



Digital Marketplace GCloud15 de Novo Solutions

Service Description Catalogue for:

Oracle Cloud Applications and ServiceNow Technologies

Implementation Services

Managed Services and Support

Consulting and Advisory Services

AI, Generative AI and Agentic AI Services

Industry Cloud Solutions

Business Process Outsourcing Payroll Managed Services



*The Original Pioneers of Cloud
Digital Transformation Services in
the UK Public Sector*



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Document Control

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Government departments are continually needing to be able to react quickly looking constantly to improve the delivery of front-line services. The Crown Commercial Service (CCS) Digital Marketplace represents a paradigm shift in Government procurement allowing access to the hotbed of innovation provided by Small Medium Enterprises (SME) that drive the British economy. In doing so Government departments can directly access products and specialised service offerings that provide greater flexibility and more importantly greater value for money.

HM Government's decision to establish the G-Cloud15 framework brings significant benefits to UK public sector organisations, UK citizens, and the wider economy. By providing a secure, centralised platform for procuring cloud services, G-Cloud15 streamlines the procurement process, reducing administrative burdens and enabling quicker access to innovative technologies.

Evolution of Cloud – Welcome to the Experience Economy

Software as Service (SaaS) applications are constantly evolving embracing new levels of innovation as the world we work in continues to change and user's expectations increase.

The first generation of Cloud SaaS applications was focused upon the application vendors establishing a comprehensive suite of SaaS services (Finance, Procurement, Supply Chain, HR and Payroll) across the Back Office, but as we enter the new decade the focus of the market is now moving towards the **experience economy**.

The experience economy redefines the way we work by focusing on the events that comprise our work, and more specifically the users experience and engagement within any given moment. Consequently, recognising that **People do not work in functional silos**.

Whether the experience presented is for an end customer or for an employee the market is constantly evolving with the next evolution of enterprise Cloud solutions based upon delivering **personalised experiences over standardised processes**. More importantly these personalised experiences not only take advantage of the new breed of technologies that are now available such as artificial intelligence, machine learning and adaptive analytics, but also allows implementations to be undertaken with an

understanding of human behaviour of engagement and a fresh perspective as to how processes that span across an organisation can be digitalised.

Technology with user design thinking based upon personalisation has been available for many years. This trend has now moved into the corporate landscape and being applied to employees with the view of increasing productivity and employee satisfaction as their time, the most precious of all assets, is freed up to undertake more meaningful work that requires face-to-face human interaction.

The advancement and accessibility of artificial intelligence technology has now only accelerated this.

Work Reimagined

The need now is more than just access to modern day back-office services with an improved user experience. Business processes regardless, whether they are customer or employee driven, have always converged across what has become a divide between front line operational systems and the back office.

We can now connect the citizen (the end customer) to become part of the business process itself and digitalise their experience connecting citizen to employees through a digital journey throughout the organisation and beyond.

Advances in technology now allows us to close this divide by creating new experiences that are essentially underpinned by digital workflows and automation across **all systems** that comprise an organisations enterprise.

It's the moments that matter

Experiences are so much more than just an improved user interface. An employee in undertaking their role at work uses data from a

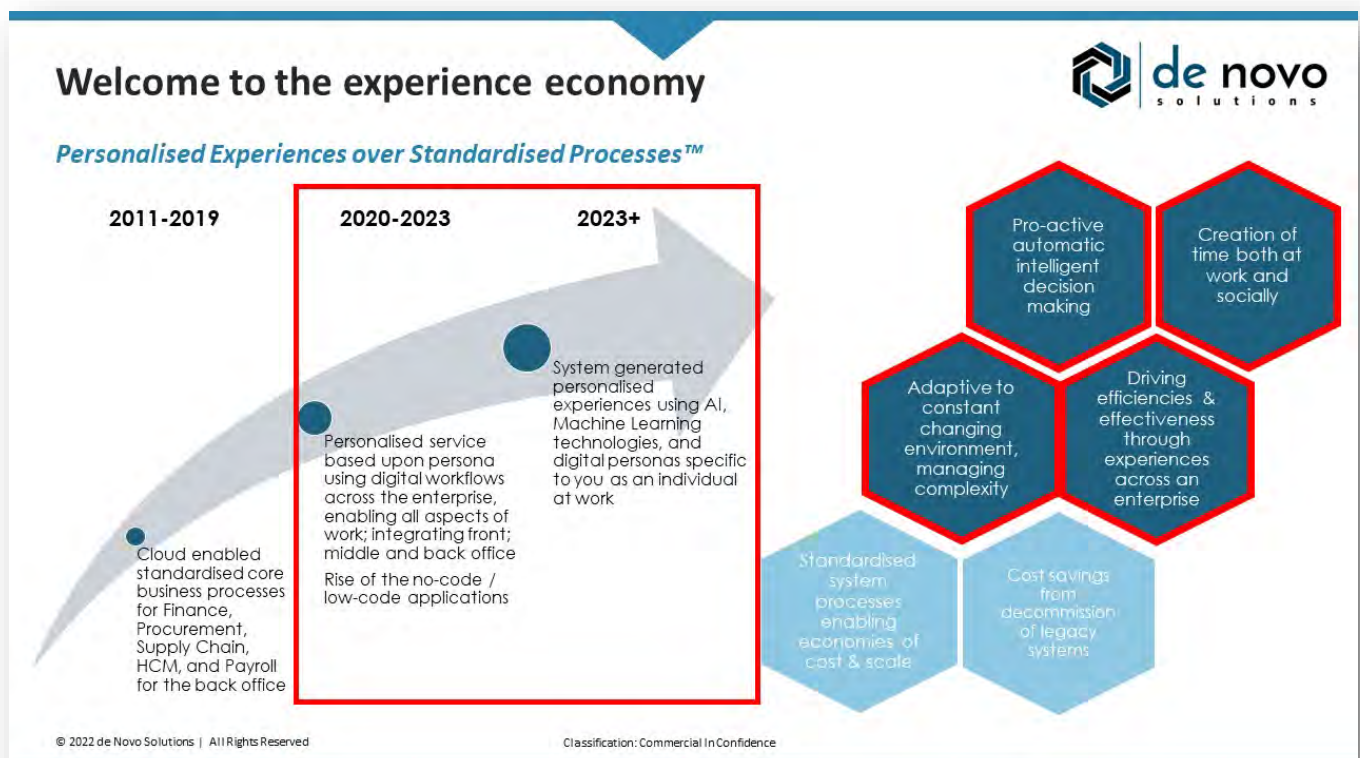
myriad of processes across several front and back-office systems to support an organisation's customers.

Understanding the digital journeys of an employee is of critical importance to provide a holistic integrated experience supporting rigorous end-service delivery. We are moving to a place where the systems of the future will automatically execute complex business processes for you; informing you only when an intervention is required and telling you what you need to know when you need to do something in the moment.

ServiceNow and Oracle Cloud – experience platforms

To deliver this paradigm shift de Novo Solutions brings to the market an extended delivery capability being the only SME at this time that can provide both **ServiceNow** and **Oracle Cloud** advisory, assurance, implementation, support and adoption services.

Welcome to the experience economy...



We are a team of entrepreneurs with a 'can do' attitude in our DNA and a focus for delivery excellence with customer advocacy being the goal we seek in everything we do. The company has built upon its rich legacy of being the original pioneers of Oracle Cloud across the UK&I, leading the way in Central Government delivering the first generation of Cloud solutions. Now some six years on de Novo is back and pioneering again into the experience economy with Oracle Cloud and ServiceNow technologies.

Introducing Our Company

de Novo Solutions is a leading provider of services to the new **experience economy**, creating *personalised experiences over standardised business processes*.

de Novo utilises **ServiceNow** extensive digital capabilities to create personalised experiences for organisations, whilst delivering standardised processes specialist provider of end-to-end Enterprise Resource Planning (ERP), Human Capital Management (HCM), and Payroll Cloud enabled business transformation programmes using **Oracle Cloud**.

Both Oracle Corporation and ServiceNow recognise de Novo as having deep public sector expertise in the areas of Finance, Procurement, Human Capital Management, Recruitment, Learning and Payroll underpinning HM Government stand-alone and **shared services** business operations.

A Team of Entrepreneurs

de Novo Solutions differentiates itself immediately in the market as it has been created by a team of proven successful entrepreneurs, who already have one significant business exit behind them.

From the outset, we don't consider ourselves Consultants, but rather a family with entrepreneurial spirit fused into our own DNA. This is something we are very proud of and celebrate.

A team of individuals from diverse backgrounds, who have come together that focuses on making something positive happen for the public sector.

A team that is prepared to take calculated risks to pioneer new ideas to deliver maximum value for our customers; and who are not being afraid to

put our fees at risk to back-up our delivery capability.

A team that knows it must continually invest in its people, their ideas to create rich positive delivery experiences maximising our customers investment.

A team that achieves success by seeing our customers successful through our contributions.

Our background is as a group of people who have built successful businesses from nothing allows us to have a deep understanding of all the operational aspects of an Organisation, as well as a thorough understanding of the digital economy, sharing our knowledge and insight into the industry we work in.

It is our diverse thinking and unique background that fundamentally differentiates ourselves and sets us apart from our competitors. By default, we challenge the status-quo, always looking for better ways to solve the complex problems within the public sector not for today, but also for tomorrow.

Proven Delivery Capability – A decade of experience

No other Company can claim right to the heritage that de Novo possesses. The founding members of the Company began their journey into Oracle Cloud in November 2011 after attending training sessions with Oracle Development at their headquarters in Redwood Shores, California and created the first dedicated Oracle Cloud Services Practice in the UK&I.

As a proven and known force de Novo team members are constantly working closely with both ServiceNow and Oracle on several existing and new clients, in both the public and private sector, who are moving to the Cloud.

de Novo is committed to delivering the very best possible solutions to its customers and de Novo believes that ServiceNow and Oracle's Cloud based offerings are the very best solutions in the market today and implemented correctly can deliver to customers a superior, cost effective and integrated solution for the back office, laying the foundation of standardised processes in which personalised experiences can be subsequently delivered.

A Proven Track Record in Public Sector and Trusted Partner to HM Government

The team at de Novo has a rich legacy of successful project delivery for the UK Public Sector. Its heritage, as a Company, through Certus Solutions, was born out of one of the largest government department efficiency initiatives of the 21st Century, with many of the company having comprised the client-side management team that were responsible for the successful delivery of the original implementation of Shared Services for HM Prison Service, known as the "Phoenix Programme" (2004-2008).

In November 2016 the team successfully delivered the first central government implementation of Oracle ERP & HCM Cloud to the Office for National Statistics. This was followed by a second contract award and successful implementation at HM Treasury in April 2017, and ultimately the Home Office Metis Programme in November 2018.

Consequently, the de Novo team has a proven track record of delivering multiple technology driven business transformation projects in Central Government and is well versed in Government Shared Service strategy and counts today **Ministry of Justice, FCDO, HM Treasury, and Office for National Statistics** as its clients.

Our central government work is complimented with our in-depth knowledge of local government with **Swansea City Council** and **Kent County Council** also being long term active clients.

Confidence In Delivery

de Novo confidence in delivery comes from its team's many years of experience and the knowledge that success is achieved through the combination of having:

- a management and leadership style that puts people first and at the heart of delivery
- a detailed understanding of Central and Local Government departments and operations, allowing us to remove complexity through digitalisation of work by creating personalised experiences using ServiceNow
- a detailed understanding and product knowledge of the Oracle Cloud ERP, HCM and Payroll Applications and SaaS / On premise technology ensuring informed decisions are made
- a strong governance model ensuring costs are controlled and benefits stated are in fact realised
- a recognition that all IT programmes and projects are business change events; and an understanding that the aspirations of stakeholders is critical for success
- the ability to deploy multi-skilled teams that can motivate and educate the client to succeed at all levels across an organisation

having the flexibility and ability to adapt throughout a project lifecycle to an ever-changing complex business world coupled with the ability to create a lasting positive legacy through skills transfer and training.

Certifications

de Novo Solutions is an **ISO27001 (ISMS)** compliant organisation and possesses the **Cyber Essentials Plus** accreditation. We also hold **ISO9001 Quality Management System (QMS)** certified.

de Novo is an accredited partner for Oracle Corporation and ServiceNow with the appropriate vendor partner service certifications and competencies.



Our relationships with these two well established and proven technology vendors in the UK public sector marketplace means that de Novo Solutions clients benefit from regular innovation, technically secure and robust platforms designed to power transformation and deliver continuous value from project initiation into the future.

By creating personalised experiences over standardised business processes, de Novo Solutions utilise our skills and knowledge alongside your organisation's competence to deliver improved performance and value.

[GCloud15 Service Catalogue](#)

Our GCloud15 service catalogue spans five service areas:

- Implementation Services - Oracle Cloud and ServiceNow technologies
- Implementation Services – Industry Cloud Solutions
- Managed Services and Support - Oracle Cloud and ServiceNow technologies
- Consulting and Advisory Services - Oracle Cloud and ServiceNow technologies
- Business Process Outsourcing – Payroll Managed Services

Implementation Services – for Oracle Cloud and ServiceNow technologies

- Our UK public sector expertise in digital automation and transformation covers Oracle Cloud Applications for Finance, Procurement, Financial Planning and Budgeting, Human Resources, Payroll, Talent Management along with ServiceNow applications and platform tools technologies.

Implementation Services – Industry Cloud Solutions powered by Oracle Cloud

- Industry Cloud solutions built using Oracle Cloud and ServiceNow technologies delivering industry specific functionality through personalised experiences over standardised business processes for: Central Government; Local Government; Health and Education Sector – Schools & Multi-Academy Trusts (MATs)

Managed Service Support – for Oracle Cloud and ServiceNow technologies

- In addition to implementation and consulting services, we have developed additional post go-live services. Our expertise in Managed Service and Support Service for Oracle Cloud Applications and Service now is called Value as a Service™. Our Managed Service and Support arrangements provide comprehensive application and advisory support services designed to protect a customer's investment and provide easy access to a broad range of expertise.

Consulting Services – for Oracle Cloud and ServiceNow technologies

- de Novo Solutions has developed its game-changing service catalogue as our experiences has identified that UK public sector clients are demanding additional assistance beyond the point of implementation. Our selection of services will support your organisation's transformation at every stage of the journey and beyond.

Business Process Outsourcing – Payroll Managed Services

- de Novo offers a fully managed business process outsourcing bureau for UK payroll managed services using Oracle HCM and Payroll Cloud, and ServiceNow Customer Service Management. The entire service is supported by our Value as a Service™ managed service operation.

de Novo Solutions creates long term value through meaningful client relationships; our transparency, trust, and professionalism mean that we always act in the “spirit of the contract”, as we know from experience that a credible, pragmatic approach helps all parties to secure a successful project outcome and transition.

[We Look forward to working with you...](#)



Industry Awards and Recognition

As a growing British technology and digital transformation business based in Newport, Wales the team at de Novo Solutions take great pride in our commitment to delivery excellence and the Experience Economy.

Innovation, and leadership are core competencies at de Novo Solutions and since our launch in 2021, our dedication to pushing boundaries, pioneering, and making a positive impact has been recognised by various esteemed organisations and industry bodies through our awards and recognition achievements.

Our awards serve as a testament to our ongoing commitment to excellence, innovation, and making a meaningful impact in our industry and beyond. We are deeply honoured and grateful to those organisations and individuals who have recognised our efforts and achievements.



As an emerging British IT business, winning awards and gaining recognition from industry experts bolsters credibility, attracts UK public sector clients, and fosters growth and innovation culture.

Our continuing success contributes to the UK economy by driving innovation, creating jobs, and elevating service delivery standards, ultimately ensuring Delivery Excellence bringing positive impactful moments that matter. Our richly earned accolades serve as a testament to our unwavering commitment to excellence, innovation, and leadership.

Social Value and Environmental Statement

The UK Government, as part of the Public Services (Social Value) Act 2012, has created a landscape where beyond the procurement of any given service or product there is a process where a wider opportunity exists to make a positive contribution toward social values for a better future for everyone.

de Novo Solutions is a proud Welsh-based British business comprised of business process knowledge experts, and innovative pioneers. We are your perfect partner to assist you on your journey with Oracle Cloud and ServiceNow technologies.

de Novo Solutions is committed to the Social Value marketplace, ensuring our day-to-day business activities generate benefits not only to de Novo Solutions itself but also to society, the economy, while minimising damage to the environment.

- **Tackling economic inequality** - Creating new businesses, jobs and skills, and increasing supply chain resilience and capacity. By creating employment openings that are available across our office locations, helping create prosperity and opportunity for all
- **Fighting climate change** - Effective stewardship of the environment. By operating in environmentally responsible managed offices and encouraging ethical business practices and behaviours
- **Equal opportunity** - Reducing the disability employment gap and tackling workforce inequality. By offering opportunities to work experience students, graduates, apprentices, experienced professionals, and military service leavers – creating an additional 50 local (Newport, Wales) jobs by 2029 for young people, or those coming from HM Armed Forces
- **Wellbeing** - Improving health, wellbeing and community integration. By encouraging a positive work life balance, supporting local community activities, and employee volunteering participation

Our approach moving forward is to support local business and growing the local economy. de Novo Solutions will continue to promote equity, empathy, sustainability; foster inclusivity, justice, and kindness; at-all-times ensuring de



Novo Solutions is an advocate for positive change – today and tomorrow.

de Novo Solutions recognises that in the pursuit of our business goals, we have a responsibility to ensure that our practices minimise any adverse environmental impact. de Novo commits to promoting the use of environmentally sound resources and discourage wasteful or damaging practices. As a business we will:

- Continually strive - to operate in an environmentally friendly manner, monitoring our use of energy and water while ensuring measures to minimise waste are effective
- Ethical sourcing – partnering with conscious organisations, endeavouring to reduce our energy and resource usage - supporting our own and our client's environmental ambitions
- Minimise pollution and emissions - wherever possible while encouraging our employees, partners, suppliers and clients to act in an environmentally sensitive manner

de Novo is committed to achieving Net Zero emissions at the latest by 2050. We acknowledge that reducing our Greenhouse Gas (GHG) emissions brings significant benefits for us, our clients, suppliers and the wider community as a whole.

Our Carbon Reduction Plan (CRP) will include our baseline year information (2023), setting clear targets for reducing GHG emissions over

key timeframes and our planned actions to achieve Carbon Net Zero by 2050 at the latest.

- Continually evaluate our transportation methods - when conducting activities, using public transport and supporting hybrid working alternatives to mitigate unnecessary journeys
- Minimising the use of assets - that might contribute negatively to global carbon emissions, aiming to source all of our assets from ethical and responsible suppliers
- Selecting only managed / serviced office partners - that provide environmentally responsible workspaces and using

preferred hotel partners that address their environmental footprint

Our commitment to the future is that as de Novo Solutions continues to grow, we will remain steadfast in fulfilling our targets and vision related to our Social Value Policy and our Net Zero Environmental obligations directly alongside our day-to-day business ambitions.

de Novo Solutions will always act in a responsible manner, committing to re-evaluate our progress and ambitions on a regular basis while encouraging and supporting our partners and clients to help achieve Carbon Net Zero to benefits us all – today and tomorrow.



Implementation

Implementation Services for Oracle Cloud and ServiceNow Technologies



Implementation - Oracle Cloud Applications - Complete Suite ERP - EPM - HCM – Payroll

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle ERP Cloud (R2R, P2P, O2C)	- Financials (GL, AP, AR, CM) - Procurement (PO), Projects - Supplier Portal & Supplier Management - Fusion Analytics Warehouse (FAW) – ERP
Oracle EPM Cloud (Enterprise Performance Management)	- Planning and Budgeting (Forecasting) - Profitability and Cost Management - Financial Consolidation & Close - Account Reconciliation, Tax Reporting - Narrative Reporting, Freeform - Enterprise Data Management
Oracle HCM Cloud	- Core HCM (Absence Management) - Time & Labour - Benefits, Compensation Management - Performance, Talent Management - Learning

	▪ Workforce Management ▪ Recruiting Cloud (ORC), Onboarding ▪ HR Helpdesk ▪ Oracle ME (My Experience) - Journeys ▪ Experience Design Studio ▪ Digital Assistant, Grow, Communicate ▪ Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	▪ Payroll including MyCSP (Pensions)

Service features for the UK public sector clients

▪ Expert guidance: Proven professionals for smooth end to end implementation	▪ Tailored: fast-start solutions satisfying unique business needs for optimal performance
▪ Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	▪ Value realisation: Focus on high-impact outcomes within timelines and budget
▪ Data migration: Seamless transition safeguarding data integrity and disruption	▪ Scalability planning: Future-proof strategies to accommodate growth
▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Honest communication: Transparency and trust throughout

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience
▪ Industry blueprints: Automating service deployment embracing AI and ML innovations	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities	▪ Profit improvement: Better margin, swifter payback, expanded business value
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

Protecting Your Investment – Value as a Service™(VaaS™)

Clients in the UK public sector benefit from our extensive experience and comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with your organisational objectives. de Novo is well-versed in digital transformation alongside the UK's regulatory nuances, guiding clients at every stage of the process, from initial strategy to post-implementation support. Prioritising client success, fostering collaboration and transparency, proactively managing risk through strong governance, means clients are at the centre of every decision taken.

Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in Oracle Cloud but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract. From Oracle's new Redwood UX design, adaptive analytics, through to the use of generative artificial intelligence. de Novo service offering is the complete end-to-end service wrap.

www.de-novo-solutions.com



Implementation - Oracle Cloud Applications – HCM (Human Capital Management) - Payroll

Introduction

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Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

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Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle HCM Cloud	▪ Core HCM (Absence Management) ▪ Time & Labour ▪ Benefits, Compensation Management ▪ Performance, Talent Management ▪ Learning ▪ Workforce Management ▪ Recruiting Cloud (ORC), Onboarding ▪ HR Helpdesk ▪ Oracle ME (My Experience) - Journeys ▪ Experience Design Studio ▪ Digital Assistant, Grow, Communicate ▪ Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	▪ Payroll

	MyCSP Pensions Interface
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Service features for the UK public sector clients

Expert guidance: Proven professionals for smooth end to end implementation	Tailored: fast-start solutions satisfying unique business needs for optimal performance
Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	Value realisation: Focus on high-impact outcomes within timelines and budget
Data migration: Seamless transition safeguarding data integrity and disruption	Scalability planning: Future-proof strategies to accommodate growth
Continuous support: Ongoing collaboration and discussion for service satisfaction	Honest communication: Transparency and trust throughout

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Experience economy: Data driven personalised experiences over standardised business processes	Delivery excellence: Quality, proven service skills, fostering agility and resilience
Industry blueprints: Automating service deployment embracing AI and ML innovations	Service satisfaction: Superior experiences, end-user adoption and advocacy
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Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
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Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle ERP Cloud (R2R, P2P, O2C)	
Financials ((GL, AP, AR, CM) Accounting Hub, Collections, Expense Management, Joint Venture Management, Receivables, Payables and Assets, Revenue Management, Reporting and Analytics	Projects Plan, Schedule and Forecast, Billing and Revenue Management, Resource Management, Grant Management, Cost Management and Control, Project Asset Management
Procurement (PO) Supplier Management, Self-Service Procurement, Supplier Portal, Purchasing, Sourcing, Payables, Procurement Contracts, Procurement Analytics	Risk Management and Compliance ERP Role and Security Design, Transaction Controls, Separation of Duties Automation, Audit and SOX/ICFR Workflows, Continuous Access Monitoring, Enterprise Risk Management, User Access Certification, Business Continuity Planning, Configuration Controls

ERP Analytics

KPI Management, Self-Service Data Discovery, Best Practice Metrics Library, Augmented Analytics, Prebuilt Analytic Models, Collaboration and Publishing, Extensible Architecture, Enterprise Architecture and Security, Business Content Areas, Mobile Exploration

Service Scope – Product (Optional)

Following modules are optional for inclusion in scope of this service:

Oracle EPM Cloud (Enterprise Performance Management)	▪ Planning and Budgeting (Forecasting) ▪ Profitability and Cost Management ▪ Financial Consolidation & Close ▪ Account Reconciliation ▪ Tax Reporting ▪ Narrative Reporting ▪ Freeform ▪ Enterprise Data Management
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Service features for the UK public sector clients

▪ Expert guidance: Proven professionals for smooth end to end implementation	▪ Tailored: fast-start solutions satisfying unique business needs for optimal performance
▪ Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	▪ Value realisation: Focus on high-impact outcomes within timelines and budget
▪ Data migration: Seamless transition safeguarding data integrity and disruption	▪ Scalability planning: Future-proof strategies to accommodate growth
▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Honest communication: Transparency and trust throughout

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience
▪ Industry blueprints: Automating service deployment embracing AI and ML innovations	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities	▪ Profit improvement: Better margin, swifter payback, expanded business value
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

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Implementation - Oracle Cloud Applications – EPM – (Enterprise Performance Management)

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Service Scope - Activities

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Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle EPM Cloud (Enterprise Performance Management)	
Planning & Budgeting (Forecasting) Budgeting and Forecasting, Scenario Modelling, Financial Statements Planning, Predictive Cash Forecasting, Strategic Workforce Planning, Sales Planning, Capital Asset Expenses Planning, Projects Financial Management, Integrated Business Planning (IBPx), Intelligence Performance Management	Profitability and Cost Management Business Owner Led Profitability and Cost Modelling, Flexible Allocations, What-if Profitability and Cost Scenarios, Performance Management Analytics
Financial Consolidation and Close Pre-Configured Consolidation Model, Global Consolidation, Intercompany Eliminations,	Account Reconciliation

Intelligent Process Automation (IPA), Cash Flow Management, Balance Sheet Management, Income Statement, Pre-Configured KPI, Built-in Compliance and Transparency	Volume Transaction Matching, Reconciliation Compliance, Supporting Connected Financial Close Process
Tax Reporting Comprehensive Tax Provision and Preparation, Automate Tax Processes	Narrative Reporting Regulatory External Reporting, Report Publishing and Distribution, Managing Report Collaboration Effort, Direct Data Source Access
Freeform Fully Flexible Essbase and Excel Modelling, Advanced Data Analysis	Enterprise Data Management Enterprise Master Data Reference Data, Collaborate and Co-Author, Difference Rationalisation, Distribute Changes Downstream

Service features for the UK public sector clients

▪ Expert guidance: Proven professionals for smooth end to end implementation	▪ Tailored: fast-start solutions satisfying unique business needs for optimal performance
▪ Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	▪ Value realisation: Focus on high-impact outcomes within timelines and budget
▪ Data migration: Seamless transition safeguarding data integrity and disruption	▪ Scalability planning: Future-proof strategies to accommodate growth
▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Honest communication: Transparency and trust throughout
▪ Planning, Budgeting and Forecasting, Scenario Modelling, Financial Statements Planning	▪ Predictive Cash Forecasting, Strategic Workforce Planning, Capital Asset Expenses Planning
▪ Projects Financial Management, Integrated Business Planning, Intelligent Performance Management	▪ Business Owner Led Profitability and Cost Modelling, Flexible Allocations
▪ What-if Profitability and Cost Scenarios, Performance Management Analytics	▪ Pre-Configured Consolidation Model, Intercompany Eliminations, Intelligent Process Automation
▪ Cash Flow Management, Balance Sheet Management, Income Statement, Pre-Configured KPI	▪ Volume Reconciliation Transaction Matching, Comprehensive Tax Provision and Preparation
▪ Regulatory External Reporting, Report Publishing and Distribution, Managing Report Collaboration	▪ Direct Data Source Access, Fully Flexible Essbase and Excel Modelling

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience

▪ Industry blueprints: Automating service deployment embracing AI and ML innovations	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities	▪ Profit improvement: Better margin, swifter payback, expanded business value
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Implementation - Oracle Cloud – EPM – Predictive Cash Forecasting

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Service Scope - Activities

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Service Scope – Product

Following modules are in scope of this service:

Oracle EPM Cloud (Enterprise Performance Management)

Predictive Cash Forecasting

Data Driven Cash Forecasting Key benefits and capabilities:

- Forecast more accurately prescriptive continuous daily, weekly or monthly cash forecasts across operating, finance and investing cash flows
- Take actions faster by aligning stakeholders and unifying scenario planning with corrective actions
- Enable cash flow improvements by getting alerted to issues early and deal with them to optimise cash flow
- Data driven cash forecasts by sourcing data from all finance and operational sources affecting your cash

Service features for the UK public sector clients

▪ Expert guidance: Proven professionals for smooth end to end implementation	▪ Tailored: fast-start solutions satisfying unique business needs for optimal performance
▪ Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	▪ Value realisation: Focus on high-impact outcomes within timelines and budget
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▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Honest communication: Transparency and trust throughout

▪ Predictive Cash Forecasting: Data driven cash forecasting for the future	▪ Accuracy: Forecast more accurately prescriptive continuous daily, weekly or monthly Flexibility:
▪ Predictive Cash forecasts across operating, finance and investments	▪ Cash flow Action: Fast stakeholder alignment and unifying scenario planning
▪ Governance: Bringing control and structured corrective actions to processes	▪ Enable cash flow improvement: Getting alerted to issues in advance
▪ Manage treasury: Dealing with cash management and optimising cash flow	▪ Data driven cash forecasts: Sourcing data from all finance repositories
▪ Operational management: Managing sources that affecting cash flow	▪ Graphical experience: Bringing simplicity and intelligence to treasury reporting

Service benefits for the UK public sector clients

Predictive Cash Forecasting assists business personas such as: ▪ Treasury - Primary objective being optimal liquidity management ▪ Finance Controller – Improving knowledge and insights of cashflows (the financial inflows and outflows of the business). ▪ Receivables/Payables /Procurement – Operational efficiency gains ▪ Strategic Planning insights for the wider organisation
Predictive Cash Forecasting assists with priorities include, but not limited to: • Cashflow forecasting • Working capital optimisation • Replacement of existing tools and legacy siloed technologies • Liquidity risk management • Long Capital funding

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Implementation - Oracle Cloud – EPM – ESG (Environment Social Governance)

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Service Scope – Product

Following modules are in scope of this service:

Oracle EPM Cloud (Enterprise Performance Management) ESG (Environment Social Governance) - capabilities within the Oracle Cloud Applications EPM suite of solutions helping organisations with their obligations and performance in managing Social Value and Environmental actions.

ESG – Environment Social Governance

Gathering and managing data to support complex reporting needs in:

- E – Environment – spanning: Emissions, energy, water, waste and bio-diversity
- S – Social – spanning: Diversity and inclusion, Talent development, Training, Health and safety and Human rights
- G – Governance – Leadership and corporate governance, Risk management, Anti-corruption, Competitive behaviour, Tax transparency

Service features for the UK public sector clients

▪ Expert guidance: Proven professionals for smooth end to end implementation	▪ Tailored: fast-start solutions satisfying unique business needs for optimal performance
▪ Intelligent: Leveraging AI/ML for automated service delivery workflow improvements	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk mitigation: Proven Oracle Cloud implementation agile-led methodology	▪ Value realisation: Focus on high-impact outcomes within timelines and budget
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▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Honest communication: Transparency and trust throughout

▪ Agile and extendable: ESG is new, flexibility is essential	▪ Foundation: Leverage Oracle Cloud EPM foundations for best practice
▪ Flexibility: Bottom-up end-to-end process management to capture	▪ Conversion: Common dimension framework GHG protocol at core
▪ Complete: Wide functional coverage supporting all aspect of ESG	▪ GHG: Mapped to Green House Gas protocols
▪ Legislative: Supports organisational, legal entity, business unit level reporting	▪ End-to-end: ESG plans and forecasts for sustainable initiatives
▪ Graphical experience: Bringing simplicity and intelligence to ESG reporting	▪ Metrics: Prebuilt KPI, carbon calculators, input templates and dashboards

Service benefits for the UK public sector clients

Oracle Cloud EPM ESG – Environment Social Governance benefits include: ▪ Full end to end ESG process management and control from gathering data to delivering results – beyond a dashboard or report ▪ Configurable tool set, foundational single version of truth for ESG reporting and planning activities ▪ Includes CSRD (Corporate Sustainability Reporting Directive) framework requirement reporting output capabilities ▪ An ESG hub to absorb inputs and information, convert and enrich data for reporting purposes, explore insights, report to external stakeholders ▪ Modelling toolset to plan and predict ESG topics using advanced ML capabilities ▪ Blending ESG data to create unified business semantics and manage performance, risk and opportunity
Oracle Cloud EPM ESG – Environment Social Governance overcomes challenges such as: • Managing the evolving landscape and legislation • Managing the evolving complexity and expectations of authorities • The costly approach today (hours, resources and overheads) to manage and track ESG related activities • Unknown future - this topic on global stage will not disappear, Oracle Cloud EPM – ESG is a flexible foundation to support progress

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Implementation - Oracle Cloud Fusion Data Intelligence – Fusion Analytics Warehouse

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Service Scope - Activities

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Service Scope – Product

Following modules are in scope of this service:

Oracle Fusion Data Intelligence Platform - Next generation Oracle Fusion Analytics Warehouse for Oracle Cloud Applications, unifying business data, ready-to-use analytics, and prebuilt AI and machine learning (ML) models for deeper insights, and decision-making actionable results

Service features for the UK public sector clients

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Comprehensive Oracle Cloud digital implementation and transformation service for - Oracle Fusion Data Intelligence spanning all aspects of the platform. de Novo Solutions data intelligence and analytics experts bring proven proficiency and knowledge with harness Artificial Intelligence (AI) and Machine Learning (ML) capabilities to transform operational service efficiency and value.

Amalgamating multiple sources of data for improved organisational outcomes, lessening any over-reliance on spreadsheets to improve productivity, and data manipulation. Using state of the art technology to make the difference bringing a different view on priorities, planning and decision making across the board.

▪ Intelligence: Automating application data analysis beyond dashboards and reports	▪ Prebuilt: Sophisticated Artificial Intelligence (AI) and Machine Learning (ML) capabilities
▪ Data driven actions: Leveraging automation to deliver better insights	▪ Rich analysis: Content to analyse performance against SMART objectives
▪ Exhaustive: Over 2000 best practice metrics for Oracle Cloud Applications	▪ Delivered analytics: Comprehensive content for Oracle Cloud HCM, ERP, EPM
▪ 360-degree data models: Complete views of business data entities	▪ External data: Merging external data with Oracle Cloud Applications data
▪ Emerging technology: Artificial Intelligence (AI) and Machine Learning (ML) models	▪ Predictive: Identifying likely outcomes to uncover valuable insights for action

Service benefits for the UK public sector clients

Oracle Fusion Data Intelligence benefits and capabilities: • Intelligent applications beyond dashboards and reports with prebuilt Artificial Intelligence (AI) and Machine Learning (ML) driven actions • Rich analysis content to analyse performance against objectives with over 2000 best practice key metrics for Oracle Cloud Applications HCM, ERP, EPM • 360-degree data models for complete views of business data entities, combining external data with Oracle Cloud Applications data • Prescriptive Artificial Intelligence (AI) and Machine Learning (ML) models to predict outcomes and sources affecting uncover valuable insights
Prebuilt for Oracle Cloud Applications ▪ A family of prebuilt, cloud native analytics applications for Oracle Cloud Applications HCM, ERP, EPM that provide line-of-business users with ready-to-use insights that can help improve decision-making. Oracle's unique breadth and depth of analytics and application capabilities enable organisations to unify analytics and provide a single, common view of performance across departments.
Go beyond dashboards and reports • Leveraging Artificial Intelligence (AI) driven decisions and actions with analytics designed to operate out-of-the-box with Oracle Cloud HCM, ERP, EPM business applications using AI-powered, role-specific predictive and prescriptive analytics. Going beyond data insights and recommendations to deliver intelligent actions, harnessing the underlying data models, Machine Learning (ML) models, and analytics help business users understand what's going on in their business, offer insights and recommendations, and facilitate actions that can improve the outcomes they care about.

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Implementation - Oracle Cloud - HCM – Oracle ME (Human Capital Management)

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Service Scope – Product

Following modules are in scope of this service:

Oracle Cloud HCM (Human Capital Management) – Oracle ME - Part of Oracle Fusion Cloud HCM, Oracle ME (my experience), is the only complete employee experience platform that empowers your talent to connect, grow, and thrive. With a full understanding of the needs, aspirations, and the "ME" behind every worker, you can design experiences that bring out the best in every person. A personalised employee experience shouldn't be a luxury, connecting with the workforce better will improve productivity, and data value while better engaging with your organisations most valuable asset – your people. Using state of the art Oracle Cloud HCM technology you will make the difference bringing a different view on relationships, experiences and decision making across the board.

Oracle HCM – Oracle ME is comprised of assorted components, each bringing separate unique value, benefits, and capabilities:

HCM Communicate

- Own your audience - Control the audience, content, and timing of every message without relying on other teams
- Drive behaviour - Send targeted communications based on employee attributes managed in Oracle Cloud HCM

Know your impact - Track and analyse who reads, responds to, and acts on communications
Journeys - Personalise journeys with guided workflows - Deliver personalised, contextual guidance tailored to each employee's unique background and circumstances - Build new journeys - Build upon more than 30 journey templates, and create new journeys to support changing business needs - Extend journeys - Build personalised guidance for employees across the enterprise, all without IT assistance
Grow - AI-driven growth opportunities - Discover AI-driven growth opportunities, curate learning playlists, and act on continuously evolving recommendations - Personalised career options and pathways - Explore multiple ways to grow, such as gigs, development journeys, and internal and external learning resources—all in one place - Organisation-wide skills management - Drive team skills planning to acquire critical skills as business priorities shift
Touchpoints - Direct listening - Capture employee voice through regular quick pulse surveys - Engagement analysis - Provide real-time insights into employee sentiment and engagement activity - Continuous engagement: Encourage workers and managers to remain engaged through in-the-moment feedback, recognition, and regular check-ins
Celebrate - Quick program setup - Create compelling recognition programs that promote your organisation's cultural values - Peer-to-peer recognition - Drive better adoption by incorporating peer-to-peer recognition naturally in the flow of work - Real-time engagement data - Visualise the business impact of recognition programs and identify trends with connected data in a single cloud-native HCM solution
Connections - Easily connect with others - Help workers quickly find and connect with others who have specific skills, interests, or experiences - Engage and build relationships - Enable workers to share personal interests and create connections and community, increasing opportunities for inclusion and belonging - Build your network - Allow workers to promote their personal brand by highlighting their skills, accomplishments, and career experience

Service features for the UK public sector clients

Empower: Every person with delightful, meaningful experiences	Prebuilt: Sophisticated workflow templates components to accelerate implementation
Data Driven: Leveraging automation to deliver better worker experiences	Listen, Learn, Act: Engage the workforce components to improve relations
Exhaustive: Prebuilt capability for best practice engagement	Delivered Experiences: Personalised journeys not standard processes
360-degree Employee Experience: Complete views of the employee journey	Connected Data: Leveraging formal and informal data to drive experiences
Emerging technology: Artificial Intelligence (AI) driven journeys	Predictive: Identifying and capture valuable insights for action

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Improve services with innovative technologies and agile operations	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience
▪ Industry blueprints: Automating service deployment embracing AI and ML innovations	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	▪ Profit improvement: Better margin, swifter payback, expanded business value
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

Protecting Your Investment – Value as a Service™(VaaS™)

Clients in the UK public sector benefit from our extensive experience and comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with your organisational objectives. de Novo is well-versed in digital transformation alongside the UK's regulatory nuances, guiding clients at every stage of the process, from initial strategy to post-implementation support. Prioritising client success, fostering collaboration and transparency, proactively managing risk through strong governance, means clients are at the centre of every decision taken.

Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in Oracle Cloud but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract. From Oracle's new Redwood UX design, adaptive analytics, through to the use of generative artificial intelligence. de Novo service offering is the complete end-to-end service wrap.



www.de-novo-solutions.com

Implementation - Oracle Cloud - HCM – HR Helpdesk (Human Capital Management)

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle Cloud HCM (Human Capital Management) – Oracle HR Helpdesk -. Comprehensive Oracle Cloud digital implementation and transformation service for - Oracle Cloud HCM HR Help Desk. de Novo service delivery experience experts bring proven proficiency and knowledge to harness the best of Oracle HR Help Desk better engaging your workforce, and transforming operational service efficiency and value.

Oracle Cloud HCM (Human Capital Management) – HR Help Desk – An integral part of the employee lifecycle HR Help Desk is a pivotal business support platform that is specially designed to deliver quick, consistent, and intelligent HR services to every employee. Oracle HR Help Desk is a scalable and unified service request and case management solution that makes it easy for employees to find answers without the risk of sensitive data getting into the wrong hands.

A personalised employee experience shouldn't be a luxury, HR Help Desk is an important part of connecting the employee to the organisation – helping the workforce to better understand their employment lifecycle, understand policies and how to craft a rewarding career.

For HR Professionals the HR Help Desk is a vital connection providing 24x7x365 automated access for the workforce to knowledgebase, self-service tools and other experiences that can provide instant,

educated guidance at source. The use of automation means that HR Experts can focus their efforts on the most important cases and bring their expertise to help foster engagement and retention drivers.

HR Help Desk will assist with productivity savings while establishing better engagement with your organisation's most valuable asset – your people. Using state of the art Oracle Cloud HCM technology you will make a difference bringing a new view on relationships, experiences and decision making across the board.

Service features for the UK public sector clients

Scale: HR service delivery with robust tools for great experiences	Unified: Connected workforce relations workflow to improve engagement
Proactive: Leveraging automation to intercept and resolve worker cases	Listen, Learn, Act: Understand and resolve repeat issues swiftly
Exhaustive: Prebuilt templates for best practice engagement	Delivered Experiences: Personalised journeys not standard processes
360-degree Employee Picture: Complete views for HR professionals	Connected Data: Working with the complete story every day
Emerging technology: Artificial Intelligence (AI) driven journeys	Consistent: Transparent and secure processes for complete assurance

Oracle HCM – HR Help Desk bringing unique value, benefits, and capabilities:

HR service delivery for the complete workforce supporting expert HR officers, subject matter experts, Line Managers and employees with connected processes that matter spanning:

- Multichannel HR inquiries - Submit inquiries via multiple channels—digital assistant, SMS, email, and social platforms—for fast replies.
- HR service request assignment - Route complex questions to the right HR person, ensuring quick and personalized HR service delivery for each employee.
- Tailored workflows for automatic routing - Configure your service request management system to handle complex HR rules required to manage contractual terms and conditions.
- Service request linking - Connect multiple service requests to a single case to expedite the resolution of a systemic issue and apply consistent actions across all associated requests.
- Comprehensive case management - Manage complex employee relations cases with multiple process steps, long-term tracking, correspondence, documentation, and best practice action plans.
- Contextual collaboration - Enable collaboration within each case via conversations and document sharing among stakeholders.
- A streamlined experience - Empower employees with a single place to find immediate answers, submit service requests for additional support, and track the progress of requests.
- Personalised guidance - Provide employees with personalized workflow guidance for sensitive employee relations issues using Oracle Journeys.
- An intuitive knowledgebase - Give workers access to a knowledgebase to resolve routine inquiries.
- Service request tracking - Unify HR data to gain a 360-degree view of each employee's profile and history to learn about relevant issues.
- Trend analysis - Clearly identify which types of service requests, cases, and inquiries are trending, enabling you to proactively resolve broader issues.
- Embedded business intelligence - Leverage embedded Oracle Transactional Business Intelligence to measure the effectiveness of service requests.
- Secured employee information - Leverage a solution that keeps highly sensitive employee data private and protected from outside threats.

- Native integration - Provide a complete HR service delivery solution that's unified with HCM, removing the need for third-party integrations.
- Real-time data - Review the most up-to-date information with an HR help desk solution unified across all HCM processes.

Service benefits for the UK public sector clients

Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	Operational efficiency: Reducing risk reducing cost and improving productivity significantly
Experience economy: Improve services with innovative technologies and agile operations	Delivery excellence: Quality, proven service skills, fostering agility and resilience
Industry blueprints: Automating service deployment embracing AI and ML innovations	Service satisfaction: Superior experiences, end-user adoption and advocacy
Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	Profit improvement: Better margin, swifter payback, expanded business value
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Implementation - Oracle University – Guided Learning for Oracle Cloud Applications (OGL)

Introduction

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Why select de Novo Solutions? What makes us different?

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Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle University Guided Learning (OGL) for Oracle Cloud Applications – End-user adoption and education are integral aspects of a digital transformation. Oracle Guided Learning (OGL) makes it easy for an organisation to cascade education across the user-base whether core day-to-day users or casual users. Oracle Guided Learning is the essential companion.

Oracle University Guided Learning (OGL) for Oracle Cloud Applications bringing unique value, benefits, and capabilities:

Oracle University Guided Learning (OGL) is a critical part of an organisations digital adoption strategy as part of a transformation and change management exercise. Oracle Guided Learning has helped thousands of organisations to accelerate their adoption of Cloud lifting the burden of creating, hosting, consolidating, deploying, scaling and managing both change and training content.

- Train users in-application at scale - Create, embed and display training content in your users flow of work
- Manage and publish changes instantaneously - Take control of your content experience and use Oracle Guided Learning to create, edit and publish content in Fusion Cloud

- Reduce service requests - Use cases include a variety of user personas across the organisation spanning HCM, ERP, EPM and beyond
- Improve action upon communications - Deploy messages to various roles and regions, in-application, helping users acknowledge and act upon key changes
- Consistently Innovate and Improve - measure outcomes from various change and training initiatives

Empower users across the organisation by using several in-application guides (in-app messages, process guides, step guides, smart tips and beacons) to orchestrate your ideal learning experience. Deploy this across any business process of choice. Improve user adoption and engagement by embedding content (video, images, copy, links etc.) into each of these in-application guides.

Oracle Guided Learning provides the organisation with analytics to measure every interaction across your business process and change assets. Helping users find information when they need it by consolidating all information in our Guided Learning Widget. The Widget can be repositioned to any location and customized to match your application's design or company brand. Upon opening the widget, our Help Panel allows the organisation to consolidate all support and help assets in one view. Organising assets and help categories according to the organisation's needs - linking users to guides, job aids, external repositories and help desk or support channel.

Learn and deploy several best practices from using Oracle Guided Learning compiled from the experts and consultation with many of our customers. Read our knowledge article which explains the various recommendations across each Use Case. Apply recommendations swiftly by using pre-built templates and edit these and start deploying these in your organisation's application.

Learn about business processes support for Oracle Cloud Applications and prepare for successful implementations. See how Oracle Cloud end-to-end business process flows are defined, based on Oracle Modern Best Practice, to help provide the foundational know-how required to make effective decisions while planning, implementing, testing, and using Oracle Cloud Applications.

Oracle University's Guided Learning Platform for Oracle Cloud applications offers structured, self-paced training, fostering rapid enablement, smooth adoption, and efficient knowledge dissemination. It empowers organizations with flexible learning paths, ensuring comprehensive skill development and maximizing the potential of Oracle Cloud applications across the workforce.

Comprehensive Oracle Cloud service for Oracle Guided Learning. Spanning any combination of: HCM - HR, Payroll, Talent Management, Workforce Management ERP - Finance, Procurement, Projects, EPM - Planning, Budgeting, Forecasting de Novo Solutions experts will bring preconfigured templates plus proven proficiency and knowledge to maximise operational service efficiency and value.

Service features for the UK public sector clients

▪ Enhance: User experiences for smooth end to end transformation	▪ Tailored: fast-start education and knowledge transfer optimal performance
▪ Intelligent: Speeding up workflow and user adoption improvement	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk Mitigation: Proven Oracle Cloud education methodologies for success	▪ Value Realisation: Focus on high-impact outcomes within timelines and budget
▪ Connected: Seamless transition safeguarding integrity, minimising disruption	▪ Scalability Planning: Future-proof strategies to accommodate growth
▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Configurable: Modify the education and experience for success

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Improve services with innovative technologies and agile operations	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience
▪ Industry blueprints: Automating service deployment embracing AI and ML innovations	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
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Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in Oracle Cloud but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract. From Oracle's new Redwood UX design, adaptive analytics, through to the use of generative artificial intelligence. de Novo service offering is the complete end-to-end service wrap.



www.de-novo-solutions.com

Implementation - ServiceNow Employee Experiences – HR Service Delivery - HRSD

Introduction

de Novo Solutions is an industry recognised award-winning certified ServiceNow specialist partner comprised of Back-Office business process knowledge experts and innovative technology pioneers. Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow Employee Experiences / Workflow Suite transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

Why select de Novo Solutions? What makes us different?

Not all ServiceNow partners are equal. de Novo Solutions deep operational knowledge and understanding of the workings of the Public Sector allows it to unlock the power of ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Employee Experiences / Workflow Suite – HR Service Delivery (HRSD) – including all aspects of the ServiceNow Employee Experience Management sub-modules components as listed:

HR Service Delivery (HRSD) Now Assist for HRHD, Employee Centre, Employee Journey Management, Issue Auto Resolution, Case and Knowledge Management, HR Agent Workspace, Now Mobile, Virtual Agent, Universal Request, Performance Analytics, Predictive Intelligence, Process Mining, Employee Relations, Alumni Service Centre, Workforce Optimisation, Employee Document Management	Workplace Service Delivery: (Wkplc) Wkplc Space Management, Wkplc Case Management, Wkplc Reservation Management, Wkplc Indoor Mapping, Wkplc Central, Mobile Wayfinding, Indoor Map Studio, Wkplc Move Management, Wkplc Visitor Management, Health and Safety, Reporting, Virtual Agent, Now Mobile, Employee Centre, Performance Analytics, Wkplc Maintenance Management, Wkplc Lease Administration.
Safe Workplace Suite.: (Wkplc)	Creator Workflows

Safe Wkplc Dashboard, Contact Training, Wkplc Safety Management, Vaccination Status, Employee Travel Safety, Employee Readiness Surveys, Employee Health Screening, Health and Safety Testing, Wkplc PPE Inventory Management	App Engine, Integration Hub, Manufacturing Connected Workforce, Employee Workflows
Employee Growth and Development Employee Centre Pro, Manager Hub	

Service features for the UK public sector clients

▪ HR Service Delivery: Employee Centre (Pro), Case and Knowledge Management	▪ Streamline Process: Workplace Service Delivery, Wkplc Space Management workflow automation
▪ Ensure Compliance: Safe Workplace Suite, Safe Wkplc Dashboard and analytics	▪ Boost Productivity: Legal Service Delivery, Legal Investigations with tailored workflow
▪ Real-Time: Employee Growth and Development, Manager Hub, Performance Analytics	▪ Driving Agility: Creator Workflows, Now Mobile, Employee Journey Management
▪ Employee Workflows: HR Agent Workspace, Virtual Assistant maximising collaboration	▪ Maximises Employee Experience: Workflow ROI cost savings and improvement
▪ Facilitate: Seamless integration with existing systems and applications	▪ Connected Experiences: For Managers, Employees and Case Agents

Service benefits for the UK public sector clients:

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Improve services with innovative technologies and agile operations	▪ Delivery excellence: Quality, proven service skills, fostering agility and resilience
▪ Creator Workflows: Embracing AI innovation in employee experiences	▪ Service satisfaction: Superior experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	▪ Profit improvement: Better margin, swifter payback, expanded business value
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

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Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in ServiceNow but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract.



www.de-novo-solutions.com

Implementation - ServiceNow Integrated Risk Management - IRM

Introduction

de Novo Solutions is an industry recognised award-winning certified ServiceNow specialist partner comprised of Back-Office business process knowledge experts and innovative technology pioneers. Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow Employee Experiences / Workflow Suite transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

de Novo Solutions is a certified ServiceNow specialist partner specialising in **ServiceNow Integrated Risk Management (IRB)** spanning visibility and risk-related decisioning with real-time intelligence. Automating workflows across your organisation will save resource and cost linked to risk governance and compliance (GRC).

Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow Integrated Risk Management transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

As an experienced IT consulting firm for digital transformation, specialising in ServiceNow Integrated Risk Management (GRC/IRB) our knowledge and approach brings robust risk mitigation, regulatory compliance, and streamlined processes for UK public sector organisations. Our expertise fosters resilience, transparency, and accountability, safeguarding assets - enhancing stakeholder trust.

Clients in the UK public sector benefit from our comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with organisational objectives. Our adept team, well-versed in digital transformation alongside the UK's regulatory nuances, will guide clients at every stage of the process, from initial strategy to post-implementation support.

Why select de Novo Solutions? What makes us different?

Not all ServiceNow partners are equal. de Novo Solutions deep operational knowledge and understanding of the workings of the Public Sector allows it to unlock the power of ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

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Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Integrated Risk Management (IRM) – including all aspects of the ServiceNow Employee Experience Management sub-modules components as listed:

Policy and Compliance Management	Risk Management
Operational Risk Management	Continuous Authorisation and Monitoring
Operational Resilience Management	Regulatory Change Management
Audit Management	Use Case Accelerators
Performance Analytics	Employee Centre
Virtual Agent	Predictive Intelligence

Service features for the UK public sector clients

▪ Mitigate Risks: Comprehensive governance, risk, and compliance workflow	▪ Enhanced Compliance: Tailored risk management framework design
▪ Expedited Process: Accelerating deployment of GRC best practices	▪ Streamlines Assessment: Risk mitigation processes for operational efficiency
▪ Real-time Monitoring: Control and reporting of risk-related activities	▪ Facilitates Collaboration: Improving communication across risk processes
▪ Tailored Assessments: Aligning with organisational objectives and priorities	▪ Automating Risk Management: Workflow ROI cost savings and improvements
▪ Scalability and Adaptability: Aligning to evolving regulatory requirements	▪ Maximises ROI: Optimising risk management resource and reducing cost

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality risk management approach, fostering agility and resilience
▪ Profit improvement: Better margin, better control, expanded business value	▪ ServiceNow Platform: Embracing AI innovation in risk management
▪ Satisfaction: Superior risk end-user adoption and advocacy	▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

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Implementation - ServiceNow Strategic Portfolio Management - SPM

Introduction

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de Novo Solutions is a certified ServiceNow specialist partner specialising in **ServiceNow Strategic Portfolio Management (SPM)**.

Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow SPM transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

As an experienced IT consulting firm for digital transformation, specialising in ServiceNow SPM our knowledge and approach brings robust yet streamlined ways of working to the organisation improving UK public sector efficiency and service delivery. Our experts will collaborate closely to foster an effective knowledge transfer process - enhancing stakeholder as the programme advances improving trust and performance.

Clients in the UK public sector benefit from our comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with organisational objectives. Our adept team, well-versed in digital transformation alongside the UK's regulatory nuances, will guide clients at every stage of the process, from initial strategy to post-implementation support.

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Service Scope - Activities

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Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Strategic Portfolio Management (SPM) – including all aspects of the ServiceNow SPM sub-modules components as listed:

Now Assist for Strategic Portfolio Management (SPM)	Strategic Planning
Scenario Planning	Investment Funding
Agile Development	Scaled Agile Framework (SAFe)
Project Portfolio Management	Demand Management
Collaborative Work Management	Resource Management
Innovation Management	Digital Portfolio Management
Release Management	Predictive Intelligence
Virtual Agent	Virtual Agent
Process Mining	Performance Analytics

ServiceNow SPM groups key business applications and capabilities into packages that can scale with you as your needs change. de Novo Solution and SPM will enable the organisations' leaders to adapt quickly to emerging threats and opportunities, assisting with complex and interconnected processes. Organisations that have implemented traditional project portfolio management (PPM) often struggle to develop and maintain alignment between strategy, planning, and delivery—and this misalignment slows the flow of value through your organisation and SPM is the perfect vehicle to assist.

Our team of experts will help your organisation to develop ServiceNow Strategic Portfolio Management capabilities and services bringing continual innovation and improvement to the way the organisation executes and managed projects. de Novo Solutions will help the organisation to increase resilience, adaptability and agility. Our public sector experts will blend their experience with the requirements of your organisation to ensure that ServiceNow's next-generation application and infrastructure performs at its best.

With our focus on benefit and value measurement alongside personalised ServiceNow experiences we don't want your organisation to just rely on standardised business processes we at de Novo Solutions will create your organisation solutions that make the difference, supporting your journey, growth, and vision. de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service.

Service features for the UK public sector clients

▪ Enhance: User experiences for smooth end to end transformation	▪ Tailored: fast-start education and knowledge transfer optimal performance
▪ Intelligent: Speeding up workflow and user adoption improvement	▪ Training: Comprehensive education empowering end-users, enhancing adoption and satisfaction
▪ Risk Mitigation: Proven Oracle Cloud education methodologies for success	▪ Value Realisation: Focus on high-impact outcomes within timelines and budget
▪ Connected: Seamless transition safeguarding integrity, minimising disruption	▪ Scalability Planning: Future-proof strategies to accommodate growth
▪ Continuous support: Ongoing collaboration and discussion for service satisfaction	▪ Configurable: Modify the education and experience for success

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
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▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality risk management approach, fostering agility and resilience
▪ Profit improvement: Better margin, better control, expanded business value	▪ ServiceNow Platform: Embracing AI innovation in risk management
▪ Satisfaction: Superior risk end-user adoption and advocacy	▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

Protecting Your Investment – Value as a Service™(VaaS™)

Clients in the UK public sector benefit from our extensive experience and comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with your organisational objectives. de Novo is well-versed in digital transformation alongside the UK's regulatory nuances, guiding clients at every stage of the process, from initial strategy to post-implementation support. Prioritising client success, fostering collaboration and transparency, proactively managing risk through strong governance, means clients are at the centre of every decision taken.

Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in ServiceNow but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract.



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Implementation - ServiceNow Application Portfolio Management - APM

Introduction

de Novo Solutions is an industry recognised award-winning certified ServiceNow specialist partner comprised of Back-Office business process knowledge experts and innovative technology pioneers. Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow Employee Experiences / Workflow Suite transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

de Novo Solutions is a certified ServiceNow specialist partner specialising in **ServiceNow Application Portfolio Management (APM)**.

Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow APM transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

As an experienced IT consulting firm for digital transformation, specialising in ServiceNow SPM our knowledge and approach brings robust yet streamlined ways of working to the organisation improving UK public sector efficiency and service delivery. Our experts will collaborate closely to foster an effective knowledge transfer process - enhancing stakeholder as the programme advances improving trust and performance.

Clients in the UK public sector benefit from our comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with organisational objectives. Our adept team, well-versed in digital transformation alongside the UK's regulatory nuances, will guide clients at every stage of the process, from initial strategy to post-implementation support.

Why select de Novo Solutions? What makes us different?

Not all ServiceNow partners are equal. de Novo Solutions deep operational knowledge and understanding of the workings of the Public Sector allows it to unlock the power of ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Application Portfolio Management (APM) – including all aspects of the ServiceNow APM sub-modules components as listed:

Application Portfolio Management (APM) Portal	APM Portfolio Visualisations and Dashboards
APM Capability Mapping	APM Technology Portfolio Control

de Novo Solution experts will help your organisation to combine Application Portfolio Management with other ServiceNow components to create a powerhouse technology platform.

With APM it is possible to differentiate your organisation through the operation of an effective register and inventory of technology solutions all recorded and managed within ServiceNow. The solution will empower your organisation, your people and your processes with clear intelligent business workflow including visualisation of the APM estate with details of the solutions, the purpose, the scope, the user-dependent community, and a host of supporting information including vendor and cost details.

A well operated APM strategy will deliver transformational benefits and outcomes to the organisation while reducing risk and helping to control effort, cost and other precious resources. ServiceNow APM is an intelligent platform that harnesses workflow and AI to put smart answers at your fingertips, letting the organisation translate that intelligence into action.

Service features for the UK public sector clients

▪ Evaluate and Rationalise: Applications for optimised portfolio performance	▪ Application Investment: Alignment with strategic business objectives for efficiency
▪ Better Decisions: Automated with data-driven insights and analytics	▪ Prioritisation: Focus investment with business value and goal alignment
▪ Real-time Collaboration: Reducing risk and increasing stakeholder success	▪ Tailored Portfolio: Aligning portfolios to organisation and IT drivers
▪ Transparency and Accountability: Bringing control to APM lifecycle control	▪ Workflow Integration: Seamless blending with the wider organisation
▪ Delivery Excellence: Driving innovation and balancing operational constraints	▪ Maximises ROI: Empowering leaders with analytics and portfolio progress

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality risk management approach, fostering agility and resilience
▪ Profit improvement: Better margin, better control, expanded business value	▪ ServiceNow Platform: Embracing AI innovation in risk management
▪ Satisfaction: Superior risk end-user adoption and advocacy	▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

Protecting Your Investment – Value as a Service™(VaaS™)

Clients in the UK public sector benefit from our extensive experience and comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with your organisational objectives. de Novo is well-versed in digital transformation alongside the UK's regulatory nuances, guiding clients at every stage of the process, from initial strategy to post-implementation support.

Prioritising client success, fostering collaboration and transparency, proactively managing risk through strong governance, means clients are at the centre of every decision taken.

Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in ServiceNow but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract.



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Implementation - ServiceNow Customer Service Management - CSM

Introduction

de Novo Solutions is an industry recognised award-winning certified ServiceNow specialist partner comprised of Back-Office business process knowledge experts and innovative technology pioneers. Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow Employee Experiences / Workflow Suite transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

de Novo Solutions is a certified ServiceNow specialist partner specialising in **ServiceNow Customer Service Management (CSM)**.

Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow CSM transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

As an experienced IT consulting firm for digital transformation, specialising in ServiceNow SPM our knowledge and approach brings robust yet streamlined ways of working to the organisation improving UK public sector efficiency and service delivery. Our experts will collaborate closely to foster an effective knowledge transfer process - enhancing stakeholder as the programme advances improving trust and performance.

Take customer service to the next level while controlling operating costs. Resolve issues quickly and delight customers with AI-powered self-service within ServiceNow Customer Service Management (CSM). Set agents up for success with real-time information to boost their productivity.

Use AI to improve deflection, foster productivity, and streamline processes. Automation enables the organisation to better control complexity while scaling customer service ops for UK public sector service delivery growth.

CSM is a group of key applications and capabilities that can scale as your organisational needs change. Combine Customer Service Management with other ServiceNow products and apps to create a powerhouse customer experience platform. Reduce customer effort and improve your bottom line.

Clients in the UK public sector benefit from our comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with organisational objectives. Our adept team, well-versed in digital transformation alongside the UK's regulatory nuances, will guide clients at every stage of the process, from initial strategy to post-implementation support.

Why select de Novo Solutions? What makes us different?

Not all ServiceNow partners are equal. de Novo Solutions deep operational knowledge and understanding of the workings of the Public Sector allows it to unlock the power of ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Customer Service Management (CSM) – including all aspects of the ServiceNow Customer Service Platform Suite including sub-modules components as listed:

Now Assist for CSM	Self-Service
Workforce Optimisation	Process Mining
Virtual Agent	Guided Decision
Predictive Intelligence	Engagement Messenger
Omni Channel	Workspaces
Case Management	Service Model Foundation
Advanced Work Assignment	Service Management for Issue Resolution
Knowledge Management	Task Intelligence

Service features for the UK public sector clients

▪ Improved Experiences: Connected experiences for organisational success	▪ Self-Service: Intelligent interactions for maximum efficiency and productivity
▪ Expedited Process: Accelerating deployment of CSM best practices	▪ Streamlined Prioritisation: Focussing on delivering connected services
▪ Real-time Collaboration: Reducing risk and increasing experience value	▪ Engaging: Embracing Artificial Intelligence through Now Assist and GenAI
▪ Transparency and Accountability: Bringing control to service execution	▪ Workflow Integration: Seamless blending with the wider organisation
▪ Delivery Excellence: Bringing innovation and balancing regulatory requirements	▪ Maximises ROI: Empowering leaders with analytics and portfolio progress

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality risk management approach, fostering agility and resilience
▪ Profit improvement: Better margin, better control, expanded business value	▪ ServiceNow Platform: Embracing AI innovation in risk management
▪ Satisfaction: Superior risk end-user adoption and advocacy	▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively
▪ Empowerment: Engaging knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising ROI with sustainable, future-ready solutions

Protecting Your Investment – Value as a Service™(VaaS™)

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Beyond implementation de Novo expertise extends through our managed services offering **Value as a Service™** that not only protects our Client's investment in ServiceNow but also looks to maximise our Client's return on investment by ensuring they are always positioned to take advantage of new technology innovations as and when it arrives over the life of the Cloud contract.



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Implementation - ServiceNow ESG (Environment Social Governance)

de Novo Solutions is an industry recognised award-winning certified ServiceNow specialist partner comprised of Back-Office business process knowledge experts and innovative technology pioneers. Our organisation is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

de Novo Solutions is a certified ServiceNow specialist partner specialising in **ServiceNow Environment Social Governance (ESG)** and is the perfect partner for your UK public sector organisation to plan and execute your ServiceNow ESG transformation journey. Bringing invaluable insights and a track record of success to every project means we help clients adopt the standard ServiceNow functional capabilities not spending time and money adapting them.

ESG is an important topic that affects all of us on the planet with ServiceNow technology and de Novo Solutions we will elevate your environmental, social, and governance (ESG) program with simple data collection, on-demand progress monitoring, and automated reporting. Our guidance will help the organisation to smooth the compliance and statutory overheads with cost and resource efficient approaches it to collect and manage all that is needed for Corporate Social Responsibility Directive (CSRD) reporting.

As experienced IT digital transformation experts, specialising in ServiceNow ESG. Our knowledge and approach will bring robust risk mitigation, regulatory compliance, and streamlined processes for UK public sector organisations. Our expertise fosters resilience, transparency, and accountability, safeguarding assets - enhancing project stakeholder trust.

Clients in the UK public sector benefit from our comprehensive approach to implementation, beginning with meticulous planning and risk assessment to ensure alignment with organisational objectives. Our adept team, well-versed in digital transformation alongside the UK's regulatory nuances, will guide clients at every stage of the process, from initial strategy to post-implementation support.

Implementing an ESG management platform in a UK public sector organisation enhances sustainability efforts, ensures regulatory compliance, and fosters stakeholder trust. The ServiceNow ESG platform will facilitate transparent reporting, risk mitigation, and resource optimisation, aligning with governmental mandates and UK citizen expectations. Ultimately, the new ESG solution from ServiceNow drives social responsibility, resilience, and long-term value creation for the community in line with a wider Social Value Policy and Corporate Social Responsibility charter.

The ESG solution by ServiceNow will empower your organisation, your people and your processes with clear intelligent ESG workflow including visualisation of the approaches and strategies being taken today alongside future aspiration. A well operated ESG platform will gather and unify related data and assist the management with generating management submissions such as Corporate Social Responsibility Directive (CSRD) reporting and actions.

Together de Novo Solutions experts and your organisation's leaders can bring tremendous social value and benefit assisting the organisation with their ESG obligations while reducing risk and increasing control. ServiceNow ESG is an intelligent platform that harnesses workflow and AI to put smart answers at your fingertips, letting the organisation translate that intelligence into action.

de Novo Solutions is a specialist ServiceNow ESG (Environment Social Governance) partner helping empower UK public sector organisations to accelerate their ESG and wider Corporate Social Responsibility (CSRD) obligations by prioritising and aligning strategic objectives. Our expertise enhances accountability, and transparency, driving successful ESG outcomes and maximising value.

Why select de Novo Solutions? What makes us different?

Not all ServiceNow partners are equal. de Novo Solutions deep operational knowledge and understanding of the workings of the Public Sector allows it to unlock the power of ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
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Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

ServiceNow Environment Social Governance (ESG) - including all aspects of the ServiceNow ESG platform including sub-modules components as listed:
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Environment Social Governance (ESG) Dashboard and Visualisations	ESG Data Collection
ESG Status Checks	ESG Disclosure Writing

Service features for the UK public sector clients

Agile and extendable: ESG is new, flexibility is essential	Foundation: Leverage ServiceNow foundations for best practice
Flexibility: Bottom-up end-to-end process management to capture	Conversion: Common dimension framework GHG protocol at core
Complete: Wide functional coverage supporting all aspect of ESG	GHG: Mapped to Green House Gas protocols
Legislative: Supports organisational, legal entity, business unit level reporting	End-to-end: ESG plans and forecasts for sustainable initiatives
Graphical experience: Bringing simplicity and intelligence to ESG reporting	Metrics: ESG KPI, carbon calculators, input templates and dashboards

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for sustained growth	▪ Operational efficiency: Reducing risk reducing cost and improving productivity significantly
▪ Experience economy: Data driven personalised experiences over standardised business processes	▪ Delivery excellence: Quality risk management approach, fostering agility and resilience
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Implementation – Public Sector Industry Cloud Solutions

Public Sector Industry Cloud Solutions



Implementation – Industry Cloud Solution – Odyssea™ - Schools & Multi-Academy Trusts



Implementation – Industry Cloud Solution – Odyssea™ - Central Government



Implementation – Industry Cloud Solution – Odyssea™ - Local Government



Implementation – Industry Cloud Solution – Odyssea™ - Police



Managed Services

Managed Services and Support for Oracle Cloud and ServiceNow Technologies



Managed Service and Support - Oracle Cloud HCM – Payroll – ERP – EPM (Value as a Service™)

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our unique **Value as a Service™ (VaaS™) Managed Services and Support** offering brings together service and value measurement using four value dimensions spanning: **Efficiency, Optimisation, Innovation and Adoption**

VaaS™ is purposely designed from the outset to help our clients extract the maximum continuous value from their Oracle Cloud Applications investment – today and tomorrow.

The pioneering VaaS™ model for Managed Services and Support is changing-the-game due to the services marrying technical, solution and business expert knowledge as one using our powerful ServiceNow client services portal experience.

VaaS™ from de Novo Solutions is different because we are unifying;

- The talent at our organisation - our skills, competence and experience are second to none with our clients directly, connecting experts to discuss best practice and to ensure the clients vision and goals for the digital transformation are kept in sharp focus
- Additionally, that our team are connected to Oracle Cloud Executives in multiple domains to include Centre of Excellence, Product Management, Product Development and Program Management meaning that we can help your teams to plan, set strategy resolve outstanding matters and make the right calls because we are the Single Version of Truth for your support.

We are the team that Oracle calls when another partner or client has run into difficulty and the situation needs resolving discretely, with minimal impact and fuss - but with complete assurance that the remedy will get the client back on track.

de Novo Solutions experts will collaborate on assorted topics and provide invaluable education, support, and guidance, bringing the service back on line and performing to the max. VaaS™ will establish a new foundation for the future and help your organisation go on to bigger and greater achievements.

Our Managed Service and Support experts blend their technical, product and business process experience with the inputs of your organisation to ensure that Oracle Cloud's next-generation application and infrastructure performs at its best. With our focus on benefit and value measurement alongside personalised Oracle Cloud experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Service Scope

Our Managed Service and Support Service for Oracle Cloud Applications is called **Value as a Service™ (VaaS™)**. It is a comprehensive application support service designed to protect a customer's investment and provide easy access to a broad range of expertise. It is serviced by a *dedicated* support team 100% focused upon delivery and service excellence through the support of Oracle Cloud Applications. Consequently, our customers have access to unrivalled levels of expertise.

Going beyond Service Requests (SR's) VaaS™ is a new collaborative approach to the delivery of managed service support that transparently measures the value of Oracle Cloud to an organisation using the lenses of: Experience, Innovation and Value Based Outcomes.

de Novo Solution has observed that is not uncommon to see clients failing to recognise their return-on-investment projections from Oracle Cloud Applications often with clients struggling to take advantage of the continuous innovation and delivered best practice.

VaaS™ leverages a unique four value dimension model to crystalise the qualitative and quantitative value of Oracle Cloud for Senior Stakeholders. With regular, consistent benchmarking against these four dimensions, it becomes possible to jointly assess progress and achievement alongside impact and innovation in the context of the client's cloud. The dimensions are:

- **Innovation** - is crucial to the continuing success of any organisation. With VaaS™ the client relationship and continual discussion focuses upon the important role that the regular Oracle Cloud releases play in the service value equation. Client's need to leverage and embrace new capabilities in an intelligent manner that suits the needs of the organisation, balancing momentum, and service improvement to exceed the expectations of the service end-user.
- **Adoption** - vital when it comes to achieving value realisation of Oracle Cloud technology into the organisation. With VaaS™ the client relationship will explore and measure end-user adoption and satisfaction levels. Revisiting the major 'adoption' influencing factors like commitment, governance, the role of key influencers, communication and enablement plans plus monitoring feedback, challenges and blockers that might be affecting the end-user all in a bid to secure high adoption and engagement.
- **Optimisation** - an essential aspect of a modern digital transformation to ensure an organisation is extracting the maximum value from the investment made in Oracle Cloud technology. With Oracle Cloud regularly evolving there is a risk that clients fall behind and don't leverage all that the service can bring. VaaS™ mitigates this risk helping clients with knowledge share, recommendations, and advice as well as contextual guidance as a result clients embrace leading practice and establish great Oracle Cloud outcomes consistently.
- **Efficiency** - Savings and value realisation with Oracle Cloud transformation come in conjunction with an effective end-user adoption and service optimisation strategy. VaaS™ will help ensure the topic of efficiency is kept on the agenda reviewing progress on streamlining process, introduction, and adoption of self-service through to eliminating local held or inefficient alternative work-around services that prevent the organisation in achieving the goal of improved efficiency through a reduced Total Cost of Ownership (TCO).

de Novo managed services processes are aligned to ISO9001 delivering repeatable quality support processes that enable us to protect our customer's investment in Oracle Cloud while delivering continually improving services via:

- **Third Line Business Level Support** – Monitors and assesses Oracle Cloud service performance, providing support to UK public sector clients through a front-line service via the cloud
- **Continual Support, Improvement and Upgrade Service** - Provides a holistic and proactive support package, with constant reviews and consultation to help clients maximise their Oracle Cloud Applications investment and innovation through twice yearly upgrades
- **Continual Solution Assurance** - Provides functional 'how to' support for UK public sector clients' end-users, and continual advice and guidance on maximising the investment within Oracle Cloud Applications based solutions

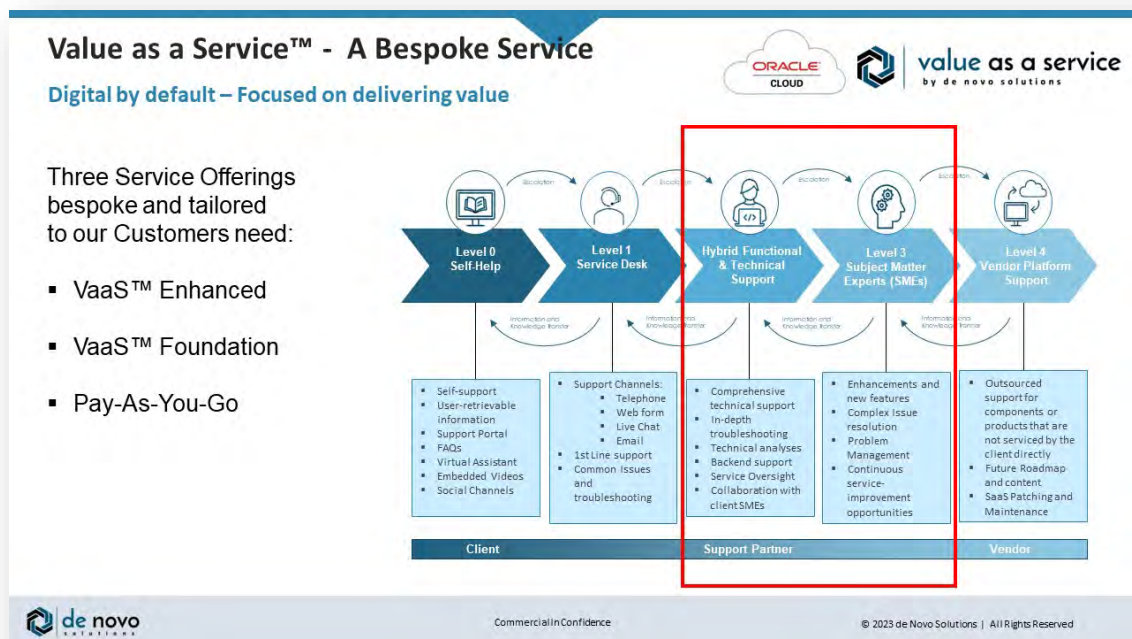
Managed Services Scope – Product

Following modules are in scope of this service:

Oracle ERP Cloud (R2R, P2P, O2C)	- Financials (GL, AP, AR, CM) - Procurement (PO), Projects - Supplier Portal & Supplier Management - Fusion Analytics Warehouse (FAW) – ERP
Oracle EPM Cloud (Enterprise Performance Management)	- Planning and Budgeting (Forecasting) - Profitability and Cost Management - Financial Consolidation & Close - Account Reconciliation, Tax Reporting - Narrative Reporting, Freeform - Enterprise Data Management
Oracle HCM Cloud	- Core HCM (Absence Management) - Time & Labour - Benefits, Compensation Management - Performance, Talent Management - Learning - Workforce Management - Recruiting Cloud (ORC), Onboarding - HR Helpdesk - Oracle ME (My Experience) - Journeys - Experience Design Studio - Digital Assistant, Grow, Communicate - Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	Payroll including MyCSP (Pensions)

Our Managed Service Offering – Going beyond ITIL

VaaS™ has been designed to deliver a *personalised tailored experience based upon the client's needs*. This is because our clients have many different requirements as to how they wish to support their service. Whilst underpinned by ITIL best practices, we go way beyond this in terms of service innovation. ITIL based processes are necessary but should not be a constraint on innovation.



Our Ethos

VaaS™ is based upon having a *long-term collaborative partnership model* with our clients and is used as a foundation to derive long term value from their investment in the Oracle Cloud platform.

We firmly believe our offering not only delivers short term value whilst we always look to enable our customers staff to maintain the platform more effectively daily as part of the service, but we are able to provide the necessary insight to ensure that the organisation can maximise the full potential of the Oracle Cloud platform.

Our managed services proposition VaaS™ includes, but not limited to:

- A flexible tailored service, recognising the need for flexibility as platform operations mature and the client becomes more self-sufficient
- Focused on measuring system benefit against four pre-defined weighted value factors based upon client goals and desired outcomes driving tangible financial results
- A service design to pro-actively improve service delivery over the entire life of the contract
- Our emphasis is “*if we support you, we support you!*” – there is no ticket cap or fair use policy; the only metric for increasing the baseline service is the increase of the number of users
- Embedded ITIL processes for incident, problem, change and release management
- Extensive use of ServiceNow CSM (Customer Service Management) configured specifically to support Oracle Cloud
 - o acting as the primary contact portal for logging through to resolution of incidents
 - o client access of management information relating to ticket status under the service
 - o in-built “client specific” knowledge database; thereby allowing the organisation to retain corporate knowledge of the system over time
 - o client access to analytical reporting, identifying pro-actively trends
 - o license management
- Use of additional support tools, like Configsnapshot to ensure the configuration is documented correctly, and kept in check across multiple environments
- Whilst primarily support is undertaken remotely, de Novo being a UK business can provide greater specialised support as and when required onsite

Brings commercial innovation, prepared to share risk, and access to discounted rate-card for undertaking changes as and when required

Offering each Client Service Commercial Choice

- **Enhanced Service (Using Value Dimensions, Fixed Fee plus Unit purchases for Changes)**
 - o Designed for the client that wants to deliver continuous innovation and maximise its return on investment over the life of the Oracle Cloud contract underpinned by a foundation service to agreed SLA's as an insurance policy
- **Foundation Service (Fixed Fee plus Unit purchases for Changes)**
 - o Designed for the client that wants an insurance policy for their Cloud implementation - unlimited support to agreed SLA's
- **Pay-As-You-Go (PAYG) (Unit purchases only)**
 - o Designed for the client that wants maximum flexibility and no long-term commitment, but still wants access to expertise as and when required. Can be used for any task or activity from fix-on-fail through, upgrade support or additional training and education activities to provide complete flexibility, driven by client's need as and when required. No SLA's.

VaaS™ - What's in Scope



VaaS™ Foundation

- ✓ Named Service Manager
- ✓ 24/7/365 Customer Portal
- ✓ Access to Certified Specialists
- ✓ ITIL support processes backed by robust Service Level Agreements (SLA) and Key Performance Indicator (KPI) monitoring
- ✓ Vendor Management
- ✓ Oracle Cloud Release Document - Update planning discussion
- ✓ New Feature best practice adoption
- ✓ Collaborative Support
- ✓ Knowledge Management artifacts
- ✓ Continuous Improvement focus
- ✓ Customer Community access
- ✓ Tools – Configsnapshot & ServiceNow

VaaS™ Enhanced

VaaS™ Foundation *plus* the following:

- ✓ VaaS™ baseline objective setting against four dimensions criteria:
 - Innovation, Adoption
 - Optimisation, Efficiency
- ✓ Quarterly collaborative VaaS™ check-ins
- ✓ Value Action Plan - four dimensions review to include progression analysis
- ✓ Oracle Cloud Release Document personalised impact assessment and analysis
- ✓ Personalised quarterly value action plan report
- ✓ Executive governance and input
- ✓ Access to de Novo R&D activities



Commercial in Confidence

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By separating the standard foundation support service away from the innovation cycle, this allows us to ascertain not only being able to provide continuity of service delivery, but with a continued focus on the quarterly updates to drive innovation projects that are applicable that will realise hidden value as we proactively measure to prove return on investment.

VaaS™ Pay-As-You-Go (PAYG) Explained

PAYG is a unit-based system, and offers our clients complete flexibility regarding:

- How many units to be purchased, but the more units purchased in one go attracts unit discount
- One unit equals 8 hours (1 day), but can be drawn down upon in 30-minute intervals
- Hours of cover for accessing our managed service offering is 8am – 6pm Monday to Friday, excluding bank holidays in England and Wales
- Units can be used for Support; Enhancements; Quarterly Upgrades; Regression Testing, Training and How to Questions?
- To maintain control over unit expenditure within the PAYG model, we have implemented a fair usage policy. This policy establishes spending limits based on individual cases, and any spending beyond these agreed limits requires prior approval to proceed once the agreed-upon cap has been fully utilised.
- Knowledge that all our clients are subject to the same unit rate card
- By default, PAYG is delivered on “best efforts” basis, as the number of units purchased by a client, and when they are purchased is completely variable and is it is in the clients gift

Pricing

Please refer to our GCloud Pricing Document for detailed breakdown of pricing for VaaS™ Foundation, Enhanced and Pay-As-You-GO. All terms and conditions are contained within this document.

de Novo extensively uses ServiceNow Customer Service Management (CSM) to facilitate the VaaS™ service offering. de Novo has *highly configured and tailored* specifically support Oracle Cloud managed services operations.



de Novo is committed to continuing its investment to provide the very best experience to our clients, thereby:

- Allowing clients to digitally interact and track their own service requests providing greater transparency and overall an enhanced support experience
- Facilitates multi-channel communication, backed by external platforms such as Teams, to facilitate screen sharing and collaborative troubleshooting and knowledge transfer while fostering human connections.
- Designed to incorporate the tracking of Oracle Service Requests (SR)
- Holds Oracle Cloud license subscriptions to allow tracking
- Securely segregating client's data from others and can be configured to align to client' security controls
- ITIL compliant processes for incident, problem, change, release and demand management
- Comprises a knowledge database relevant to the client's configuration; empowering our clients to become self-sufficient using self-service
- Providing greater statistical key performance measures that drives insight and proactive service management over the Oracle Cloud configuration

We constantly seek feedback from our clients on our service management user experience (ServiceNow portal) and on a regular basis we look to improve the clients experience - how they interact with ourselves as an organisation and the supporting portal to access the service. We maintain an in-house ServiceNow development team that collaborates closely with our managed service team. Together, they constantly enhance the ServiceNow solution, ensuring the incorporation of the latest next-generation features to enhance both client and agent experiences.

de Novo Solutions Service Desk Overview

The Service Desk is operated by a dedicated team of support consultants and is based on ITIL best practice business processes to provide an efficient and consistent level of service. The Service Desk is underpinned by a leading-edge ticketing system and a ServiceNow powered client portal to provide a range of channels for managing and resolving service issues raised.

Clients can raise and track tickets via the secure ServiceNow powered on-line portal, or via email or over the phone. The Service Desk is accessible via a mobile-responsive web-portal so that tickets can be tracked on the move. Access to the de Novo Solutions Knowledge Base and Community are also available to inspire collaboration with other Oracle Cloud Application users for items such as announcements, patch updates or upcoming vendor events.

Service Levels and Service Level Response Overview

de Novo Solutions provide Managed Services and Support Desk services for clients against a measured Service Level Agreements framework.

Additional hours of cover can be arranged for non-standard business hours and for clients that require global or more complex support provision.

* Support activities undertaken using Call-Off Time will be identical to those under Fixed-fee but will exclude resolution time commitments. Resolution SLA does not apply to Call-Off Time services.

Incident Severity	Response Time	Resolution Time*	Hours of Cover
Urgent	30 minutes	8 hours	8-6 Mon-Fri
High	2 hours	48 hours	8-6 Mon-Fri
Normal	4 hours	72 hours	8-6 Mon-Fri
Low	8 hours	Case by case	8-6 Mon-Fri

Prioritisation Definition

Priority	Definition
Urgent	A support issue that causes complete loss of service in a production level environment or a security data breach. In addition, there are no known or acceptable workaround(s) available and work cannot reasonably continue
High	A support issue that causes a severe loss of service in a production level environment. There may be viable workaround(s) available. Some work can continue despite the presence of the issue.
Normal	A support issue that causes a minimal loss of service to a production level environment. There is an acceptable workaround for the problem which has almost no effect on the work being performed.
Low	A support issue or request where no loss or degradation of service is being experienced including “how to?” questions

Service Delivery Management

de Novo Solutions will allocate a Service Delivery Manager (“SDM”) for a client to undertake the following activities:

- The SDM will undertake a support process review. de Novo Solutions support processes are reviewed with each client and modified to integrate and align with each client’s internal procedures
- The SDM will act as prime point of escalation for the client for operational matters relating to the support service
- The SDM will produce a support Service Review delivery report on a quarterly basis to be circulated to designated client contacts. The report will detail incidents logged, resolved and open. The report will show key performance indicators and service delivery information. The report will include utilisation reports on how ‘call-off time’ has been purposed.
- The SDM will attend Service Review meetings with the designated client relationship manager to discuss activities that have taken place in the previous period, explore areas for improvement and lessons learnt and review planned activities for the next period
- At all times the de Novo Solutions SDM will work in a constructive, collaborative manner to develop a meaningful client relationship that brings quality and value.

Upgrade Aware Overview

A core component of de Novo Solutions Managed Service and Support – Value as a Service™ is the end-to-end management and co-ordination of the Oracle Cloud Applications release and upgrade process. Vendor issued software updates occur quarterly. de Novo Solutions has devised the Upgrade Aware service as a cornerstone to the Business Support offering.

The Upgrade Aware service has the following key benefits:

- Oracle Cloud Application customers will face two significant updates to their software every year. de Novo Solutions deliver the same vendor upgrade for many customers, which makes us more knowledgeable and experienced than any one client
- de Novo Solutions is well placed to have knowledge of potential issues (and the associated fixes) before engaging in an upgrade, reducing the risk and duration of the upgrade
- de Novo Solutions will retain and maintain the regression test scripts and can execute the scripts on the clients behalf as required
- de Novo Solutions knowledge regarding a client's system design and configuration will enable our experts to highlight to the client new features that will give direct benefit to your organisation

In short, de Novo Solutions Managed Services and Support offerings Value as a Service™ concentrates on your upgrade so you can concentrate on your organisation.

Performance Management against SLA

Using ServiceNow Customer Service Management (CSM), performance is effectively managed against agreed Service Level Agreements (SLAs) through various features and functionalities:

- **SLA Definition and Tracking:** Definition of contractual SLAs based on agreed-upon response times, resolution times, or other performance metrics. The system automatically tracks the SLA timelines and provides real-time updates on their status
- **SLA Monitoring and Notifications:** ServiceNow CSM continuously monitors SLA adherence. When SLAs are at risk of being breached or have been violated, the system triggers notifications to the relevant stakeholders, including service agents, managers, and clients. These alerts prompt timely actions to prevent SLA violations
- **Automated Escalation and Prioritisation:** When SLAs approach their target times or breach thresholds, ServiceNow CSM can automatically escalate the service request or incident to higher-level support teams or management. This ensures that critical issues are promptly addressed to meet SLAs
- **Collaboration and Knowledge Management:** ServiceNow CSM facilitates collaboration among service agents, allowing them to share best practices and resolve issues more efficiently. Knowledge management features ensure that agents have access to the latest information to deliver high-quality services within SLA constraints
- **Performance Dashboards and Reports:** ServiceNow CSM offers performance dashboards and reporting capabilities. These dashboards provide an overview of SLA compliance, including the number of SLAs met, breached, or near breach. De Novo Service Managers and agents use these reports to identify areas of improvement and track overall service performance.

The Service Manager will use this data in conjunction with the Client to monitor our performance against the agreed SLA's at the designated Value as a Service™ (VaaS™) quarterly review meetings.

By providing access and full transparency to the performance data from the outset we are able to work collaboratively together to proactively improve the service by identifying continuous improvement opportunities through trend analysis.

ITIL Compliant Business Processes

Our service management business processes that are embedded into the ServiceNow CSM module are ITIL compliant and follow leading practice in this area, and include:

▪ Incident Management	▪ Knowledge Management
▪ Critical Incident Management	▪ Change Management
▪ Problem Management	▪ Release Management

Service features for the UK public sector clients

▪ Rapid assessment: Evaluation to identify root causes of digital setbacks	▪ Expertise: Seasoned professionals with deep domain knowledge and experience
▪ Tailored strategies: Tailored approach to address specific recovery needs	▪ Proactive: Anticipating and addressing potential obstacles before they escalate further
▪ Collaborative: Working with client teams to ensure alignment and engagement	▪ Communication: Transparent reporting and communication channels for all stakeholders
▪ Agility: Flexible methodologies to leverage expert knowledge and regain success	▪ Continuous monitoring: Tracking of progress and adjustments to ensure success
▪ Change support: Helping clients with associated cultural and operational shifts	▪ Outcome-focused: Results that restore confidence and drive success

Service benefits for the UK public sector clients

▪ Minimised downtime: Swift recovery overcoming operational disruptions and revenue loss	▪ Improved efficiency: Streamlined processes enhance productivity and resource utilisation
▪ Restored confidence: Rebuild trust in digital initiatives through expert guidance	▪ Cost savings: Avoiding further financial losses associated with failed transformation
▪ Enhanced reputation: Demonstrates resilience and commitment to stakeholders	▪ Accelerated ROI: Expedited path to realising returns on digital investment
▪ UK compliance: Mitigating risks and establishing best practice effectively	▪ Adaptive resilience: Develop agility to navigate future disruptions effectively
▪ Stakeholder satisfaction: Reassure stakeholders with tangible progress and results	▪ Long-term sustainability: Foundations for sustained digital success and growth

Value as a Service™



de Novo Solutions
Value as a Service™ Website

www.de-novo-solutions.com/solutions/value-as-a-service

Managed Service and Support - ServiceNow (Value as a Service™)

VaaS™ Extension of Services

de Novo Solutions is pleased to announce that the company has the capability to provide managed services support for ServiceNow installations.

Please refer to the Service Description in this section for Oracle Cloud services support.

Service Scope – Product

Following modules are in scope of this service:

ServiceNow IT Service Management (ITSM)
ServiceNow Customer Service Management (CSM), CSM Pro
ServiceNow Strategic Portfolio Management (SPM)
ServiceNow Application Portfolio Management (APM)
ServiceNow Integrated Risk Management (IRM)
ServiceNow HR Service Delivery (HRSD)
ServiceNow Environment Social Governance (ESG)

Value as a Service™



de Novo Solutions
Value as a Service™ Website

www.de-novo-solutions.com/solutions/value-as-a-service

AI and Generative AI and Agentic AI

Services for Oracle Cloud - AI, Generative AI and Agentic AI



Services - Oracle Fusion Generative AI & Agentic AI Enablement Service

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

Our team of experts will help your organisation to develop Artificial Intelligence (AI) and Machine Learning (ML) solutions to organisational problems helping to improve existing services bringing continual innovation and improvement to ensure your organisation outpace change, remain resilient and agile. With our focus on benefit and value measurement alongside personalised Oracle Cloud experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Service overview

Enable, configure, and deploy Oracle Fusion's embedded **Generative AI** and **Agentic AI** features, including RAG Agents, across Finance, HCM, SCM, and Procurement to enhance productivity, decision-making, and workflow automation within private and public-sector organisations.

This service provides a structured and secure approach to enabling specific features of **Oracle Fusion's native Generative AI, Agentic AI capabilities**, and **RAG Agents**, as required, ensuring organisations can safely adopt AI-powered features and manage enhancements delivered through Oracle's quarterly updates. It covers configuration, design, governance, data readiness, testing, and user enablement for AI-powered drafting, recommendations, guided actions, RAG agent interactions, and agentic workflows.

Service features for the UK public sector clients

Activation and safe configuration of Fusion Generative AI features	Enablement of agentic task flows, multi-step workflow actions, and guided automation
Design and configuration using standard Agentic solutions	Enablement and lifecycle management for RAG Agents
Role-based access, security alignment, and policy configuration	Quarterly update assessment to manage new GenAI & agent features
- AI risk, safety, and compliance validation aligned to NCSC and DPA - Documentation including governance guides and operating model impact	- Testing and user acceptance for AI-generated outputs and processes - Business Justification and ROI inputs

Service benefits for the UK public sector clients

Reduces manual admin effort across HR, Finance, Procurement	Improves consistency of written outputs and decision notes
Enhances public-sector service speed and quality	Brings AI into day-to-day Fusion processes without complexity

- Ensures compliance with UK security and privacy rules

- Aligned to business justification and ROI considerations



de Novo Solutions
AI-enablement Website
<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Agentic AI Development for Oracle Fusion (Agentic AI Development & Integration)

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Service overview

Development of specific **Agentic AI** extensions using OCI, OIC, and Fusion extensibility frameworks to create tailored drafting, summarisation, workflow agents, and automated decision-support capabilities.

This service provides design, build, testing, and deployment of bespoke Generative AI components for Oracle Fusion. Solutions may include automated document generation, RAG-based knowledge assistants, multi-step agentic workflows, and integration of external AI models through Oracle Integration Cloud.

Service features for the UK public sector clients

▪ Custom drafting tools for HR, Finance, and Procurement communications	▪ AI-driven summarisation for invoices, cases, risk assessments, or approvals
▪ Agentic workflows performing multi-step tasks (e.g., validations, routing, updates)	▪ RAG pipelines with Fusion data, Fusion Analytics, or enterprise documents
▪ OCI Generative AI model hosting and secure integration	▪ Full lifecycle: requirements → build → test → deploy → optimise

Service benefits for the UK public sector clients

▪ Reduces repetitive workload using tailored AI-driven automation	▪ Provides bespoke AI tools adapted to departmental process needs
▪ Accelerates decision-making through summarisation and guided actions	▪ Integrates seamlessly with Fusion's platform and security model



de Novo Solutions
AI-enablement Website

<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Generative & Agentic AI Training for Oracle Fusion Users and Administrators

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Service overview

Comprehensive training for public-sector teams using Oracle Fusion's **Generative AI** and **Agentic AI** tools, covering safe usage, prompt design, AI governance, and AI-enabled workflow optimisation.

This service delivers structured training for end users, administrators, superusers, and transformation teams to ensure high adoption of AI features within Fusion. Training includes labs, scenario walkthroughs, guidance on interacting with AI assistants, and instruction on safely approving or supervising AI-generated outputs.

Service features for the UK public sector clients

▪ Fusion GenAI feature walkthrough and guided exercises	▪ Training on interacting with AI agents and multi-step workflows
▪ Prompt design for public-sector scenarios	▪ Administrator training on AI governance and monitoring
▪ Training materials, videos, and quick-reference guides	▪ Optional certification-style assessments

Service benefits for the UK public sector clients

▪ Improves adoption and reduces misuse of AI features	▪ Builds confidence in AI-enabled drafting and automation
▪ Enhances digital maturity across departments	▪ Supports cultural and operational transformation



de Novo Solutions
AI-enablement Website

<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Oracle Fusion AI Strategy, Maturity Assessment & Business Case Development

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Service overview

A structured advisory service assessing an organisation's readiness for **Generative AI** and **Agentic AI**, identifying high-value opportunities, and developing business cases for investment.

This service evaluates the organisation's Fusion landscape, data model, processes, digital maturity, and governance readiness to adopt GenAI and Agentic AI. Outputs include a roadmap, prioritised opportunity map, AI adoption strategy, and business case with quantified benefits.

Service features for the UK public sector clients

AI maturity scoring and capability assessment	Fusion module-by-module AI opportunity review
Cost-benefit modelling for GenAI and agentic automation	Detailed public-sector-ready business case
Roadmap with short-, medium-, and long-term recommendations	Risk assessment, governance implications, and policy frameworks

Service benefits for the UK public sector clients

Clear justification for budgets and transformation initiatives	Reduces risk through structured governance and feasibility testing
Identifies quick wins and long-term AI value	



de Novo Solutions
AI-enablement Website

<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Oracle Fusion Generative AI Governance, Safety & Responsible AI Assurance

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Service overview

A governance and assurance service ensuring safe, compliant, audit-ready adoption of **Generative AI** and **Agentic AI** within Oracle Fusion environments.

This service designs and implements governance frameworks covering safety controls, data policies, audit documentation, and responsible use practices. It ensures Oracle Fusion deployments meet UK public-sector standards for transparency, fairness, explainability, and oversight of agent-driven workflows.

Service features for the UK public sector clients

▪ Responsible AI framework for generative and agentic tools	▪ Governance policies and risk-control measures
▪ Data protection and security guidance aligned to DPA/GDPR	▪ Safety guardrails for multi-step agent behaviours
▪ Audit trail design for AI decisions and generated outputs	▪ Bias assessment and mitigation planning

Service benefits for the UK public sector clients

▪ Provides confidence for compliance, risk, and audit teams	▪ Ensures safe and ethical AI operation
▪ Reduces legal and reputational risk	



de Novo Solutions
AI-enablement Website
<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Oracle Fusion Analytics AI Insights & Narrative Generation

Introduction

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Service overview

Enhance Fusion Analytics Warehouse with **Generative AI narrative reporting, AI-driven insights, and agentic anomaly detection** to streamline public-sector decision-making.

This service integrates Generative AI summarisation and Agentic AI insight automation into dashboards and reporting packs. It supports narrative creation, KPI commentary, exception detection, and automated explanation of trends across Finance, HR, Procurement, and Supply Chain.

Service features for the UK public sector clients

Generative narrative generation for dashboards	Summaries of KPI changes, trends, and anomalies
Agentic workflows that surface recommended actions	AI-powered insights integrated into operational processes
Training for analysts and decision-makers	

Service benefits for the UK public sector clients

Accelerates insight generation for business partnering teams	Reduces manual analysis burden
Improves clarity of reporting outputs	



de Novo Solutions
AI-enablement Website

<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Oracle Fusion Intelligent Automation with Generative AI & Agentic AI

Introduction

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Service overview

End-to-end process automation service combining **Agentic AI workflows** and **Generative AI content creation** to streamline HR, Finance, Procurement, and operational processes.

This service identifies automation opportunities and deploys AI-driven workflows across OIC, RPA tools, and Fusion's native capabilities. AI agents manage multi-step actions such as triage, approvals, routing, validation, and document creation.

Service features for the UK public sector clients

▪ Agent-based automation for onboarding, case management and procurement	▪ Generative document drafting (justifications, audit notes, summaries)
▪ Multi-step AI workflow integrates with Fusion, OIC, ServiceNow, and Teams	▪ Process optimisation and monitoring dashboards
▪ Pilot-to-scale delivery plans	

Service benefits for the UK public sector clients

▪ Major efficiency gains across administrative processes	▪ Reduction in case backlogs and manual effort
▪ Improved service quality and turnaround times	



de Novo Solutions
AI-enablement Website
<https://de-novo-solutions.com/solutions/ai-enablement/>

Services – Oracle Fusion Cloud Enablement and Implementation with Embedded Generative AI & Agentic AI Readiness

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Service overview

Fusion migration service that builds **Generative AI** and **Agentic AI readiness** into every stage, ensuring the organisation can adopt AI-enabled workflows from day one.

A transformation programme that includes data preparation, governance design, AI-enabled change management, and architectural planning for future GenAI and agentic adoption.

Service features for the UK public sector clients

▪ AI readiness assessment before migration	▪ Data quality improvement for GenAI and analytics
▪ Operating model design to support AI adoption	▪ Change management focused on AI literacy
▪ Post-migration AI onboarding packages	

Service benefits for the UK public sector clients

▪ Smoother adoption of Fusion's AI features	▪ Ensures long-term AI scalability
▪ Reduces technical debt and data issues	



de Novo Solutions
AI-enablement Website

<https://de-novo-solutions.com/solutions/ai-enablement/>

Consulting and Advisory Services

Consulting and Advisory Services for Oracle Cloud and ServiceNow Technologies



Services - Oracle Redwood UX Configuration

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Our Redwood UX service experts will help your organisation to develop and improve the user experience journeys across Oracle Cloud bringing continual innovation and improvement to ensure your organisation outpace change, remain resilient and agile. Our public sector experts will blend their experience with the requirements of your organisation to ensure that Oracle Cloud's next-generation User Experience (UX) performs at its best. With our focus on benefit and value measurement alongside personalised Oracle Cloud experiences over standardised business processes we at de Novo Solutions will create Redwood UX that make the difference, supporting your users journey, growth, and vision.

Planning the Oracle Redwood UX migration and configuration exercise for existing Oracle Cloud Applications is a critical precursor to a successful transition. de Novo experts bring meticulous assessment experience to ensure a seamless transfer of screens, forms, workflows, reports, and other associated objects. As an experienced partner our specialists will guide the journey to Oracle Redwood UX bringing significant value and assurance throughout the process.

Collaborative planning ensures alignment on Oracle Redwood UX objectives ensuring the UK public sector client's goals, expectations and resources are kept in focus. By leveraging our deep understanding of Oracle Cloud Applications and Oracle Redwood UX, we will jointly develop a comprehensive roadmap tailored to the client's needs, optimising every step of the transfer process.

de Novo Solutions will provide invaluable support and guidance, overseeing the execution of the plan and addressing any challenges that may arise. The objective is a smooth Redwood UX migration undertaken accurately, securely, and without disruption to operations, guaranteeing minimal downtime and maximum service integrity. Successful acceptance is a key driver preserving the integrity of information to unlocks the full potential of Oracle Cloud Applications, setting the stage for enhanced productivity, innovation, and growth.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud

Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle Redwood UX Configuration - Next generation Oracle Cloud Applications user experience using built in Artificial Intelligence (AI) to simplify digital interactions and streamline workflow across Oracle Cloud.

Key benefits of Oracle Redwood UX

- de Novo Solutions is focussed on helping clients to maximise their Oracle Cloud investment, partnering with them to recognise regular innovation, and assisting their organisation with modern engaging user experiences
- Moving forward, adopting the Oracle Redwood UX means clients will benefit from improved simplicity, consistency, and intelligence with consumer like streamlined workflows that improve productivity and automation harnessing built in Artificial Intelligence (AI)
- Transitioning to the Redwood UX will be a journey that is unique for each organisation, in terms of timeline and approach - de Novo Solutions would be delighted to be your organisations' companion to aid your Redwood transition
- Our experts want to help your organisation smoothly and successfully embrace Oracle Redwood elevating your digital interactions and helping you see data in new ways, discover insights, unlock endless possibilities

Journey to Oracle Redwood UX

- de Novo Solutions will create a timetabled plan for your journey to Redwood. Our experts will work with your organisation to create a personalised transition schedule that supports your own configuration of Oracle Cloud
- Using the assorted Redwood tools and resources provided by Oracle and coupled with our own expert knowledge together we will collaborate with your team of specialists to configure existing pages and develop any new pages within your applications
- Our collaborative approach means that jointly we will discuss all the components and architectural design decisions so that the organisation is clear on the path forward and the choices taken
- Our ambition is to support and help you, by co-creating your new Redwood experience in a progressive, upgrade-safe manner. We will provide your organisation with seamless user journeys that leverage the latest Oracle innovations
- The Redwood transition will not be a sprint, it is an important stepped transition and our experts and their direct access to the Oracle experts will mean we provide 'Delivery Excellence' at every stage

Service features for the UK public sector clients

▪ Scope: Define objectives and assess Oracle Redwood UX requirements comprehensively	▪ Analyse pages: Retrieve information and build timetable for UX migration
▪ Validate integrity: Ensure Oracle Redwood UX consistency through rigorous checking	▪ Improve process: Identify, cleanse and rectify errors for quality assurance
▪ Modify: Modify existing Oracle Cloud screens using Redwood UX toolset	▪ Education: Support deployment of new Oracle Redwood UX to users
▪ Verify: Confirm successful migration exercise with acceptance exit points	▪ Emerging technology: Leverage Artificial Intelligence (AI) and Machine Learning (ML)
▪ Timetable: Repeated support for continuous conversion of Oracle Cloud Applications	▪ Feedback: Adopting Oracle Redwood UX analysis and review moving forward

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for UX adoption	▪ Operational efficiency: Reducing risk, reducing cost and improving work streamlining
▪ Experience economy: Improve experiences with innovative technologies and agile operations	▪ Delivery excellence: Quality, proven UX conversion service skills, fostering adoption
▪ Leveraging toolkits: Automating UX configuration to deploy AI and ML	▪ Service satisfaction: Superior UX experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	▪ Satisfaction: Better engagement, swifter experiences, expanded business value for users
▪ Empowerment: Engaging UX knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising UX ROI with future-ready solutions



Oracle Redwood UX Website
www.redwood.oracle.com



de Novo Solutions
 Website
www.de-novo-solutions.com

Services - Oracle Digital Assistant Chatbot – (AI - Artificial Intelligence)

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Not all Oracle Cloud Application partners are equal. de Novo Solutions extensive implementation experience allows it to provide a full range of implementation services for Oracle Cloud Applications including ERP – EPM – HCM - Payroll. In addition, the company possess deep operational knowledge and understanding of the workings of the Public Sector that allows it to unlock the power of Oracle Cloud Applications as well as ServiceNow as part of the bigger experience economy picture, creating personalised digital experiences over standardised business processes.

Our team of experts will help your organisation to develop Artificial Intelligence (AI) and Machine Learning (ML) solutions to organisational problems helping to improve existing services bringing continual innovation and improvement to ensure your organisation outpace change, remain resilient and agile. Our public sector experts will blend their experience with the requirements of your organisation to ensure that Oracle Cloud's next-generation Digital Assistant and infrastructure performs at its best. With our focus on benefit and value measurement alongside personalised Oracle Cloud experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Our Implementation Methodology – **Odyssea™** forms the cornerstone and foundation of all our implementations and provides a comprehensive series of *blueprints based upon experiences*, underpinned by leading business processes, and automating the delivery process. Odyssea™ is the most complete end-to-end blueprint available to the public sector today, and de Novo is committed in keeping it up to date as technology innovations continues to evolve.

Service Scope - Activities

de Novo Solutions has a complete set of service wrappers that comprises a full suite of implementation services designed for the experience economy, as well as an on-going managed business support service. Implementation services include, but not limited to:

Cloud Readiness Assessment	Business Case Generation	Benefits Realisation
Project Management	Solution Architecture – Enterprise	Solution Architecture – Cloud
Design	Functional Configuration	Technical – Interfaces
Technical – Data Migration	Testing Services – System Test	Testing Services – Integration
Testing Services – UAT	Training – Cloud	Transition & Cutover
Post Go-Live Support (PGLS)	Managed Services Support	Change Management

Service Scope – Product

Following modules are in scope of this service:

Oracle Digital Assistant - Next generation user experience, a complete Artificial Intelligence (AI) platform leveraging Machine Learning (ML) to create conversational experiences for business applications through text, chat, and voice interfaces for Oracle Cloud.

Key benefits of Oracle Digital Assistant

Oracle Digital Assistant is a platform for creating conversational interfaces or chatbots for Oracle Cloud. A chatbot is a computer program that simulates and processes human conversation (written or spoken), allowing humans to interact with applications and data as if they were communicating with a real person. Oracle Digital Assistant uses pre-built skills provided by Oracle or can be developed by de Novo Solutions using the skill templates available. Digital Assistant routes the user's request to the most appropriate skill to satisfy the user's request. Combine a multilingual NLP deep learning engine, a powerful dialogue flow engine, and integration components to connect to back-end systems. Skills provide a modular way to build out your Digital Assistants (Chatbot's) functionality. Users connect with a Chatbot through channels such as Microsoft Teams or Facebook or via a Chat icon / bubble on your Oracle Cloud Application webpages or embedded inside your mobile app.

Example user cases Oracle Cloud HCM

Support key talent management processes and reduce administrative strain by proactively sending reminders for employees to complete goals and provide performance feedback. Managers can speak to the digital assistant to quickly review employee files, provide timely feedback, and add important notes to ensure fair performance reviews

Example user cases Oracle Cloud ERP – EPM

Gain improvements in expenses, logistics, projects, and enterprise performance management. Get work done faster with instant responses to questions, recommendations for next steps, and quick analysis of critical tasks. Access real-time information across applications and move the business forward.

Service features for the UK public sector clients

▪ Scope: Define objectives and assess Oracle DA requirements comprehensively	▪ Analyse pages: Retrieve information and build timetable for AI migration
▪ Validate integrity: Ensure Oracle Digital Assistant skills consistency and performance	▪ Improve process: Streamline workflow and deflect shared service case workload
▪ Modify: Existing Oracle Digital Assistant skill templates using AI toolset	▪ Education: Support AI deployment and growth with Oracle Digital Assistant
▪ Verify: Confirm growth plan for Oracle Digital Assistant user-cases	▪ Emerging technology: Deepen Artificial Intelligence (AI) deployment into organisation
▪ Timetable: Structured support for Oracle Digital Assistant rollout programme	▪ Feedback: Adopting Oracle Digital Assistant analysis and review moving forward

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives for AI adoption	▪ Operational efficiency: Reducing risk, reducing cost and improving work streamlining
▪ Experience economy: Improve experiences with innovative technologies and agile operations	▪ Delivery excellence: Quality, AI skills design for Oracle Digital Assistant
▪ Leveraging AI templates: Automating AI skill configuration Oracle Digital Assistant	▪ Service satisfaction: Superior AI experiences, end-user adoption and advocacy
▪ Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	▪ Satisfaction: Better engagement, swifter experiences, expanded business value for users
▪ Empowerment: Engaging AI knowledge transfer and consistent collaboration	▪ Adopt not adapt: Maximising AI ROI with future-ready solutions



Oracle Digital
Assistant Website
www.oracle.com/uk/chatbots



de Novo Solutions
Website
www.de-novo-solutions.com

Services - Oracle Cloud Applications Training (ERP - EPM - HCM - Payroll) – The Academy™

Our Cloud Adoption and Training Services offering incorporates our collective learnings from over 100+ implementations of Oracle Cloud to ensure an organisation is well positioned for success.

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

Why select de Novo Solutions? What makes us different?

What makes us different? It is de Novo that is engaged by Oracle Corporation to train the other Oracle partners across the EMEA ecosystem. Welcome to the Academy™...

The Academy™

The Academy™ is the resurrection of a proven training and education mechanism that was the formula as to how we developed the most highly prized capable, and most sort after in-demand Oracle SaaS Cloud Consultants in the marketplace.

Such individuals are always in demand due to their knowledge, skills and experience, and this is attributed to how we constantly invested in our people's continuous development in regard to Cloud applications over their tenure with us. It was so successful in the past, that we counted other Oracle partners and Oracle Consulting themselves as clients!

de Novo is now replicating this formula again for the next generation of Cloud consultants.

The core principle behind the Academy™ is to *fill the gap* between the authorised vendor training and certifications and real-world practical experience of undertaking a Cloud implementation. We see too often that certification is about remembering facts from a course and passing an exam, consultancy is about how to solve problems, something which is not easy to learn from on-line instruction.

The Academy™ acts as a mechanism to accelerate knowledge and skillset whilst ensuring that the risk of delivery on any engagement is minimised. In addition, it recognises that Cloud applications require continued investment in an individual's knowledge due to product innovation that is constantly being delivered. To be relevant you must stay current.

de Novo has now made this service available to the wider-market and our customers, whereby we replicate the same techniques we use internally to educate and train continuously our own Consultants.

Service Scope – Product

Following modules are in scope of this service:

Oracle ERP Cloud (R2R, P2P, O2C)	▪ Financials (GL, AP, AR, CM) ▪ Procurement (PO), Projects ▪ Supplier Portal & Supplier Management ▪ Fusion Analytics Warehouse (FAW) – ERP
Oracle EPM Cloud (Enterprise Performance Management)	▪ Planning and Budgeting (Forecasting) ▪ Profitability and Cost Management ▪ Financial Consolidation & Close ▪ Account Reconciliation, Tax Reporting ▪ Narrative Reporting, Freeform ▪ Enterprise Data Management
Oracle HCM Cloud	▪ Core HCM (Absence Management) ▪ Time & Labour ▪ Benefits, Compensation Management

	▪ Performance, Talent Management ▪ Learning ▪ Workforce Management ▪ Recruiting Cloud (ORC), Onboarding ▪ HR Helpdesk ▪ Oracle ME (My Experience) - Journeys ▪ Experience Design Studio ▪ Digital Assistant, Grow, Communicate ▪ Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	▪ Payroll including MyCSP (Pensions)

Service features for the UK public sector clients

▪ Personalised 1:1 training: Tailored sessions to individual user needs	▪ Group training (1:Many): Efficient learning for teams and departments
▪ Virtual sessions: Interactive training via online platforms for remote access	▪ Quality education: Delivered by Oracle Cloud Application certified experts
▪ Classroom workshops: Engaging in-person sessions for hands-on learning experiences	▪ Oracle Cloud Applications certification: Recognised credentials to validate expertise
▪ Inspiring users: Motivating content to encourage skill development and adoption	▪ Maximum value: Empowering users to utilise Oracle Cloud Applications effectively
▪ Continuous improvement: Ongoing education to stay updated on new features	▪ Investment optimisation: Ensuring clients maximise returns on Oracle Cloud investment

Service benefits for the UK public sector clients

▪ Enhanced proficiency: Users gain expertise in Oracle Cloud Applications functionalities	▪ Increased productivity: Efficiently perform tasks, saving time and resources
▪ Cost savings: Reduced training expenses with flexible, scalable formats	▪ Better decision-making: Informed choices driven by a comprehensive understanding
▪ Agile adaptation: Quick response to evolving organisational needs and challenges	▪ Compliance assurance: Align with regulations through accurate and consistent practices
▪ Improved service delivery: Enhance public services with streamlined operations	▪ Enhanced user satisfaction: Empower staff, boosting morale and engagement
▪ Sustainable growth: Lay foundation for innovation and continuous improvement	▪ Maximised ROI: Extract full value from Oracle Cloud investment



SCAN ME

de Novo Solutions
Website

www.de-novo-solutions.com

Services – Oracle Cloud Data Migration (ERP – EPM – HCM – Payroll)

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

de Novo Solutions Oracle Cloud Applications data migration services span the end-to-end migration and transfer process from legacy data sources into ERP - EPM – HCM - Payroll. The service includes planning, risk assessment, data identification, extract mapping, validation and cleansing advice, guidance on final transformation, loading and reconciliation.

Service Scope – Product

Following modules are in scope of this service:

Oracle ERP Cloud (R2R, P2P, O2C)	- Financials (GL, AP, AR, CM) - Procurement (PO), Projects - Supplier Portal & Supplier Management - Fusion Analytics Warehouse (FAW) – ERP
Oracle EPM Cloud (Enterprise Performance Management)	- Planning and Budgeting (Forecasting) - Profitability and Cost Management - Financial Consolidation & Close - Account Reconciliation, Tax Reporting - Narrative Reporting, Freeform - Enterprise Data Management
Oracle HCM Cloud	- Core HCM (Absence Management) - Time & Labour - Benefits, Compensation Management - Performance, Talent Management - Learning - Workforce Management - Recruiting Cloud (ORC), Onboarding - HR Helpdesk - Oracle ME (My Experience) - Journeys - Experience Design Studio - Digital Assistant, Grow, Communicate - Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	Payroll including MyCSP (Pensions)

Service features for the UK public sector clients

Scope migration: Define objectives and assess data requirements comprehensively	Extract data: Retrieve information from existing sources accurately and efficiently
Validate integrity: Ensure data accuracy and consistency through rigorous checking	Improve data: Identify, cleanse and rectify errors for quality assurance
Format: Prepare data for Oracle Cloud using templates for upload	Load: Transfer cleansed data into designated Oracle Cloud Applications securely

▪ Verify: Confirm all data elements are successfully migrated without loss	▪ Test: Ensure migrated data loads within Oracle Cloud Applications
▪ Reconcile discrepancies: Address any inconsistencies or errors through reconciliation processes	▪ Final validation: Validate successful migration and readiness for production use

Our Data Migration Services are a sub-set of activities of any Implementation of Oracle Cloud.- please contact de Novo directly regarding this service



de Novo Solutions

Website

www.de-novo-solutions.com

Services - Oracle Cloud Quality Assurance Testing – SIT (System Integration) UAT (User Acceptance)

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

As a specialist partner organisation with knowledgeable expertise and being the original innovative pioneers supporting Oracle Cloud Applications we are well positioned to provide a range of services that include **Quality Assurance (QA) and Testing services** for Oracle Cloud business applications.

Service Scope - Product

Following modules are in scope::

Oracle ERP Cloud (R2R, P2P, O2C)	▪ Financials (GL, AP, AR, CM) ▪ Procurement (PO), Projects ▪ Supplier Portal & Supplier Management ▪ Fusion Analytics Warehouse (FAW) – ERP
Oracle EPM Cloud (Enterprise Performance Management)	▪ Planning and Budgeting (Forecasting) ▪ Profitability and Cost Management ▪ Financial Consolidation & Close ▪ Account Reconciliation, Tax Reporting ▪ Narrative Reporting, Freeform ▪ Enterprise Data Management
Oracle HCM Cloud	▪ Core HCM (Absence Management) ▪ Time & Labour ▪ Benefits, Compensation Management ▪ Performance, Talent Management ▪ Learning ▪ Workforce Management ▪ Recruiting Cloud (ORC), Onboarding ▪ HR Helpdesk ▪ Oracle ME (My Experience) - Journeys ▪ Experience Design Studio ▪ Digital Assistant, Grow, Communicate ▪ Fusion Analytics Warehouse (FAW) – HCM
Oracle Payroll Cloud	▪ Payroll including MyCSP (Pensions)

Service Scope - Services

Following services are in scope:

Oracle Cloud Applications SIT (System Integrations Testing) – UAT (User Acceptance Testing) Critical services to support your deployment of Oracle Cloud Applications HCM - ERP – EPM

Oracle Cloud Applications Quality Assurance (QA) Testing

Overview of Oracle Cloud Applications System Integration Testing (SIT)

- de Novo Solutions are experts in providing System Integration Testing (SIT) in the UK public sector as part of a wider Oracle Cloud Applications transformation. Our QA SIT team will ensure a seamless operation across the Oracle Cloud interconnected systems, validating data flow and functionality. Partnering with de Novo Solutions as an experienced Oracle Cloud Applications provider offers invaluable benefits. Our comprehensive QA services span testing, detecting and rectifying issues early, reducing implementation time and costs. Beyond implementation, we provide rigorous regression testing, safeguarding against system disruptions and ensuring continued performance. Ultimately, de Novo Solutions QA experts working as part of your acceptance team assures clients of a smooth transition and sustained operational excellence in their Oracle Cloud environment.

Overview of Oracle Cloud Applications – User Acceptance Testing (UAT)

- The Oracle Cloud Applications user experience is particularly relevant when a digital transformation programme reaches User Acceptance Testing (UAT). UAT focuses upon end-to-end testing and ensures that not only that the system works as designed, but also that all aspects of the off-system processes that are initiated and finish with the client are tested effectively. UAT is fundamentally about ensuring “People, Process and Technology” are all aligned. Hence de Novo Solutions develops client tailored test approaches focussing heavily on the user experiences and how the end-users will interact with the digital service.

Unit and system testing performed by de Novo Solutions validates the solution from a technical and configuration perspective, ensuring that the solution has been built as per the design. System Integration testing is performed to validate the solution from a functional and operational perspective, test cases are designed against the end-to-end business processes including integration to ensure that the solution integrates with 3rd parties and will work operationally. de Novo Solutions has ready-to-use templates, processes, and tools pre-configured to operate proven mature testing processes to deliver UK public sector Oracle Cloud success.

Our Testing Services are a sub-set of activities of any Implementation of Oracle Cloud.- please contact de Novo directly regarding this service



de Novo Solutions

Website

www.de-novo-solutions.com

Services - Cloud Readiness Assessment

Originally developed leveraging learnings from our heritage after we identified that our Clients / Prospects were not sufficiently knowledge-able on the transformational effects of Cloud on their business operation. The Cloud Readiness Assessment (CRA) addresses this as it educates and prepares a customer for transition to Cloud **before** the implementation commences. The output of the exercise can be used to facilitate a business case and/or the procurement for the main implementation.

Whilst the approach was originally designed for Oracle Cloud, the exercise has been successfully undertaken several times on a **vendor agnostic basis**.

The Cloud Readiness Assessment (CRA) is a high-level capability assessment of **ServiceNow and Oracle Cloud** service delivery, its objectives being:

- defining the vision for the customer regarding implementing Cloud applications
- preparing the customer for the journey ahead from a business perspective in the context of the digital experience its employees will undertake
- ensuring the customer understands the transformation that will be required to support a cloud deployment in terms of technology fit, business process change, and business change effort required
- to identify any specific requirements that are mission critical and unique to the Organisation
- understanding specifically how ServiceNow and Oracle Cloud Applications can be applied to their operational environment to deliver rapid results and real business benefit
- to gain detailed insight and understanding into the product offerings and the key elements that would form the pillars of a business case for implementation
- to achieve a high degree of buy-in and support from key business stakeholders and colleagues
- to equally understand both the challenges that exist within their own environment and also the capabilities that can be leveraged to lead to a successful implementation
- validate (if required) the supporting business case ensuring benefits identified can be measured and delivered accordingly
- to determine the high-level roadmap and implementation timeline

Cloud Readiness Assessment has been specifically designed to take a customer quickly from a place of

little to no knowledge into the world of ServiceNow, Oracle ERP and HCM Cloud in the context of the experience economy, ensuring that at the end of the engagement they are left with a comprehensive understanding of the concepts behind the solution set and how it can be used to deliver real value quickly and effectively. Most importantly we identify the **impact on the Organisation** from undertaking such an implementation.

The overall exercise is condensed to ensure maximum focus is achieved by both the de Novo engagement team and the client ensuring at the end of the engagement the client is left with sufficient information and knowledge that can lead to informed decision making and ready to embark on the Cloud implementation.

The engagement also can involve, but not limited to:

- creation of client specific prototype experiences demonstrating the power of Cloud
- product demonstrations through “hands-on” Oracle Cloud and/or ServiceNow
- identification and examination of how Cloud Applications will impact the existing IT infrastructure
- identification and examination of how Cloud Applications will impact the existing Business Operation

The Outcome of the CRA

The outcomes from the engagement will:

- create awareness within the business around Cloud applications product providing alignment and clarity in thinking through hands-on customer experience
- promote client understanding around the fundamental principles of service delivery, promoting process alignment to industry

- best practices, facilitating informed decision making
- provide the Client insight into how Cloud will *transform* its business operation on implementation
- provide a RAG (RED / AMBER /GREEN) status heatmap of the scope of the implementation by function against 7 dimensions
- identification of key business drivers and priorities for future and any business benefits that may have been over-looked

Cloud Readiness Assessment Overview

de Novo Solutions developed this game-changing service as our experiences identified that UK public sector clients were not sufficiently knowledgeable on the transformational effects that Oracle Cloud Applications will have on their organisational operations. The Cloud Readiness Assessment (CRA) has been developed to educate and prepare a client for transition to Cloud Applications, being performed before the actual implementation commences.

Key benefits include, but not limited to:

- The Cloud Readiness Assessment (CRA) exercise will be used in several ways by clients – typically to either facilitate a case for change and/or a procurement exercise for the main implementation or for clients looking to baseline their competence in being able to adopt and embrace Cloud Applications - HCM - Payroll – ERP – EPM.
- The CRA is a high-level capability assessment by business process. The exercise will clearly define the vision for the client's digital transformation better preparing the client for the journey ahead.
- The CRA ensures that the client understands the impact, benefit and value that will likely be extracted from the transformation including effort and gap scores comparing **'as is' versus 'to be'**.
- The CRA gets to the heart of mission critical drivers and provides unique findings that a client can apply to their preparation planning to deliver rapid results and real business benefit from their Oracle Cloud Application investment.
- The CRA provides detailed insight and understanding into the product offerings and the key elements that form the pillars of a business case for implementation to achieve a high degree of buy-in and support from key business stakeholders and colleagues.
- With the CRA output the client will both understand the capabilities that can be leveraged as part of a successful implementation as well as identifying likely benefits and value drivers for a high-level return-on-investment (ROI) and timetable for realisation

The Cloud Readiness Assessment has been specifically designed to take a client quickly and logically from a place of little to no knowledge regarding Cloud Applications in the context of the experience economy to a place where the client ends with a comprehensive understanding of the concepts behind the platform and how the applications will be used to deliver real value quickly and effectively.

Cloud Readiness Assessment (CRA) – 7 elements



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Classification: Commercial In Confidence

Cloud Readiness Assessment – Delivering Clarity



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Example – CRA Output – Where are we today?

Service Line	Target Operating Model – Service Classes	People & Experience (Change)	Process	Technology	Data	Insights	Organisational Change	Cloud Support Model (Governance)
Finance	General Ledger	3	3	3	3	3	3	3
	Accounts Payable	3	3	3	3	2	3	3
	Accounts Receivable	3	3	3	3	2	3	3
	Cash Management	2	3	3	3	2	2	3
	Procurement	2	3	3	2	2	2	2
	Fixed Assets	2	2	2	1	1	1	2
HR & Payroll	HCM	2	3	3	3	2	2	3
	Payroll	3	3	3	3	3	3	3
	Absence Management	2	3	3	3	2	2	3
	Recruitment	2	2	2	1	1	1	1
	Talent & Performance	1	1	0	1	0	1	1
	Learn	1	1	0	1	0	1	1

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Classification: Commercial In Confidence

Service features for the UK public sector clients

Research: Defining project objectives and assess organisational requirements comprehensively	Analyse: Perform 'as at' versus 'to be' organisational comparison modelling
Integrity: Creating organisational business process research findings to supporting change	Seven dimensions (1): Assessing People experience, Process, Technology, Data impacts
Seven dimensions (2) Assessing: Total cost of ownership, Insights impacts	Seven dimensions (3) Assessing: Service delivery model impacts
Planning: Readiness value scores for Oracle Cloud Applications by process	Education: Informing clients of likely value of Oracle Cloud Applications
Verify: Confirming business case drivers and case for change justification	Emerging technology: Learning how AI and ML will bring value

Service benefits for the UK public sector clients

Strategic alignment: Expert guidance aligning organisational objectives to Oracle Cloud	Assessment efficiency: Identifying how risks, costs and workflow are improved
Experience economy: Improve experiences with innovative technologies and agile operations	Delivery excellence: Quality, assessment ranking scores driving Oracle Cloud adoption
'Today' v 'Future': Heatmaps identifying the value by process area	Service impact: Interview findings to guide adoption and advocacy decisioning

UK compliance: Mitigating risks and establishing best practice effectively	Satisfaction: Improving engagement, experiences, expanding business value for users
Empowerment: Providing expert knowledge and collaboration to power change	Adopt not adapt: Maximising capability ROI with future-ready solutions



de Novo Solutions
Cloud Readiness Website
www.de-novo-solutions.com/solutions/cloud-readiness-assessment/

Services - Cloud Assurance

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Cloud business applications.

de Novo Solutions' Executive Management Leadership team has experience of over 100+ digital transformations harnessing cloud technology from numerous vendors to transform organisations across the UK and beyond. Consequently, de Novo is well placed to undertake Cloud Assurance exercises on your digital transformation project.

Note: *Our Cloud Assurance service is vendor agnostic, however given de Novo's background with Oracle and ServiceNow; these are the platforms which we have specific experience of.*

Service Scope

Cloud Assurance Overview

- The Cloud Assurance service is based around undertaking and applying a digital transformation's programme and project assurance gates. Our expertise and insight with Cloud Application implementations, will provide an independent perspective of a programme or projects status and a confidence in delivery assessment for the Senior Responsible Officer (SRO) / Accounting Officer.
- Timeline - An Cloud Assurance review typically takes 2 around weeks to undertake, this includes preparation time, interviews, and writeups as well as final SRO briefing of the findings and our recommendations
- Infrastructure and Projects Authority (IPA) - Whilst de Novo Solutions has not been appointed or commissioned directly by the Cabinet Office's Infrastructure and Projects Authority (IPA) to undertake assurance reviews for its clients, de Novo uses (and adapts where appropriate) their methodology

Consequently, clients can be guaranteed that the Cloud Assurance service is undertaken to an acceptable and consistent standard that will stand up to further external audit scrutiny if required. The following documented report has been assembled using the Cabinet Office's IPA project assurance review and guidance template, located: Project assurance review guidance and template - GOV.UK (www.gov.uk) – the core construct of the de Novo Solutions Assurance service is as follows:

- Approach - Evidence Based – The report is an evidence-based snapshot of the programme's/project's status at the time of the review. It reflects the views of the independent review team, based on information evaluated over the review period, and is delivered to the SRO immediately at the conclusion of the review.
- Output and deliverable – Cloud Assurance Report published by de Novo Solutions
- The structure of the assurance report produced is as follows:
 - o Executive Precipis
 - o Scope of Assurance Review
 - o Delivery Confidence
 - o Executive Summary Heatmap
 - o General Observations
 - o Future Opportunities
 - o Review Team Findings and Recommendations
 - o Areas of Good Practice
 - o Acknowledgement
 - o SRO Review Comment

- o Next Assurance Review Observation
- o Annex - Stage Gate Assessment Descriptions
- o Annex - Recommendation Classifications and Priority Order
- o Annex – List of Interviewees
- o Annex – Artefacts Reviewed

Service features for the UK public sector client

▪ Objective Assessment: Enhancing decision-making and mitigating risks	▪ Independent Review: Spotting gaps for targeted improvement and optimisation
▪ Validate Alignment: With standards and best practices for assurance	▪ Improve Data: Identify, cleanse and rectify errors for quality assurance
▪ Assesses Project Health: Ensuring timeline and budget alignment	▪ Unbiased Insights: Enhancing project efficiency and effectiveness
▪ Provide Confidence: In project outcomes and return on investment	▪ Identify Potential Roadblocks: Recommending proactive mitigation measures
▪ Enhanced Transparency: Accountability throughout the transformation process	▪ Assurance Success: Delivering SRO and wider stakeholder satisfaction

Service benefits for the UK public sector client

▪ Seamless integration: Ensure smooth transition without disruption to operations	▪ Enhanced accuracy: Improve data quality and reliability for informed decisions
▪ Cost efficiency: Minimise expenses associated with manual data re-keying	▪ Better insights: Access comprehensive data for strategic analysis and planning
▪ Increased productivity: Streamline processes, saving time and resources	▪ Scalability: Adapt to evolving needs with flexible data management capabilities
▪ Enhanced security: Safeguard sensitive information with robust encryption and controls	▪ Regulatory compliance: Align with data protection regulations and standards
▪ Unified working: Single version of truth with Cloud applications data	▪ Growth potential: Ability to leverage legacy data in Cloud applications



de Novo Solutions

Cloud Assurance Website

www.de-novo-solutions.com/solutions/cloud-assurance-services/

Services - Oracle Cloud Healthcheck

Is your organisation having trouble or experiencing a drop in anticipated performance with your Oracle Cloud Applications implementation? Is your organisation not fully convinced you possess the correct set up and configurations as provisioned by your incumbent systems integration supplier of software delivery partner?

The answer - An external independent Oracle Cloud Healthcheck carried out by de Novo Solutions specialists identifying what is likely required to get the organisation back on track. With experience of over 100+ digital transformation programmes using Oracle Cloud Applications technology and with our in-depth product insight we are well positioned to undertake the Healthcheck exercise for your organisation.

Expertise and insight assessing and reviewing an existing Oracle Cloud Applications implementation, our service provides an independent perspective of a programme or projects status assisting the Senior Responsible Officer (SRO) / Accounting Officer with a pragmatic Healthcheck against Oracle Cloud Applications to help clients maximise their investment.

Service Scope

Oracle Cloud Applications Healthcheck Overview

de Novo Solutions Healthcheck service for Oracle Cloud Applications includes, but not limited to:

- Review of implemented modules and enterprise structures against current business objectives
- Review of application blueprint / landscape and wider systems of interest as well as data flows – including integrations strategy and implementation and Single Sign On (SSO)
- Review of future plans and strategy for solution landscape (what still needs to be implemented?)
- Review of Key Design Decisions and major configuration items (example Chart of Accounts) against current desired outcomes
- Review of initial pain points and benefits realisation – how are these being measured and reported?
- Review processes and experience compliance – looking out for ‘Spanish Practice’
- Review current pain points – what is working well and what is not working as expected and identify work arounds that are still in place
- Review system maintenance and innovation cycles (cloning, patching, regression, support, impact assessment, releases) + uptake of new functionality + SR review with Oracle Cloud Applications
- Review of Service Delivery Model and how it is supporting the BAU operations
- Review configuration documentation & on-system (access may be required)
- Insights and reporting – ensuring that the Oracle Cloud Applications solution is delivering what is needed for MI.
- Review reporting strategy against desired outcomes, identify grey IT that is still in place
- Review of end-user feedback (if such feedback exists)

While elements of the Oracle Cloud Applications Healthcheck engagement always remain the same, we tailor the exercise to the UK public sector client organisation, their landscape and the challenge they are experiencing.

The exercise is typically undertaken between 2-4 week period, ensuring that problems are identified, validated and also a viable correction plan can be drawn up for consideration.

Service features for the UK public sector clients

▪ Objective Assessment: Reviewing setup decision-making to mitigating risks	▪ Independent Review: Spotting ways to improve and optimise
▪ Validate Alignment: With standards and best practices for assurance	▪ Improve Performance: Cleanse and rectify errors for quality assurance
▪ Assesses Project Health: Ensuring timeline and budget alignment	▪ Unbiased Insights: Enhancing project efficiency and effectiveness
▪ Provide Confidence: In project outcomes and return on investment	▪ Identify Potential: Recommending proactive areas for improvement
▪ Enhanced Transparency: Accountability throughout the transformation process	▪ Assurance Success: Delivering SRO and wider stakeholder satisfaction

Service benefits for the UK public sector clients

▪ Seamless integration: Ensure smooth transition without disruption to operations	▪ Enhanced accuracy: Improve data quality and reliability for informed decisions
▪ Cost efficiency: Minimise expenses associated with manual data re-keying	▪ Better insights: Access comprehensive data for strategic analysis and planning
▪ Increased productivity: Streamline processes, saving time and resources	▪ Scalability: Adapt to evolving needs with flexible data management capabilities
▪ Enhanced security: Safeguard sensitive information with robust encryption and controls	▪ Regulatory compliance: Align with data protection regulations and standards
▪ Unified working: Single version of truth with Oracle Cloud data	▪ Growth potential: Ability to leverage legacy data in Oracle Cloud



de Novo Solutions

Website

www.de-novo-solutions.com

Services - Oracle Cloud Adoption

Introduction

de Novo Solutions is an industry recognised award-winning certified Oracle Cloud specialist partner organisation comprised of Back-Office business process knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its digital transformation journey with Oracle Cloud business applications.

de Novo Solutions' Executive Management Leadership team has the experience of over 100+ digital transformations in harnessing cloud technology from assorted vendors to transform organisations across the UK and beyond.

Oracle Cloud Adoption – (Organisational Engagement for Oracle Cloud Applications) - An interactive engagement incorporating business change transformation planning and execution for Oracle Cloud Applications. Ensuring UK public sector organisations increase the chance of completing a successful transformation journey with strong adoption and buy-in across the board for Oracle Cloud.

Service Scope

Oracle Cloud Adoption Overview

From a business perspective adoption and change management is typically all about the people side of change. More specifically change management as a discipline can be defined as:

- The application of a structured process and set of tools for leading the people side of change to achieve a desired outcome
- A process used by project teams and change management practitioners to manage the people side of system, process and organisational changes
- A competency to help employees through the transition from the current state to the future state
- A strategic capability to accelerate changes within an organisation.

At de Novo Solutions, we have chosen to adopt a methodology created by Jeff Hiatt Prosci® (Professional Science) methodology – the ADKAR Model. ADKAR stands for Awareness, Desire, Knowledge, Ability, Reinforcement.

At de Novo Solutions the Oracle Cloud Adoption service focus on several key steps:

- Communicate - Ensuring that people are aware of impending changes is important in minimising any resistance to change. Resistance happens when people lack awareness of the business reason for the change.
- Engage – Exploring how as people become aware of change their view on the change may be influenced by: How they view the current state – are they strongly invested in the status quo? How they perceive problems – as a threat, opportunity or both?
- Respond – Reviewing the current knowledge base and attitude of the individual audiences and capacity or capability to gain additional knowledge, looking at the resources available for education and training and the access to or the existence of the required knowledge to be successful.
- Train – Training on the new Oracle Cloud system beginning with training for User Acceptance Testing (UAT), then detailed information on how to use new processes, systems and tools effectively Understanding of the new roles and responsibilities associated with the Oracle Cloud technology.
- Utilise – People must utilise the new knowledge from the training to gain the ability to achieve desired business objectives. If an individual cannot utilise the needed skills in the time-frame available, then the planned changes may fail negatively impacting the programme, reputation and morale of the workforce

- Strengthen – After go live it is important to deliver actions and events to strengthen and reinforce the change within the organisation. This includes: private or public recognition; rewards; group celebrations and personal acknowledgement of progress as a few selected examples.

Service features for the UK public sector clients

▪ Clear Communication: Facilitating understanding to reduce uncertainty	▪ Leadership Support: Inspiring confidence and fostering commitment
▪ Training: Ensuring proficiency and empowering users for success	▪ Engaging Stakeholders: Cultivating ownership and collaboration
▪ Addressing Resistance: Promoting acceptance and minimising obstacles	▪ Continuous Feedback: Encouraging adaptation and promoting improvement
▪ Alignment: With organisational goals drives purpose and directives	▪ Celebrating Success: Reinforcing positive outcomes to boosts morale
▪ Flexibility: Accommodating evolving needs and promotes resilience	▪ Sustained Support: Sustaining momentum for long-term success

Service benefits for the UK public sector clients

▪ Strategic alignment: Expert guidance aligning organisational objectives to Oracle Cloud	▪ Assessment efficiency: Identifying how risks, costs and workflow are improved
▪ Experience economy: Improve experiences with innovative technologies and agile operations	▪ Delivery excellence: Quality, assessment ranking scores driving Oracle Cloud adoption
▪ 'Today' v 'Future': Heatmaps identifying the value by process area	▪ Service impact: Interview findings to guide adoption and advocacy decisioning
▪ UK compliance: Mitigating risks and establishing best practice effectively	▪ Satisfaction: Improving engagement, experiences, expanding business value for users
▪ Empowerment: Providing expert knowledge and collaboration to power change	▪ Adopt not adapt: Maximising capability ROI with future-ready solutions



de Novo Solutions

Website

www.de-novo-solutions.com

Services - Implementation Recovery – Oracle Cloud

Unfortunately, we have seen many times over the years Organisations that have run into difficulty with their Cloud implementations. From our experience and knowing that the technology does work, especially considering the number of times it has been implemented on a global scale, the problem either lies with the Client itself in the way a programme is being managed or with an implementation partner that is not equipped with the right capability to ensure successful delivery.

Introduction

de Novo Solutions is a certified Oracle Cloud specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the only partner to assist your organisation at its time of need helping you to recover your Oracle Cloud business applications and technology implementation and set it back on the right track for success:

Oracle Cloud Implementation Recovery is a discrete, confidential service designed to recover a failing programme.

Why select de Novo Solutions, what makes us different?

Not all Oracle Cloud partners are created equal. de Novo Solutions as a modern, agile, pioneering organisation based in the UK have everything a UK public sector client will need to optimise their Back-Office organisational performance, enabling service experts to make faster and better decisions. The Oracle Cloud Implementation Recovery initiation will vary depending on the context and backdrop to the request. This specialist, expert service is uniquely provided by de Novo Solutions due to two main reasons.

- Firstly, the talent at our organisation - our skills, competence and experience are second to none – a claim made on the basis that many of Senior Executive team were the original pioneers of Oracle Cloud over a decade ago
- Additionally, our team is connected to Oracle Cloud Executives in multiple domains including Centre of Excellence, Product Management, and Product Development and Program Management

We are the team that Oracle calls when another partner or client has run into difficulty and the situation needs resolving discretely, with minimal impact and fuss - but with complete assurance that the remedy will get the client back on track.

de Novo Solutions experts will collaborate on assorted topics and provide invaluable education, support, and guidance, bringing the service back on line and performing to the max. This service includes addressing any challenges that may arise and presenting the findings of the investigation and correction to the senior leaders. de Novo Solutions are the only experts that can resurrect a damaged programme and rediscover the potential of Oracle Cloud Applications establishing a new foundation for the future.

Oracle Cloud Implementation Recovery Service Overview:

Unfortunately, we have seen many times over the years UK public sector organisations that have run into difficulty with their Oracle Cloud applications implementation. Typically there are many reasons for an implementation not achieving the desired goals or performance levels. de Novo Solutions Oracle Cloud Implementation Recovery Service is specifically designed to assist UK public sector clients, helping them to investigate, understand, plan and action a programme that will get the situation addressed.

From our experience and knowing that the technology does indeed work, especially considering the number of times it has been implemented on a global scale, the problem either lies with the client itself in the way a programme is being managed or with an implementation partner that is not equipped with the right capability to ensure successful delivery.

A non-performing Oracle Cloud implementation is often a fraught and stressful time across the organisation, and on some occasion can lead to deteriorating relationships (internally and externally) with often toxic and hostile environments as a result.

The Implementation Recovery Service is designed for the Senior Responsible Officer (SRO), avoiding the need to close an existing programme down in its entirety or must stay with a failing delivery partner and accept an increase cost profile with no guarantee of a successful outcome.

de Novo Solutions Oracle Cloud Implementation Recovery Services offers an alternative route to success for Oracle Cloud Application projects. Our recovery teams are expert Oracle Cloud practitioners and are specially equipped with know-how and understanding to operate in such an environment. Empowered to make decisions quickly, to minimise disruption, to steady the ship and undertake effective recovery.

Our Recovery services include, but not limited to:

- Provision of a Company Executive on the Programme Board
- Preparation of a recovery plan
- Assist the out-going service provider to ensure effective handover
- Communication of revised plan
- Re-energise Client-side project team regarding expectations to ensure success
- Provision of the most experience certified Cloud specialists to manage workstreams and ensure delivery of the functional configuration
- Provision (if required) of further technical services – data migration and integration
- Provision of testing services, both supplier and client side to ensure effective UAT is undertaken
- Provision of transition services and post go live support

To recover a project quickly, de Novo Solution engages the services of the most experience Consultants and Engineers. It is essential to have the correct access to client decision makers to deliver effective change and complete a full and efficient recovery.

Service features for the UK public sector clients

▪ Rapid assessment: Evaluation to identify root causes of digital setbacks	▪ Expertise: Seasoned professionals with deep domain knowledge and experience
▪ Tailored strategies: Tailored approach to address specific recovery needs	▪ Proactive: Anticipating and addressing potential obstacles before they escalate further
▪ Collaborative: Working with client teams to ensure alignment and engagement	▪ Communication: Transparent reporting and communication channels for all stakeholders
▪ Agility: Flexible methodologies to leverage expert knowledge and regain success	▪ Continuous monitoring: Tracking of progress and adjustments to ensure success
▪ Change support: Helping clients with associated cultural and operational shifts	▪ Outcome-focused: Results that restore confidence and drive success

Service benefits for the UK public sector clients

▪ Minimised downtime: Swift recovery overcoming operational disruptions and revenue loss	▪ Improved efficiency: Streamlined processes enhance productivity and resource utilisation
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▪ Restored confidence: Rebuild trust in digital initiatives through expert guidance	▪ Cost savings: Avoiding further financial losses associated with failed transformation
▪ Enhanced reputation: Demonstrates resilience and commitment to stakeholders	▪ Accelerated ROI: Expedited path to realising returns on digital investment
▪ UK compliance: Mitigating risks and establishing best practice effectively	▪ Adaptive resilience: Develop agility to navigate future disruptions effectively
▪ Stakeholder satisfaction: Reassure stakeholders with tangible progress and results	▪ Long-term sustainability: Foundations for sustained digital success and growth

Please reach out to de Novo directly regarding this service and a confidential discussion as to how we can assist. Please also refer to our Pricing Document regarding this service; as it is a premium service.

CONFIDENTIAL



de Novo Solutions

Cloud Recovery Services Website

<https://www.de-novo-solutions.com/solutions/cloud-implementation-recovery-services/>

Services - Oracle Cloud Licence, Subscription and Compliance Advice – (Oracle Cloud Applications)

Introduction

de Novo Solutions is a certified Oracle Cloud specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation at its time of need helping you to optimise your Oracle Cloud commercial arrangements for applications and technology.

Oracle Cloud Licence, Subscription and Compliance Advice (Oracle Cloud Applications) is a confidential service designed to help your organisation to optimise its commercial arrangements so as to achieve the best possible outcomes. The service includes validation, inspection and advice on actual workloads, user levels, data processing volumes versus Oracle Contract Agreements assisting transformation investment activities

Services

Oracle Cloud Licence, Subscription and Compliance Advice Overview:

de Novo Solutions provide advice and guidance on how to best monitor the Oracle Cloud Service usage - utilising the usage metric analysis and drill through report that is provided by Oracle monthly as part of the standard subscription service. The report provides visibility of users and assigned roles that impact license consumption. Where unexpected or over usage occurs de Novo Solutions can help identify and isolate the underlying causes and work to establish a remediation plan.

An effective approach to Oracle Cloud license management involves a systematic and proactive process to optimise license usage, ensure compliance, and control costs. The key steps to consider in managing Oracle Cloud licenses are as follows:

- **License Assessment and Inventory:** Conduct a comprehensive assessment to determine the organisation's current license inventory across all Oracle Cloud services and products. This inventory should include information on license types, quantities, and usage
- **Understanding License Terms and Usage Rights:** Gain a deep understanding of Oracle's licensing policies, terms, and conditions for each product. de Novo Solutions' knowledge is crucial for ensuring compliance and maximising the value of licenses
- **License Optimisation and Cost Control:** Regularly reviewing license usage and identify areas where licenses may be underutilised or over-allocated. Optimise license usage by reallocating licenses to areas with higher demand. This approach helps control costs while ensuring sufficient coverage
- **License Compliance Management:** Continuously monitor license usage to ensure compliance with Oracle's licensing policies. Regular audits and reviews can help identify any non-compliance issues and mitigate potential risks
- **License Procurement Strategy:** Develop a clear and well-defined strategy for procuring new licenses. Understand the organisation's future requirements and align license procurement with business needs to avoid unnecessary costs
- **Vendor Management and Negotiation:** Establish a strong vendor management process to effectively engage with Oracle and negotiate favourable license terms and pricing based on the organisation's usage and requirements
- **License Reporting and Documentation:** Maintain accurate and up-to-date records of all license agreements, usage reports, and related documentation. This ensures transparency and provides essential information for audits and compliance
- **Automated License Management Tools:** Utilise automated license management tools to track license usage, automate reporting, and identify potential issues promptly. These tools streamline the license management process and improve accuracy

- **Education and Training:** Invest in training and educating relevant stakeholders, including IT teams and end-users, about Oracle Cloud license policies and best practices to foster compliance and effective license usage
- **Regular Reviews and Optimisation:** Conduct periodic reviews of license usage, compliance, and overall license management processes. Regular optimisation efforts ensure that the organisation is continually benefiting from the most efficient license allocation

Engaging with de Novo Solution we can help your organisation to better interact with Oracle Support. Our experts will facilitate discussions with Oracle experts to seek guidance on license management, compliance, and any queries related to licensing policies when necessary.

By implementing this approach, we can effectively manage Oracle Cloud licenses, minimise compliance risks, control costs, and maximise the value of their investments in Oracle Cloud services. Regular monitoring, optimisation efforts, and proactive engagement along with Oracle will contribute to a well-managed and efficient license environment plan.

Service features for the UK public sector clients

▪ Scope: Service usage monitoring for Oracle Cloud Applications	▪ Extract Data: Retrieve information on Oracle Cloud usage efficiently
▪ Validate Integrity: Subscriptions and licences checking	▪ Identify Improvements: Rectifying errors and re-defining licence arrangements
▪ Format: Leveraging emerging technology to assist with validation	▪ Optimise: Oracle Cloud Applications licences and subscriptions securely
▪ Confirm: Core applications and Digital AI Chatbots are covered	▪ Understanding: Helping clients to better leverage Oracle Cloud Applications
▪ Reconcile Discrepancies: Address any inconsistencies or errors using dialogue	▪ Ongoing Support: Continued support for production assistance

Service benefits for the UK public sector clients

▪ Minimised downtime: Swift recovery overcoming operational disruptions and revenue loss	▪ Improved efficiency: Streamlined processes enhance productivity and resource utilisation
▪ Restored confidence: Rebuild trust in digital initiatives through expert guidance	▪ Cost savings: Avoiding further financial losses associated with failed transformation
▪ Enhanced reputation: Demonstrates resilience and commitment to stakeholders	▪ Accelerated ROI: Expedited path to realising returns on digital investment
▪ UK compliance: Mitigating risks and establishing best practice effectively	▪ Adaptive resilience: Develop agility to navigate future disruptions effectively
▪ Stakeholder satisfaction: Reassure stakeholders with tangible progress and results	▪ Long-term sustainability: Foundations for sustained digital success and growth



de Novo Solutions

Website

www.de-novo-solutions.com

Services - ServiceNow Healthcheck

Is your organisation having trouble or experiencing a drop in anticipated performance with your ServiceNow platform implementation? Is your organisation not fully convinced you possess the correct set up and configurations as provisioned by your incumbent systems integration supplier or software delivery partner?

An external independent ServiceNow Healthcheck carried out by de Novo Solutions specialists identifying what is likely required to get the organisation back on track. With experience of over 100+ digital transformation programmes using ServiceNow technology and with our in-depth product insight we are well positioned to undertake the Healthcheck exercise for your organisation.

A ServiceNow Healthcheck is performed against all components of the estate to include:

- ServiceNow Complete Suite Employee Experience, Workflow and Analytics
- ServiceNow Risk Management and Resilience, Policy and Compliance
- ServiceNow Creator Workflows and ServiceNow Platform
- ServiceNow Strategic Portfolio and Applications Management
- ServiceNow Platform, Generative AI, Artificial Intelligence, Application Development
- ServiceNow Employee Centre Pro and HR Service Delivery
- ServiceNow Employee Growth and Development
- ServiceNow Workplace Service Delivery
- ServiceNow HR Service Delivery
- ServiceNow ESG (Environment Social Governance)

Services

Service Heathcheck Overview

de Novo Solutions Healthcheck service for ServiceNow includes, but not limited to:

- Review of implemented modules and structures against current business objectives
- Review of application blueprint / landscape and wider systems of interest as well as data flows – including integrations strategy and implementation and Single Sign On (SSO)
- Review of future plans and strategy for solution landscape (what still needs to be implemented?)
- Review of Key Design Decisions and major configuration items against current desired outcomes
- Review of initial pain points and benefits realisation – how are these being measured and reported?
- Review processes and experience compliance – looking out for ‘Spanish Practice’
- Review current pain points – what is working well and what is not working as expected and identify work arounds that are still in place
- Review system maintenance and innovation cycles (cloning, patching, regression, support, impact assessment, releases) + uptake of new functionality + SR review with ServiceNow
- Review of Service Delivery Model and how it is supporting the BAU operations
- Review configuration documentation & on-system (access may be required)
- Insights and reporting – ensuring ServiceNow is delivering what is needed for MI.
- Review reporting strategy against desired outcomes, identify grey IT that is still in place
- Review of end-user feedback (if such feedback exists)

While elements of the ServiceNow Healthcheck engagement always remain the same, we tailor the exercise to the UK public sector client organisation, their landscape and the challenge they are experiencing.

The exercise is typically undertaken between 2-4 week period, ensuring that problems are identified, validated and also a viable correction plan can be drawn up for consideration.

Service features for the UK public sector clients

Objective Assessment: Reviewing setup decision-making to mitigating risks	Independent Review: Spotting ways to improve and optimise
Validate Alignment: With standards and best practices for assurance	Improve Performance: Cleanse and rectify errors for quality assurance
Assesses Project Health: Ensuring timeline and budget alignment	Unbiased Insights: Enhancing project efficiency and effectiveness
Provide Confidence: In project outcomes and return on investment	Identify Potential: Recommending proactive areas for improvement
Enhanced Transparency: Accountability throughout the transformation process	Assurance Success: Delivering SRO and wider stakeholder satisfaction

Service benefits for the UK public sector clients

Seamless integration: Ensure smooth transition without disruption to operations	Enhanced accuracy: Improve data quality and reliability for informed decisions
Cost efficiency: Minimise expenses associated with manual data re-keying	Better insights: Access comprehensive data for strategic analysis and planning
Increased productivity: Streamline processes, saving time and resources	Scalability: Adapt to evolving needs with flexible data management capabilities
Enhanced security: Safeguard sensitive information with robust encryption and controls	Regulatory compliance: Align with data protection regulations and standards
Unified working: Single version of truth with Oracle Cloud data	Growth potential: Ability to leverage legacy data in Oracle Cloud



de Novo Solutions

Website

www.de-novo-solutions.com

Services - ServiceNow Generative AI (Now Assist GenAI – Artificial Intelligence)

Introduction

de Novo Solutions is a certified ServiceNow specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation on its journey to adopt emerging technology and a wider digital transformation with ServiceNow business applications and technology:

Now Assist and GenAI - Next generation user experiences leveraging emerging technology, with complete Artificial Intelligence (AI) platform to create engaging experiences for business applications workflow through text, chat, and voice interfaces for ServiceNow

de Novo Solution digital experts want to help your organisation smoothly and successfully embrace ServiceNow Generative AI elevating your digital interactions and helping you explore new service delivery, discover insights, unlock endless ServiceNow possibilities

Services

Key benefits of ServiceNow Generative AI (Now Assist and GenAI):

ServiceNow Generative AI will empower everyone - delivering more value with GenAI on the Now Platform harnessing Now Assist to increase productivity by reducing manual work. It transforms experiences with personalisation and natural human language, speeds time to value with intelligent code, and much more.

AI is a term that describes all forms of machine learning and intelligent automation, while Generative AI is specifically focused on the creation of new content based on—but also capable of going beyond—the data sets it was provided with during its training phase. With the recent advent of widely available chat AIs, most AI interactions for the average user actually involve generative AI.

Although generative AI has been around for decades, its recent rise in terms of capability and availability has been meteoric. As this ServiceNow technology continues to evolve, we can anticipate enhanced creativity and innovation across essentially every industry, allowing for more sophisticated and realistic outputs in content generation, design, music composition, visual arts, and more. Generative AI will also continue to drive personalisation and customisation, creating laser-focused recommendations, personalised experiences, and unique products designed to address individual customer needs.

- Accelerate IT team productivity with generative AI experiences
- Improve customer experiences and agent productivity with generative AI
- Resolve HR cases faster and more efficiently with generative AI
- Improve developer productivity with flow generation and intelligent recommendations for code
- Deliver faster, smarter field service experiences with generative AI
- Understand, remediate, and prevent issues quickly
- Communicate business demands and product feedback clearly, efficiently, and effectively with generative AI

Service features for the UK public sector clients

Scope: Define objectives and assess ServiceNow GenAI requirements	Analyse: Build a timetable for Now Assist and GenAI adoption
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Validate: Introduce GenAI and Now Assist for consistent performance	Improve process: Streamline workflow and deflect shared service case workload
Modify: Leverage the delivered GenAI tools for tailored experiences	Education: Support GenAI deployment and growth with Now Assist
Verify: Confirm growth plan for GenAI and Now Assist user-cases	Emerging technology: Deepen Artificial Intelligence (AI) deployment into organisation
Timetable: Structured support for GenAI rollout programme	Feedback: Adopting GenAI and Now Assist moving forward

Service benefits for the UK public sector client

Strategic alignment: Expert guidance aligning organisational objectives for AI adoption	Operational efficiency: Reducing risk, reducing cost and improving work streamlining
Experience economy: Improve experiences with innovative technologies and agile operations	Delivery excellence: Quality, AI skills design for ServiceNow GenerativeAI
Leveraging AI templates: Automating service deployment embracing AI innovations	Service satisfaction: Superior AI experiences, end-user adoption and advocacy
Regulatory UK compliance: Ensure adherence, mitigating risks and liabilities effectively	Satisfaction: Better engagement, swifter experiences, expanded business value for users
Empowerment: Engaging AI knowledge transfer and consistent collaboration	Adopt not adapt: Maximising AI ROI with future-ready solutions



ServiceNow Generative AI
Now Assist GenAI Website

www.servicenow.com/now-platform/generative-ai



de Novo Solutions
Website

www.de-novo-solutions.com

Services - Digital Vision Roundtable

Introduction

de Novo Solutions is a certified Oracle Cloud and ServiceNow specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation with design and orchestration decisions as part of a technology transformation.

Digital Vision Roundtable - An interactive workshop discussion that leverages Design Thinking principles to help a UK public sector organisation to capture their vision, progress and communication plan strategy against their Oracle Cloud Applications or ServiceNow digital cloud transformation technology.

Why select de Novo Solutions, what makes us different?

Not all cloud business application partners are created equal. de Novo Solutions as a modern, agile, pioneering organisation based in the UK have everything a UK public sector client will need to optimise their Back-Office organisational performance, enabling service experts to make faster and better decisions. Our team of Oracle Cloud and ServiceNow experts will help your organisation to develop and improve existing approaches to service delivery.

Our team will assist the organisation with Digital Vision Roundtable experience to bring continual innovation and improvement to the workplace ensuring your organisation outpaces change, remain resilient and agile. Our Oracle and ServiceNow public sector experts will blend their experience with the requirements of your organisation to ensure that the next-generation cloud business applications and infrastructure performs at their best. With our focus on benefit and value measurement alongside personalised experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Interactive group workshop and advisory service led by de Novo Solutions for Oracle Cloud or ServiceNow digital transformation programmes. Offering design thinking services to deliver an interactive, experiential event enabling a UK public sector organisations to capture their digital transformation vision, providing strategic insights, change planning, and value analysis.

Services

Digital Vision Roundtable Overview

Communicate, engage, and evolve your organisation's digital transformation journey –

Designed for new and existing clients, de Novo Solution's Digital Vision Roundtable (DVR) is a three-step intensive, configurable workshop style process that aligns your people and your process with standard out-of-the-box Oracle Cloud and ServiceNow capabilities.

DVR is designed to help public or private sector organisations to become better aligned with their Oracle Cloud or ServiceNow platform helping to improve finance, planning and people, payroll and talent management, plus risk, service, strategic planning and application management related services.

Recent headlines in the public sector have publicised the risk and impact of a 'challenging digital transformation' – time creep, overspend, and over customisation can occur, a DVR experience day will help mitigate risk, simplify, bring transparency, and increase control.

How does DVR work?

DVR comes to your office, and is a three-step intensive, configurable workshop style process for two groups of five completed over the course of a day.

In advance we will jointly agree a context for the session and your organisation will be responsible for assembling an internal group of experts to attend. Your own blend of experts is always best placed to look backward and forward on a operational challenge. Working as a team they can combine their service delivery experience to get the right outcome moving forward. Using a set of pragmatic lenses

we explore and facilitate 'what if' outcomes focussed upon using the standard Oracle Cloud and ServiceNow solution capabilities using a swift, low cost, low fidelity approach.

How will my organisation benefit?

DVR is a proven way to immerse, inspire and improve communication across teams that are undergoing, or that are keen to re-evaluate, a digital transformation. In a single day the session will deliver the foundation for improved operational outcomes. Unearthing new ideas and approaches placing them on the table to support team interaction collaboration and foster employee engagement. DVR aids both decision support and adoption buy-in while encouraging divergent thinking behaviours as found in Design Thinking.

Service features for the UK public sector clients

▪ Interactive Workshop: Spanning Oracle Cloud and ServiceNow technologies	▪ Customised Participation: Capturing digital vision, challenges and opportunities
▪ Expert Guidance: Seasoned facilitation offering specialised insights and sector knowledge	▪ Comprehensive: Identifying change management and value measurement outputs
▪ Strategic: Development of vision planning successful digital transformation journey	▪ Collaboration: Engaging key stakeholders for effective implementation and buy-in
▪ Agile Methodologies: Flexibility to define importance and difficulty dimensions	▪ Emerging Technology: Discussing Artificial Intelligence (AI) and Machine Learning (ML)
▪ De-Risking: Identifying and mitigating potential risks throughout transformation process	▪ Continuous Support: Stakeholder engagement for ongoing optimisation and refinement

Service benefits for the UK public sector clients

▪ Enhanced efficiency: Streamlined digital vision for improved resource utilisation	▪ Cost reduction: Optimising the transformation vision for lower operational costs
▪ Satisfaction: Enhanced vision and delivery boosting experiences and efficiency	▪ Adaptability: Flexible TOM and SDM models improve resilience and fluidity
▪ Risk mitigation: Proactive strategies setting the vision for the future	▪ Scalability: Flexible design discussion improving resilience and fluidity
▪ Innovation: Facilitating cultural change to drive continuous improvement and performance	▪ Compliance: Ensuring vision planning is aligned to regulatory requirements
▪ Data-driven insights: Leveraging data analytics for informed decision-making	▪ Value: Better TCO and ROI from investments through optimised operations



de Novo Solutions
Digital Vision Roundtable Website
www.de-novo-solutions.com/solutions/digital-vision-roundtable/

Services – Business Benefit and Value Assessment

Introduction

de Novo Solutions is a certified Oracle Cloud and ServiceNow specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation with design and orchestration decisions as part of a technology transformation.

Business Benefit and Value Assessment - An interactive engagement that enables a UK public sector organisation to capture their vision, benefit progress and value tracking as part of a wider assessment and benchmarking strategy against their Oracle Cloud Applications or ServiceNow digital cloud transformation technology.

Why select de Novo Solutions, what makes us different?

Not all cloud business application partners are created equal. de Novo Solutions as a modern, agile, pioneering organisation based in the UK have everything a UK public sector client will need to optimise their organisational performance, enabling service experts to make faster and better decisions.

Our team of Oracle Cloud and ServiceNow experts will help your organisation to develop and improve existing approaches to service delivery. Our team will assist the organisation with experiences that bring continual innovation and improvement to the workplace ensuring your organisation outpaces change, remain resilient and agile.

Our Oracle and ServiceNow public sector experts will blend their experience with the requirements of your organisation to ensure that the next-generation cloud business applications and infrastructure performs at their best. With our focus on benefit and value measurement alongside personalised experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Services

Business Benefit and Value Assessment Overview:

A constructive, open, and transparent business value and benefit consultative discussion is crucial for any UK public sector body considering Oracle Cloud or ServiceNow technology investment.

The Benefit and Value Assessment service can be performed before or after a vendor selection decision and it aims to deliver discussions that ensure there is an effective and accurate alignment between the technology solution and the organisation's strategic objectives, fostering better decision-making and resource allocation.

The exercise is collaborative and fosters transparency at every stage enabling stakeholders to understand the full scope of benefits, including cost savings, efficiency gains, and improved service delivery. This clarity aids in securing buy-in from various departments and fostering a culture of shared change management and communication drivers.

The service helps to unify disconnected teams and document a clear plan as to how the organisation can benchmark initial savings and benefits with a view to then tracking and monitoring progress moving forward. The conversations and leadership style involved means that the sessions allow for the identification of potential risks and challenges early on, enabling proactive mitigation strategies and ensuring smoother implementation.

Ultimately, a consultative approach ensures that the technology investment not only meets immediate needs but also aligns with the long-term vision of the public sector body, driving sustainable value and maximizing return on investment.

Service features for the UK public sector clients:

Interactive: Discussions on Oracle Cloud and ServiceNow technologies	Customised Participation: Capturing vision, challenges and opportunities
Expert Guidance: Seasoned specialised insights and sector knowledge	Comprehensive: Identifying change management and value measurement outputs
Strategic: Development of vision planning successful digital transformation journey	Collaboration: Engaging key stakeholders for effective implementation and buy-in
Agile Methodologies: Flexibility to define importance and difficulty dimensions	Emerging Technology: Discussing Artificial Intelligence (AI) and Machine Learning (ML)
De-Risking: Identifying and mitigating potential risks throughout transformation process	Continuous Support: Stakeholder engagement for ongoing optimisation and refinement

Service benefits for the UK public sector clients

Enhanced efficiency: Streamlined digital vision for improved resource utilisation	Cost reduction: Optimising the transformation vision for lower operational costs
Satisfaction: Enhanced vision and delivery boosting experiences and efficiency	Adaptability: Flexible TOM and SDM models improve resilience and fluidity
Risk mitigation: Proactive strategies setting the vision for the future	Scalability: Flexible design discussion improving resilience and fluidity
Innovation: Facilitating cultural change to drive continuous improvement and performance	Compliance: Ensuring vision planning is aligned to regulatory requirements
Data-driven insights: Leveraging data analytics for informed decision-making	Value: Better TCO and ROI from investments through optimised operations



de Novo Solutions

Website

www.de-novo-solutions.com

Services – Target Operating Model / Service Delivery Model

Introduction

de Novo Solutions is a certified Oracle Cloud and ServiceNow specialist partner organisation with knowledge experts, and innovative technology pioneers. We are the perfect partner to assist your organisation with design and orchestration decisions as part of a technology transformation.

Target Operating Model – Service Delivery Design – An engagement to plan the optimum structural, people and technology design to be executed against an Oracle Cloud or ServiceNow digital cloud transformation technology.

Why select de Novo Solutions, what makes us different?

Not all cloud business application partners are created equal. de Novo Solutions as a modern, agile, pioneering organisation based in the UK have everything a UK public sector client will need to optimise their Back-Office organisational performance, enabling service experts to make faster and better decisions. Our team of Oracle Cloud and ServiceNow experts will help your organisation to develop and improve existing approaches to service delivery. Our team will assist the organisation with Target Operating Model and Service Delivery Model design topics to bring continual innovation and improvement to the workplace ensuring your organisation outpaces change, remain resilient and agile. Our Oracle and ServiceNow public sector experts will blend their experience with the requirements of your organisation to ensure that the next-generation cloud business applications and infrastructure performs at their best. With our focus on benefit and value measurement alongside personalised experiences over standardised business processes we at de Novo Solutions will create solutions that make the difference, supporting your journey, growth, and vision.

Services

Target Operating Model – Service Delivery Design Overview:

de Novo Solutions possesses extensive experience in designing and delivering Target Operating Models and associated Service Delivery Models for Oracle Cloud Applications and ServiceNow digital operation transformations. As cloud technology is transformational and has the power to drive changes into how a UK public sector organisation operates, consequently clients must prepare and be ready to embrace the change. Engage with this service to build your experience and awareness of how operational model design can drastically affect outcomes.

Learn about Target Operating Model (TOM) – the effort needed to create a workable taxonomy for service delivery including, but not limited to:

- Persona Experiences, Service structures, Processes, Roles and Responsibilities, Reporting and Technology

Learn about Service Delivery Model (SDM) - defining the operational model required to be in-place to ensure that Oracle Cloud and ServiceNow platforms are supported correctly.

The service takes time to explore the trials and tribulations when forming both TOM and SDM – what they mean for clients, and how to be well placed to take advantage of innovation over the life of the contract.

de Novo Solutions will explore with you SDM design whether that is:

- Fully self-sufficient (self-service business competence)
- A hybrid model with 3rd party specialist support (such as de Novo Solutions assisting with Managed services model)

- Entire operational outsourcing under an existing agreement or overseeing the commissioning of a new service provider
- BPO – Selected Business Process Outsourcing for a given task, duty or discipline

Our expert service will assist your organisation defining the TOM or SDM vision of the future. de Novo Solution experts will provide deep knowledge in the art of the possible in relation cloud technology and how it can be aligned to the organisation's overarching business strategy. From our experience critical success factors required for any successful journey include, but not limited to:

- Strong client-side leadership, Harnessing the power of cloud to transformation not replacement, Utilising the benefits of single integrated system for central services and back-office services, TOM and SDM planning that is incremental over time – accelerating time to value as maturity takes effect, Expectation management - regarding cloud technology platforms – the platforms require compromise and new mindset, Adopt, not Adapt – Adopt out of the box standardised business processes; adapt the organization around new processes, Pragmatism - Focus upon requirements that are unique to your organisation and accepting there will be gaps in the solution, Simplifying by remove non-value add transactions – take the opportunity to simplify, Remember to decommission legacy systems cloud will be replacing, Operational maturity – Stepping the organisation change and deployment, Getting the change to stick - don't underestimate the effort to secure new ways of working, Cloud is a continuous journey – the implementation is only the start - exploit platform innovation as it arrives and leverage your subscription investment

de Novo Solutions will assist your organisation with all aspects of TOM and SDM as they will influence organisation future success. Blueprints and catalogues can support your organisation through change – saving time, resource, money and effort.

The service explores how improved TOM and SDM will generate improved end-user and business engagement to accelerate key activities, specifically around extracting the maximum value from cloud technology and platform tools alongside the structural changes that the applications can map on to.

Service features for the UK public sector clients

▪ Complete: Spanning Oracle Cloud and ServiceNow technologies	▪ Customised strategy: Tailored TOM and SDM design aligned to organisation
▪ Expert guidance: Seasoned consultants offering specialised insights and sector knowledge	▪ Comprehensive assessment: Analysis of existing operations versus to-be improvement
▪ Strategic planning: Development of roadmap for successful digital transformation journey	▪ Collaboration: Engaging key stakeholders for effective implementation and buy-in
▪ Agile methodologies: Flexibility to adapt strategies in rapidly changing environments	▪ Performance metrics: Establishing measurable goals to track progress and success
▪ Risk management: Identifying and mitigating potential risks throughout transformation process	▪ Continuous support: Post-implementation assistance for ongoing optimisation and refinement

Service benefits for the UK public sector clients

▪ Enhanced efficiency: Streamlined TOM and SDM for improved resource utilisation	▪ Cost reduction: Optimised TOM and SDM for lower operational costs
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▪ Satisfaction: Enhanced service quality and delivery boosting experiences and efficiency	▪ Adaptability: Flexible TOM and SDM models improve resilience and fluidity
▪ Risk mitigation: Proactive strategies safeguard against service disruptions and uncertainties	▪ Scalability: TOM and SDM designed to accommodate growth in services
▪ Innovation: Facilitating cultural change to drive continuous improvement and performance	▪ Compliance: Ensuring TOM and SDM align to regulatory requirements
▪ Data-driven insights: Leveraging data analytics for informed decision-making	▪ Value: Better TCO and ROI from investments through optimised operations



de Novo Solutions

Website

www.de-novo-solutions.com

BPO Payroll Managed Services

Business Process Outsourcing Payroll Services



ORACLE | Partner



BPO - Managed Services Payroll for Oracle HCM & Payroll Cloud

BPO - Managed Services Payroll Operations Healthcheck



de Novo Solutions

Website

[AI Digital Shared Services - de Novo Solutions](#)

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