

Samkit Infosystems Limited

G-Cloud Service definition document License Audit Report

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The Service

Samkit's **License Audit Report** is a software tool designed to give organisations complete visibility into how their Oracle Fusion Cloud licenses are being used.

Licensing Audit Report addresses this challenge by providing structured, audit-ready insights into Cloud Service usage, user access, and entitlement mapping, all from within your Oracle ERP Cloud environment, without storing data externally.

The tool operates using **read-only access** to Oracle ERP Cloud and does not modify Licensing data or store customer information outside the customer's environment.

Levels of Data Backup, Restore & Disaster Recovery

- Samkit does not store or back up Licensing data.
- All Licensing data is retrieved directly from Oracle ERP Cloud.
- Backup and disaster recovery processes are governed by the customer's Oracle Cloud and internal IT arrangements.
- The service does not introduce any additional data storage layers.

Onboarding and Offboarding Support

Onboarding

- Configuration of secure, read-only access to Oracle ERP Cloud.
- Validation of user permissions required to preview invoice data.
- Initial walkthrough explaining Licensing workflows and supported formats.

Offboarding

- The service can be exited without dependency on Samkit systems.
- No Licensing data or metadata is retained by Samkit after termination.
- Access permissions and credentials remain fully controlled by the customer.

Service Constraints

- Requires an active Oracle ERP Cloud (Fusion) environment.
- Requires appropriate permissions to access Licensing data.
- Dependent on Oracle Cloud availability and system performance.
- The service provides preview functionality only and does not alter Licensing content, numbering, or posting status.

Service Levels (Performance, Availability, and Support Hours)

Application Availability

License Audit Report is a client-side tool; its availability is dependent on the end user's system and Oracle Cloud service availability.

Samkit ensures availability of:

- License issuance
- Software downloads
- Latest application versions

Support Hours

Support is provided:

Monday–Friday, 9:00–17:00 UK Time
(excluding UK public holidays)

Support includes:

- Installation and configuration assistance
- Troubleshooting connection issues
- Functional guidance on using the tool
- Patch updates where required

After-Sales Support

After onboarding, Samkit provides:

- Email-based technical support
- Remote assistance where appropriate
- Access to updated releases
- Issue resolution and bug fixes
- Optional enhancement workshops (chargeable under SFIA if requested)

Support covers the application functionality only—not Oracle ERP Cloud configuration or data issues.

Technical Requirements

- Oracle ERP Cloud (Fusion)
- Internet connectivity for secure API communication
- Windows-based workstation or server (recommended)
- User credentials with permission to access Licensing data

License Audit Report operates entirely client-side; no Samkit infrastructure hosts customer data.

Outage and Maintenance Management

License Audit Report does not rely on Samkit-hosted servers; therefore, no platform outages apply. Samkit may occasionally release updates. These:

- Are shared with customers via email
- Do not force downtime
- Can be installed at a time chosen by the customer

Oracle Cloud outages or customer network outages may temporarily affect connectivity to the ERP system.

Hosting Options and Locations

- The service operates within the customer's environment.
- Samkit does not host, process, or store invoice data.
- All documents remain within customer-controlled infrastructure and locations.

Access to Data (Upon Exit)

All data retrieved using License Audit Report is stored **locally** by the customer.

Upon exit:

- All audit reports generated during service use remain accessible to the customer.
- Customers may retain any locally generated previews.
- Samkit retains no Licensing data or access upon service termination.

Security

- Read-only access to Oracle ERP Cloud License data.
- Secure communication with Oracle APIs.
- No modification, deletion, or posting of License data.
- Access governed by customer-managed credentials and role-based permissions.
- Supports accuracy, control, and audit-readiness in License issuance.

Customers are responsible for:

- Managing user access within Oracle ERP Cloud
- Ensuring secure endpoint policies on their local systems

Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: info@samkit.co.uk

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us: -

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A synopsis of your requirements or the problems you need to address.