

Samkit Infosystems Limited

G-Cloud Service definition document Configuration Migration

Contents

The Service.....	2
Levels of Data Backup, Restore & Disaster Recovery	2
Onboarding and Offboarding Support.....	2
Onboarding	2
Offboarding	2
Service Constraints	2
Service Levels (Performance, Availability, and Support Hours)	3
Application Availability	3
Support Hours	3
After-Sales Support	3
Technical Requirements	3
Outage and Maintenance Management	4
Hosting Options and Locations.....	4
Access to Data (Upon Exit).....	4
Security.....	4
Contact	4

The Service

Samkit's **Configuration Migration** is a powerful solution designed to automate the process of migrating configurations from legacy systems to Oracle Cloud Applications, as well as between different environments within the cloud.

The tool extracts all configurations from a selected entity and import the same to another entity ensuring the organisation maintains consistency in their various ERP setups.

The tool operates using **read and write access** to Oracle ERP Cloud and does modify Configuration data. This tool stores customer information on a customer's local laptop/desktop.

Levels of Data Backup, Restore & Disaster Recovery

- Samkit does not store or back up Configuration data.
- All Config 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 access to Oracle ERP Cloud.
- Validation of user permissions required to write configuration data.
- Initial walkthrough explaining Extract preview and supported formats.

Offboarding

- The service can be exited without dependency on Samkit systems.
- No Configuration 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 and write data.
- Dependent on Oracle Cloud availability and system performance.
- The service provides functionality to alter Setup Configuration content, numbering, or posting status.

Service Levels (Performance, Availability, and Support Hours)

Application Availability

Configuration Migration 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) Account.
- Internet connectivity for secure API communication
- Windows-based workstation or server (recommended)
- User credentials with permission to access AR invoice data
- PDF viewer or compatible document viewer for preview output

Configuration Migration operates entirely client-side; no Samkit infrastructure hosts customer data.

Outage and Maintenance Management

Configuration Migration does rely on Microsoft Azure hosted servers; therefore, if any platform outage occurs, Samkit will make sure to inform all clients about the same by using email. Samkit will ensure to follow up with hosting server support team for a quick resolution.

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 Configuration Migration is stored **locally** by the customer.
Upon exit:

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

Security

- Read-only access to Oracle ERP Cloud setup data.
- Secure communication with Oracle APIs.
- No modification, deletion, or posting of Configurations.
- Access governed by customer-managed credentials and role-based permissions.

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.