

Samkit Infosystems Limited

G-Cloud Service Definition Document Develop SQL

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The Service

Develop SQL is a Windows-based application that provides secure, controlled access for querying data within Oracle ERP Cloud (Fusion) environments using SQL.

The tool enables authorised users to create, execute, and store SQL queries locally through a direct connection to their organisation's Oracle Cloud database service (via Oracle's public REST/SOAP API endpoints).

Develop SQL is used by finance, technical, audit, and reporting teams to accelerate report development, streamline data extraction, and eliminate dependency on multiple Oracle Cloud reporting tools.

The software does not store, transmit, or retain customer data on any Samkit-managed servers. All data remains within the customer's Oracle Cloud environment and on the user's local machine.

Levels of Data Backup, Restore & Disaster Recovery

Develop SQL does **not store customer data**, therefore no Samkit-managed data backup or disaster recovery applies to customer data.

However:

- The software provides local storage of SQL queries and history on the user's machine.
- Users are responsible for local backup of saved queries and exported data.
- Samkit maintains internal backup and version control for the *application software* to ensure continuity of service.

If the customer requires fresh installation after a local system failure, Samkit will reissue installation files and license keys.

Onboarding and Offboarding Support

Onboarding

Samkit provides the following onboarding assistance:

- Installation guidance and user setup documentation
- License key provisioning
- Optional walk-through session for administrators
- Connection configuration help for linking Oracle ERP Cloud environments

Onboarding is delivered remotely via email or scheduled support calls.

Offboarding

Upon service exit:

- All licenses are deactivated on renewal expiry.
- No customer data is held by Samkit; users retain any local query files on their own systems.
- Uninstallation of the application is the customer's responsibility.

- Offboarding guidance can be provided upon request.

Service Constraints

- Develop SQL operates only on Windows systems.
- Requires valid Oracle Cloud credentials with appropriate roles/privileges for API/SQL access.
- Connectivity depends on customer network policies and Oracle Cloud availability.
- Some advanced Oracle API features may require customer-side configuration.
- Maintenance windows for updates will be communicated in advance; updates are optional for the customer to install.

Develop SQL does **not** modify customer Oracle environments. It only retrieves data via authorised read-only APIs.

Service Levels (Performance, Availability, and Support Hours)

Application Availability

Develop SQL 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

To use Develop SQL, customers require:

- Windows 10 or later
- Stable internet connection
- Oracle Fusion Cloud credentials with appropriate privileges

Develop SQL operates entirely client-side; no Samkit infrastructure hosts customer data.

Outage and Maintenance Management

Develop SQL 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

- Develop SQL is **not a hosted service**. It is a desktop application installed locally by the user.
- No customer data is processed, stored, or transferred by Samkit.
- All hosting related to the ERP data remains within the customer's own Oracle Cloud tenancy.

Access to Data (Upon Exit)

All data retrieved using Develop SQL is stored **locally** by the customer. Upon exit:

- Users retain all exported files, query history, and SQL scripts saved locally.
- Samkit does not hold or return customer data, as none is stored on Samkit systems.
- License keys are deactivated after subscription expiry.

Security

- Develop SQL does **not** store or transmit any customer dataset to Samkit servers.
- The application uses standard Oracle REST/SQL authentication methods.
- Access control is fully governed by customer-side Oracle ERP Cloud roles and privileges.
- Samkit applies secure coding standards and periodically reviews the application for vulnerabilities.

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.