G-Cloud 15

Oracle ERP and Technology Services – Service definition document



January 2026

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Winfo Overview

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Established in	Customers	Engagements	ORACLE
2015	50+	200+	Cloud SELL & SERV Expertise

AICPA SOC | ISO 20000-1:2018 COMPANY | ISO 9001:2015 COMPANY | ISO 27001:2013 COMPANY

375+ Experts

30 $b+ Clients

6 UK, US, IN IE, RO, UAE

Applications

ORACLE FUSION APPLICATIONS | ORACLE E-BUSINESS SUITE | salesforce

Technology

ORACLE Platform as a Service (PaaS) CLOUD | ORACLE APPLICATION EXPRESS | Java Web Application Development

Cloud Infrastructure

ORACLE Cloud Infrastructure | aws | Azure | Google Cloud

Winfo Services

Strategy | Assessment | Implementation | Custom Development | Managed Services

winfo CloudX | winfo Data | winfo Bots | winfo Test | winfo Agents

Partnership: ORACLE | Microsoft | Google Cloud | aws | salesforce | UiPath | databricks

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Our Services Portfolio

IMPLEMENTATION

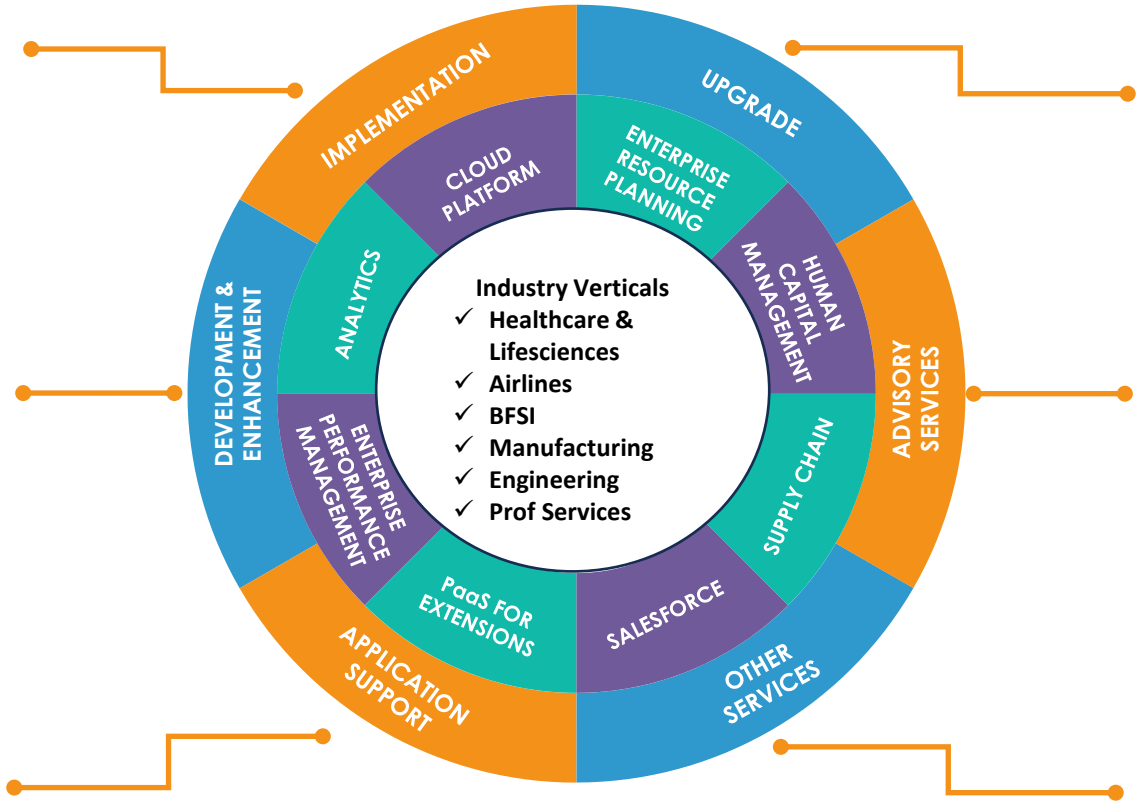
- Full life-cycle implementation
- Innovations through Redwood and AI Agents
- Global rollouts
- Additional Modules Enablement
- Fusion Analytics / BI

DEVELOPMENT & ENHANCEMENT

- PaaS Extensions using VBCS, VBS
- Integrations & Reports development
- Custom AI Agent development
- APEX based solutions
- Custom Apps development

APPLICATION SUPPORT

- Managed Services
- Functional & Technical Support
- Preventive maintenance
- Database & application administration support



UPGRADE

- Workloads Migration to Cloud Platforms
- Application upgrades
- Database upgrades
- OS & database migration
- SSO and DR Set-up

ADVISORY SERVICES

- Cloud Advisory
- Redwood assessment
- Health Checks/ Audits
- Business Consulting

OTHER SERVICES

- Reimplementation / Cloud assessment
- Consolidation – Application & Instance
- Testing-as-a-Service
- Process Automation

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Enterprise transformations with Oracle Applications

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ERP Manage your resources with an advantage

- Financials
- Expenses
- Bill and Credit Management
- Revenue Management
- Accounting Hub
- Projects Cost Management
- Projects Billing and Revenue
- Projects Resource Management
- Projects Time Management
- Projects Portfolio Management

HCM Attract talent and retain them

- Global Human Resources
- Talent Management
- Workforce Management
- Payroll Management
- Compensation Management
- Employee Experience (Oracle ME)
- HCM Analytics

SCM respond quickly to changing demand, supply & market

- Procurement
- Inventory Management
- Order Management & Pricing
- Supply Chain Planning
- Manufacturing
- Maintenance
- Warehouse Management
- Trade Management

EPM & FDI Analyze data with significant insights

- Planning & Budgeting
- Financial Consolidation & Close
- Narrative Reporting
- Account Reconciliation
- Profitability & Cost Management
- Enterprise Data Management
- FDI Analytics (Finance, HCM & SCM)

CxM Unifying marketing, sales and service

- Marketing Cloud – B2B & B2C
- Sales Force Automation
- Configure, Price, Quote (CPQ)
- Subscription Management
- Commerce Cloud
- Field Service
- Digital Customer Service
- Intelligent Advisor
- CX Analytics

ORACLE ERP CLOUD | ORACLE HCM CLOUD | ORACLE SCM CLOUD | ORACLE EPM Cloud | ORACLE CX CLOUD | ORACLE E-BUSINESS SUITE

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Powered by our capabilities and solutions

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SaaS and On-Premise Apps & Technologies

- Fusion Applications (ERP, PPM, HCM, SCM, EPM)
- PaaS (VB, VBS & OIC) and IaaS
- Redwood & AI adoption
- Salesforce (SFDC)
- Oracle E-Business Suite
- Reporting (OTBI, BIP, and FDI Analytics)
- Apps Technical
- APEX
- OBIEE | Fusion Middleware

Realise Transformation Vision

Transform

- Digital transformation through adoption of Cloud Applications
- Upgrade & deploy Oracle EBS, gain newer functionalities and technology transformation
- Transform Customer experience through SFDC adoption

Innovate

- Managed Services for Cloud Applications Platform adoption and Continuous innovations
- Prototype and Deploy embedded AI Agents, Digital Assistants
- AI Enabled Automation & Solutions (Testing, Process, Data, Platforms)

Improvise

- Enhance SaaS using PaaS Visual Builder, VB Studio
- AI-assisted Legacy application modernization using PaaS, APEX, Open-Source
- Migrate Workloads to Cloud Platforms (OCI / AWS / Azure / GCP)

Empower

- Accelerate decision-making process through powerful analytics & data intelligence
- Gain insights from EBS thru AI powered 'Ask EBS'

Operational efficiencies

Leverage Winfo Solutions & Accelerators

- winfo Test — Test Automation
- winfo Bots — Process Automation
- winfo Data — Self-service data analytics
- winfo CloudX — Journey to Multi-Cloud
- winfo Agents — AI Powered Smart Support Agent
- ConfigSnapshot — Configuration automation

SaaS

ERP | SCM | HCM | EPM | WMS | MFG | Redwood | AI & Digital | VBS

PaaS

Integrations | VBCS | APEX | FDI
Autonomous DB | ADW

IaaS

Oracle Cloud Infrastructure (OCI) | Azure | AWS | GCP

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Winfo Innovative Solutions

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winfo Test

Intelligent Test Automation

- AI-powered automation for enterprise applications
- Fast, comprehensive testing for upgrades & projects
- No-code platform – easy for business users to manage
- Excel integration to ease download /upload scripts.
- Integration with document repository to store test evidence.

winfo CloudX

Simplify your multi-cloud journey

- Rapid deployment of key OCI services
- Integration to AWS, GCP and Azure for true multi-cloud architectures
- Workload monitoring to maximize performance and minimize costs
- Disaster Recovery & Cost Optimization
- DevOps, Security Hardening, and 24x7 Managed Services.

winfo Data

Structured insights for better decisions

- Unified platform for data insights
- Vast library of KPIs, data points and dashboards
- Drill down directly into Fusion transactions
- Extendable to include external applications and data sources

winfo Agents

Intelligent and Scalable AI Workforce

- AI Agents to enhance human capabilities across business functions
- Scalable workforce to deliver context-aware insights and actions
- Teams of Agents work together to address complex challenges

winfo Bots

Intelligent Process Automation

- AI-powered automation for enterprise applications
- Eliminate manual effort on repetitive business activities
- Rapid results from a library of RPA and API accelerators
- Pre-built process mapping across Finance, SCM, HR

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Trusted by our clients

A selection of our diverse client base:

ICON	orange	THE GOOD GUYS	DocuSign	arlo	enviri
Life sciences	Telecoms	Retail	Software	Technology	Environmental
BENNETT	ENGENIUM CAPITAL	wood.	verisure	iNIZIO	LUMENTUM
Transport & Logistics	Financial Services	Energy & Materials	Security	Life sciences	Technology
DELTA DENTAL	22nd Century Technologies, Inc.	Flutter	DUBAI HOLDING	HS2	Nufarm
insurance	Technology	Entertainment	Global investments	UK Gov - Infrastructure	Agricultural chemicals
Verisk	wellful	Advanced Energy	LIBERTY GLOBAL	ARCADIS	Liberty blume
Advisory Services	Health & Wellness	Technology	Telecom	Engineering	Services

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ERP Pillar Capabilities across Finance, SCM, HCM



Demonstrated through our SaaS experience



150+ SaaS Certified Professionals



Experienced in all SaaS pillars – ERP, PPM, HCM, SCM



6+Innovation Solutions for accelerated delivery



25+ Cloud Engagements

Experience Highlights

- 25+ Cloud Engagements involving Finance, PPM, Procurement, Supply Chain, MFG & Planning footprint
- Experienced across verticals like Healthcare & Life Science, Manufacturing, Professional Services, Logistics etc.,
- Experienced in helping customers to Migrate to Redwood leveraging our *ASPIRE* framework
- End-to-End Multi-pillar experience across ERP, HCM, SCM, EPM, PaaS
- Cloud Solution advisory for large Cloud Transformation engagement in MEA

Solutions and Accelerators

- Automation Solutions like WinfoTest, WinfoBots, WinfoData for accelerated delivery
- Solution driven approach leveraging Oracle MBP process flows aligned to industry verticals process flows / scenarios
- Reusable PaaS solutions like EDI Integrations Integration framework, H2H Payments, PPM Extensions etc.,
- *WinfoSMART* Methodology with clearly defined toll gates during each stage of the project
- Access to wider Winfo CoE team for enabling and demonstrating Fusion AI capabilities
- Industry specific solutions like Treasury, etc.,

Value differentiators

- Oracle SERVICE Expertise Partner with 10+ years of focused experience in delivering Oracle based solutions
- Certified pool of Oracle SaaS consultants across all tracks
- Strong APEX based solution development & integration capabilities
- Flexible AMS Models as per customer requirements with accelerators and toolkit for a risk-free transition
- Customers can leverage our COE teams across all Oracle solution pillars for solution demos and prototype

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Demonstrated through our HCM experience

50+ HCM Cloud Certified Professionals

Experienced in all Modules – HCM, Recruit, Talent, Payroll

Tailored offerings for Redwood, AI Agents, FastSaaS

15+ HCM Cloud Engagements

Experience Highlights

- ***15+ HCM Cloud Engagements*** involving all the HCM Modules
- Experienced HCM Consultants with around ***30+ Cloud certifications***
- Experienced in helping customers to ***Migrate to Redwood*** leveraging our *ASPIRE* framework
- Rapid time to value through tailored Agile framework for enabling ***embedded AI Agents***
- HCM Cloud ***Solution advisory*** for large Cloud Transformation engagement in Middle East region

Solutions and Accelerators

- Solution driven approach leveraging ***HCM specific Oracle Modern Best Practices [OMBP]*** aligned to customer business processes
- Automation Solutions – ***WinfoTest*** for regression testing, ***WinfoData*** for HCM Analytics
- ***WinfoAgents*** - AI Agents repository with access to CoE team for enabling and demonstrating HCM AI capabilities.
- ***WinfoSMART*** - Rapid Cloud Implementation Methodology with clearly defined deliverables in each stage
- ASPIRE - ***Redwood UX*** Transformation Framework
- ***Reusable Assets***/Solutions - Configuration Workbooks, Reports, Data Migration Tools/Templates
- Rate One - ***Labor Union Rate Calculation*** Solution

Value differentiators

- Oracle Cloud ***SERVICE Expertise Partner*** with 10+ years of focused experience in delivering Oracle based solutions
- ***Certified pool*** of Oracle SaaS consultants across HCM Modules.
- ***Flexible AMS Models*** as per customer requirements with accelerators and toolkit for a risk-free transition
- ***Dedicated COE*** with access to all our customers for any solution demos and prototype
- ***Redwood migration toolkit*** based on real-time project experience

Representative Clients : Liberty blume, TFI International, Verisk, Delta Dental, 22nd Century Technologies, Inc.

Broad and Deep Expertise in ERP Suite

Financials	Procurement	Project Management	Enterprise Performance Management	Supply Chain Management
General Ledger	Supplier Qualification Management	Cost Management & Control	Enterprise Planning	Procurement
Accounting Hub	Sourcing	Billing & Revenue Management	Profitability & Cost Management	Inventory & Costing
Payables & Assets	Procurement Contracts	Planning, Scheduling & Forecasting	Narrative Reporting	Order Management
Treasury & Payments	Self Service Procurement	Project Asset Management	Financial Consolidation & Close	Logistics
Expense Management	Purchasing	Project Management	Account Reconciliation	Manufacturing
Receivables & Collections	Supplier Portal	Resource Management	Tax Reporting	Supply Chain Planning
Bill & Credit Management	Spend Classification	Program Management	Enterprise Data Management	Maintenance & Field Service
Revenue Management		Grant Management	Freeform Planning & Analysis	PLM & Product MDM
CPQ / Subscription Management		Task Management	Sustainability Reporting & Planning	Smart Operations
Joint Venture Management				
Lease Accounting				

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Oracle Cloud HCM Module Expertise and Service Offerings



Our Service Offerings

- Application Implementation Services
- Managed Services [Cloud Application Support]
- AI Transformation [Gen AI / AI Agents]
- Redwood UI Migration Services
- Cloud Updates / Enhancement Services

Our HCM Modules Expertise

Oracle Global Human Resources	Oracle Talent Management	Oracle Workforce Management	Oracle Payroll
• Core HR • Benefits • Connections • HR Help Desk • Strategic Workforce Planning • Experience Design • Oracle ME	• Recruiting/Onboarding • Goal & Performance Management • Career Development • Succession Planning • Compensation • Learning	• Absence Management • Time and Labor • Workforce Health and Safety	• Global Payroll • Payroll Interface • Country Localizations

Redwood Experience| AI Agents |HCM Analytics | Security |Integration

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ERP and SCM Cloud based on Oracle MBP

Finance

- Asset Acquisition to Retirement
- Budget to Approval
- Expense Report to Reimbursement
- Supplier Invoice to Payment
- Customer Invoice to Receipt
- Customer Statement to Collection
- Bank Transaction to Cash Position
- Period Close to Financial Report
- Report to Forecast
- Period Close to Tax Provision
- Tax Provision to Statutory Filing
- Customer Contract to Revenue
- Joint Venture Accounting to Settlement
- Lessee Lease Abstract to Termination
- Lessor Lease Abstract to Termination

Project Management

- Opportunity to Project Approval
- Resource Analysis to Utilization
- Project Methodology to Delivery
- Task Detail to Plan Adjustment
- Project Costs to Accounting
- Project Contract Billing to Revenue Recognition
- Grant Award Funding to Closeout
- Capital Project to Asset

Procurement

- Supplier Registration to Spend Authorization
- Insight to Sourcing
- Contract Creation to Procurement Compliance
- Requisition to Payment
- Supplier Invoice to Payment
- Supplier Return To Settlement

Order Management

- Quote to Revenue
- Fulfillment Orchestration to Invoice
- Order to Drop Shipment
- Customer Invoice to Receipt

Inventory

- Plan to Replenish
- Material Request to Delivery

Supply Chain Planning

- Sales Objective to Integrated Business Plan
- Demand to Management
- Demand Forecast to Supply Plan

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ERP Pillar Services Portfolios

IMPLEMENTATION

- Agile based Hybrid approach with focus on Oracle Modern Best Practices
- Global Design is based on sprints plan like Record to Report; Source to Settle; Recruit to Onboard; Absence Policy to Compliance; etc.,
- Solution driven approach with Fit-to-Standard workshops

REDWOOD & AI AGENTS

- Fit-in-5 Framework for rapid enablement of redwood pages and embedded agents
  - Sprint based Agile delivery model
  - Redwood toolkit for faster execution

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MANAGED SERVICES

- AI assisted Winfo SmartSupport agent for faster resolution of incidents
- Continuous Innovation is imbedded as part of our Managed Services offering
- Automated regression testing of quarterly updates through “WinfoTest”

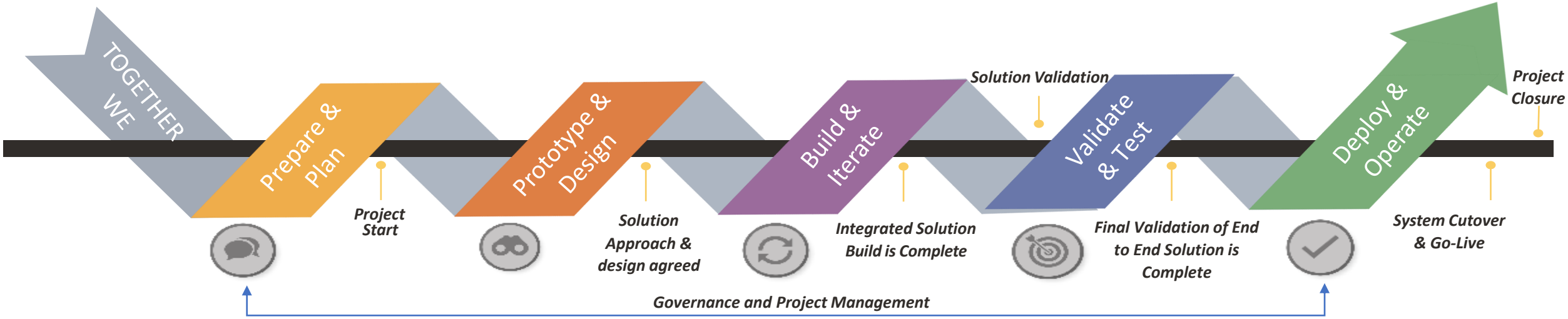
SOLUTION ENHANCEMENTS

- Additional ERP Modules rollout
- Integrations and reports development
  - Dashboards & Analytics using FDI
  - Data security using roles definition review and modifications

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WinfoSMART – Our approach for Cloud Implementation



- SOW and scope signed-off
- Plan and Mobilize Resources
- Verify Cloud Starter Config environment
- Prepare for design workshops
- Prepare and Baseline Program Plan
- Finalize Workshop Calendars
- **Conduct Project Kickoff**

- Conduct design Workshops
- Conduct Technical Workshops
- Conduct Product Familiarization using MBPs
- Walkthrough Strategy documents
- Solution Design/ Key Config Finalization
- Configure System and Playback 1 (Standard)
- Visualize Solution and gain acceptance
- **Solution Design Sign-off**

- Integrations & Extensions build
- Update Config and Playback 2 (with custom)
- Finalize key Configurations
- Load and Validate Data Migration 1
- Finalize Security matrix
- **Solution build Sign-off**

- Prepare and Configure Test Environment
- Load and Validate Data Migration 2 (for SIT)
- **Execute & Sign-off SIT**
- Plan and Conduct Key user Training (KUT)
- Data Migration 3 (for UAT)
- Finalize UAT Plan and Scripts
- Execute and Perform UAT
- Defects Fixing and retesting
- **UAT Sign-off**
- Validate Operational readiness

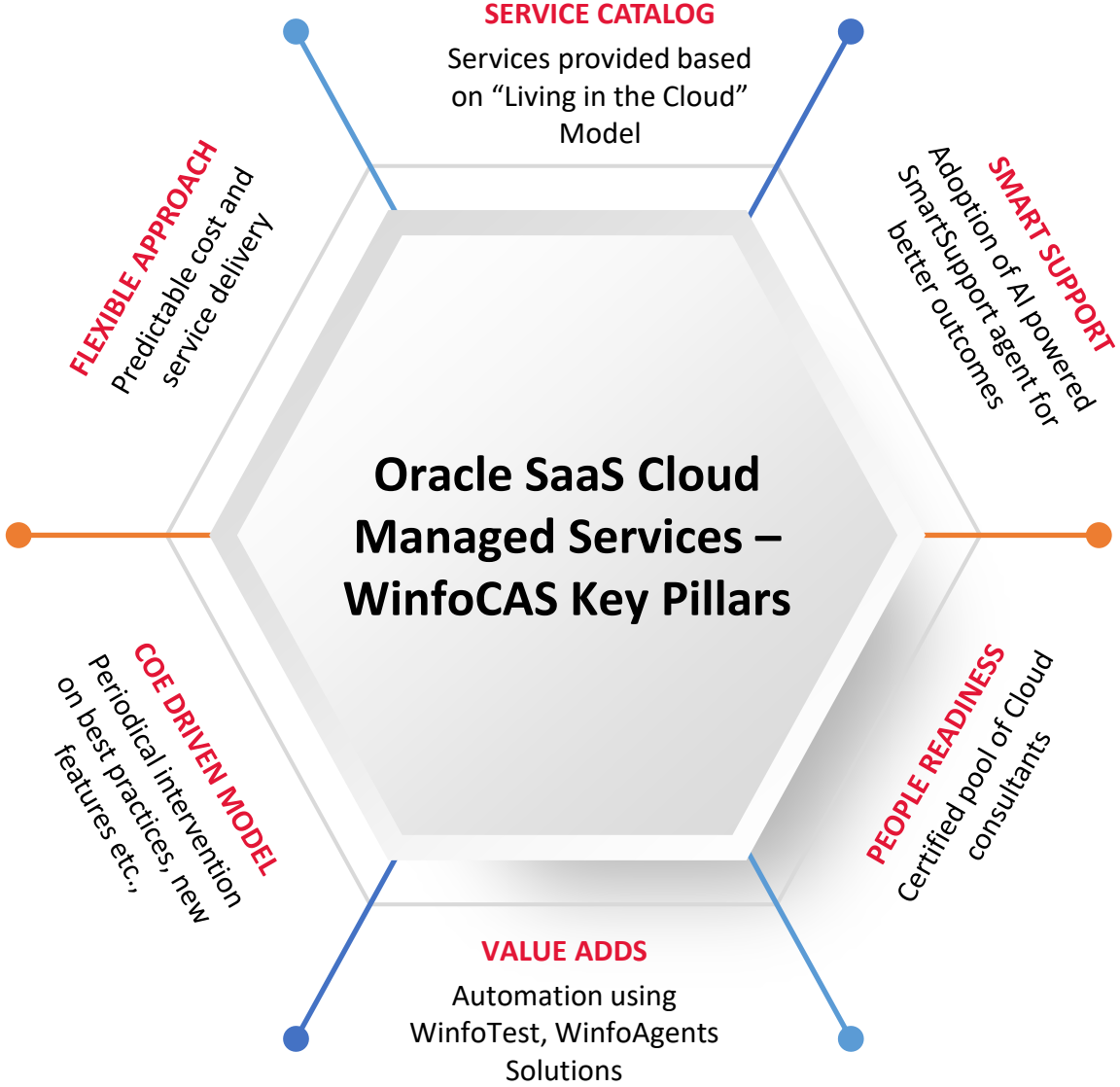
- Prepare & Finalize Cutover plan
- Plan and Conduct End User Training
- Configure Production Environment
- Load & Validate data in PROD
- Confirm business readiness and communication plan
- **Announce Cloud System GO-LIVE**
- Hypercare Support
- Transition to Continuous Innovation phase

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Future-ready Oracle Cloud Application Support – Managed Service Offering



Expected Outcomes

- Run-the-business based on business KPIs & SLOs
- Predictable service delivery
- Faster user adoption to Cloud
- Innovation-led Continuous improvements
- Scalable and flexible operating model



AI assisted SmartSupport Agent for faster incident resolution

Incident & Problem Management for all SaaS & PaaS components

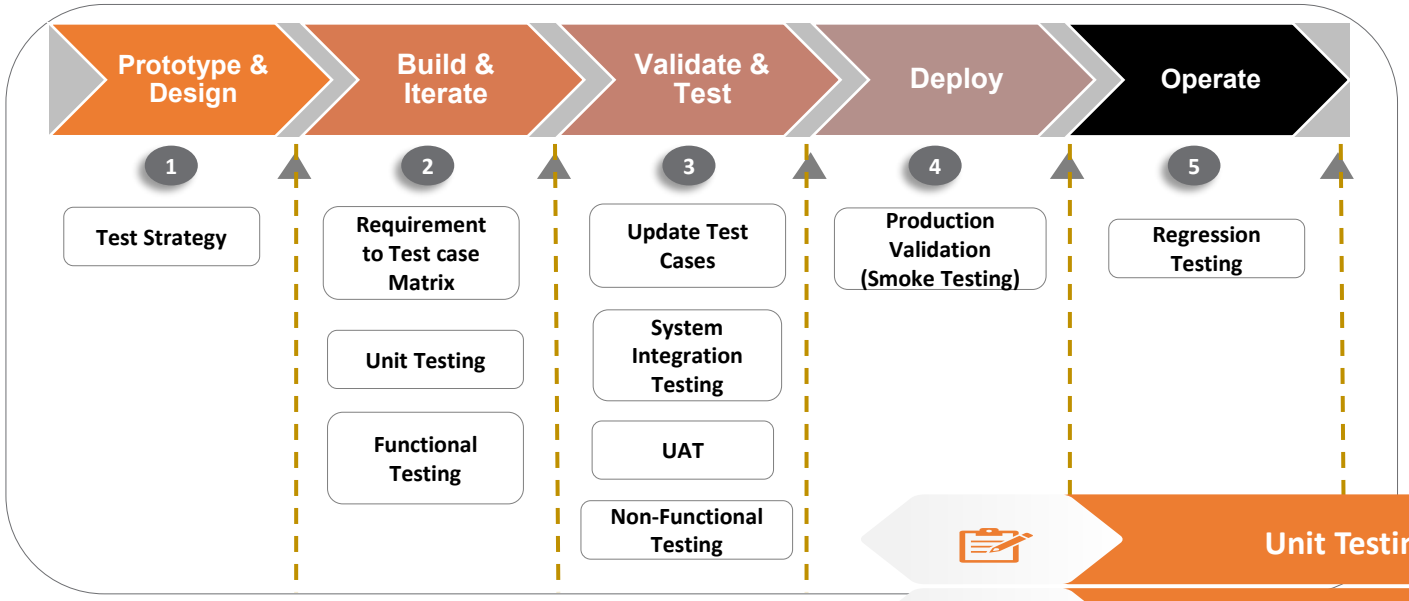
Continuous Innovations thru new features adoption

Monitor and drive **user adoption** on ongoing basis

Testing-as-a-Service for Quarterly updates

Service delivery & Service support **Process compliance**

Testing Approach



- ✓ The test strategy would be defined with the focus of identifying the defects in the early stages / phases of testing cycles so that the cost of fixing the defects is less and the later phases of testing to validate the functional aspects of the system can run relatively smooth
- ✓ As the ERP solution is going to be combination of product features and custom built, testing would be structured across multiple test cycles to ensure both functionality and end-to-end business scenarios are validated before going live

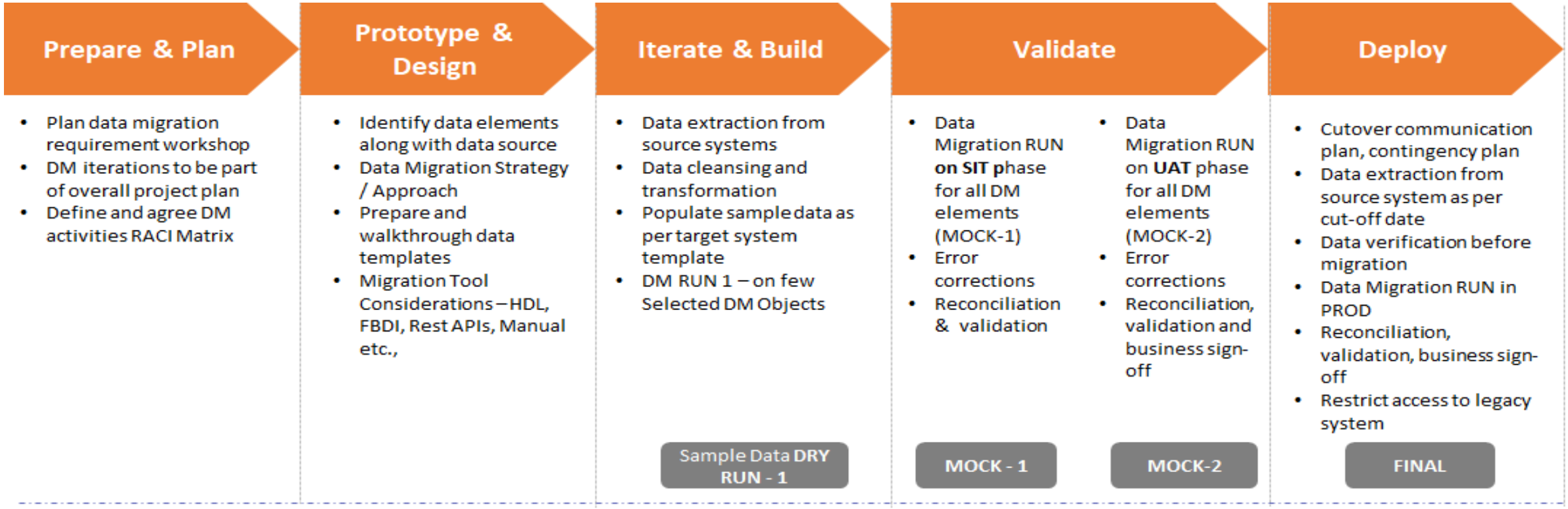
Unit Testing	Testing of individual Processes, Transactions, Technical Objects
Functional Testing	Individual process testing of business scenarios across functional modules
System Integration Testing	Complete End-to-End business process scenario testing in the SIT Environment
User Acceptance Testing	UAT conducted by Key-users as a final validation of proposed solution
Non-Functional Testing	Operational readiness of new system like performance, security, reliability etc.,
Smoke Testing	Confirm that the deployed application works correctly in PROD
Regression Testing	Ensure that any new changes in the system do not break existing functionalities

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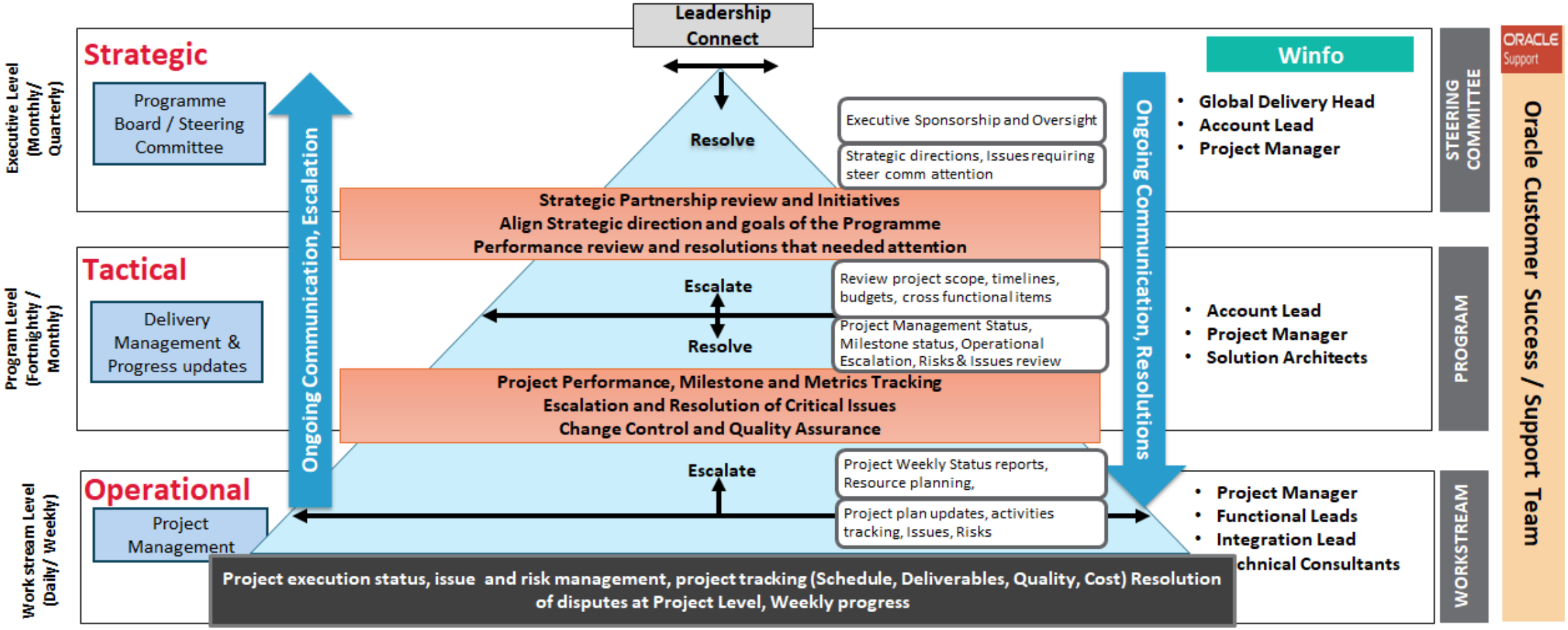
Data Migration Approach

Proposed Data Migration Life-cycle in different Project stages with Multiple Iterations:



Governance Structure

Winfo uses a Three-layer management structure to ensure the success of the program; the layers are Strategic, Tactical and Operational. This is a Metrics based, multi-level governance model to ensure transparency in management and communication at Strategic, Tactical and Operational levels.



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