeholder review and technical validation to ensure needs are met. We size the user stories and tasks using story points, which estimates the effort taken to build the solution. Rossera will work with the client to measure how many story points can be delivered during the sprint. This will be used to refine the value attached to each story point for the next delivery phase as these are estimates that will determine the team's velocity. Sprint content is confirmed in a joint sprint planning session.

4.2.4 Co-Create

During this sprint phase, the solution is configured by the delivery team. Daily stand-ups are held to track progress and resolve blockers. Configuration is completed according to the user story requirements and data specifications, including security rules and role-based access controls.

Any required integrations, such as APIs or third-party connectors, are also implemented during this phase. Internal system integration testing (SIT) is completed prior to validation.

4.2.5 Co-Validate

Once the first iteration of the solution has been completed and peer reviewed, formal user acceptance testing (UAT) is undertaken. Rossera will support UAT, but testing and final sign-off are to be performed by client users to confirm the solution meets business needs.

UAT is conducted against agreed acceptance criteria and includes testing of end-to-end workflows, integrations, accessibility, and data quality. Where issues are identified, they are

assessed jointly to determine whether they represent defects or enhancement requests. Defects are prioritised and resolved, while enhancements are sized and planned into subsequent sprints to be delivered in the co-refine stage.

UAT is considered complete when the business has signed off the acceptance criteria and they are content for the solution to be released. This usually aligns with sprint closure, where the sprint cycle comes to a close and all tickets, user stories, tasks and tests, are moved to Done.

Post-UAT, Rossera will support end user training to ensure users can confidently and effectively use the solution from day one. Any business change, communications and training needs are usually fulfilled by the client but Rossera would be able to support where necessary.

4.2.6 Co-Refine

In line with agile principles, delivery continues beyond the initial release through ongoing refinement and enhancement. New features, improvements, and optimisations identified by users are captured within an enhancement epic and prioritised within the backlog.

This enables continuous improvement and ensures the solution evolves in response to changing business needs and user feedback, with enhancements flowing back through the delivery cycle.

4.2.7 Empowered Client: Knowledge Transfer

Our application doesn't require any coding or programming knowledge, so the training required is minimal. Knowledge transfer (KT) is fundamental to our methodology and starts at the very beginning with how we set up and run the team. We create a fully integrated team from the start by co-delivering workshops, configuration and process deployment with the team who will own this within the client going forward. We follow the industry leading approach to learning which is based on the 70:20:10 principle.



Built on the foundation of experiential learning, our approach to knowledge transfer is based on our Watch It > Do It > Lead It method to ensure our clients are ready to lead the next round of implementation.

Aligned to the Rossera Way, the plan and methodology for KT follows a co-delivery approach where your team works alongside ours, taking over more of the development tasks with each sprint cycle. This enables you to fully lead the delivery of the final two sprints with our team coaching and supporting.

Three formal learning days will be delivered at regular intervals covering process configuration and system administration. Self-directed learning content will be assigned for ongoing self-study with expected completion time of under 15 hours.

Our approach is hands-on, which speeds adoption and is the most successful way to transfer knowledge. We see the following risks, issues dependencies and opportunities based on our previous experience.

Risks	Implementation approach is not embedded into the unit with sufficient resources assigned to ensure it become a resilient service offering.
Issues	Key business, functional & test resources are not available; Assumptions: Customer embraces and participates fully in Watch-It > Do-It > Lead-It methodology from inception.
Dependencies	Strong leadership alignment and proactive stakeholder engagement before and during delivery.
Opportunities	Through effective KT, the client's automation team can deliver processes into the solution realising huge business benefit in a short timeframe.

4.2.8 Deploy

The Deploy phase covers go-live, where the solution is accepted into service and released into the client environment. Prior to deployment, the client ensures that risks are understood, required documentation is complete, and both user and support teams are prepared for the release.

Rossera provides hypercare during this period, including proactive monitoring and expedited defect resolution, to support stability and a smooth transition into business-as-usual operations. We are committed to ensuring a smooth transition by supporting the business where possible before the agreed support model takes over.

4.2.9 Support

Post-deployment, Rossera offers support services to maintain continuity and ensure smooth ongoing operations.

Third-line support is included within the product license and covers product defect resolution and quarterly patching. Second-line support is available as an additional service.

Rossera offer 2nd line support as an additional service, complementing the support function of the client. This could involve activities such as incident resolution, training, configuration fixes or changes, communications and business changes, depending on the client's needs. This is a continuous service with dedicated resource as agreed with the client.

4.2.10 Closure

Where second-line support is not required, the client can fully self-serve. Rossera ensures sufficient knowledge transfer has occurred to enable independent ownership of configuration, delivery, and support. Third-line product support continues as outlined above.

4.3 Charges

Subject to client requirements. Charges will be aligned to the Rossera SFIA rate card, and license and support packages available.

4.4 Change Requests

Further works requested outside the scope of the Service offering can be procured as Additional Story Points, Fixed Price or Time & Materials, depending on client requirements and the nature of the work. Charges will be aligned to the Rossera SFIA rate card.

5 HOW WE WILL REPORT ON OUR SERVICE

5.1 Presentation of Service Compliance

The measures and reporting of service compliance will be presented via the governance boards. Each process that has been agreed for delivery in the Increment shall be tracked against the plan. This will be agreed in detail during mobilisation.

6 PRODUCT SUPPORT

Rossera provide a range of third line product support offerings tailored to client requirements. Our application releases and updates are in lockstep with Oracle's quarterly patching cycles. Support offerings include, for example, a fully hosted SaaS model though to product support for our products running on client infra – whether that be in the cloud or on-premise.