

EKAL SOLUTIONS G-CLOUD 15 SERVICES

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Document Control

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Introduction to eKal Solutions

eKal Solutions are an Oracle Services Consultancy with a team of UK-based consultants and an average of over 15 years' experience working across UK Public Sector, Finance and Energy.

We provide Oracle E-Business and Oracle Cloud expertise enabling implementation, transformation, support, and upgrade.

We firmly believe in helping our partners achieve the best possible outcome and efficiencies from their Oracle investment. We encourage and help our partners to develop the principle of 'what-if' in the promotion of solutions creativity.

Our informal, no-jargon approach to collaborating with our partners is forged from wanting to keep it simple. Success at eKal means doing the right thing for its partners, people, communities, and the planet.

Oracle Integration Cloud OIC / Integration / Interface Support Managed Service

Comprehensive managed service wrapper for your Oracle Integration Cloud (OIC) Integrations and interfaces. Includes integrations to all 3rd party systems, including Duties Management / rostering systems such as Capita DMS, Totalmobile etc. Included are design, build, unit test, system test, production deployment and hypercare support. All technical documentation provided.

Service includes full quarterly release support, critical process monitoring, monthly KPI review and dedicated service manager.

Features

- Dedicated Customer Service Manager included as standard
- Technical support for Oracle Integration Cloud (OIC) integrations and interfaces.
- Oracle OIC/OCI layer, extensions and integrations/interfaces support
- Critical Process Management, overseeing the monitoring of all critical processes
- Monthly/Quarterly upgrade support included as standard (advice & guidance, planning, regression testing, environment management, post clone activities and outages)
- ServiceDesk available for core business hours or 24/7 as needed – tickets raised via industry standard Service Portal (phone & email options included).
- Knowledge Transfer & Training to equip the client team with the necessary skills for future self-sufficiency
- Full Oracle Service Request (SR) management included as standard, our team will troubleshoot all service interruptions and consult with Oracle, 3rd parties and business SME's where required.

Benefits

- Reduced total cost of support
- Highly competitive SLA
- Access to subject matter experts
- Bespoke services which meet your business requirements

Data Archiving Services

Data archiving is a key element for any client migrating to Oracle SaaS from on-premise e-Business Suite. Not all data will be migrated to the new platform and in order to reduce the license and hosting costs of retaining legacy systems, data archiving with APEX Reporting is critical.

Data elements include ERP (Finance, Procurement etc.), HR (Users) and Master Data (Suppliers, Customers etc.).

Features

- Data Archiving Strategy
- Data Archiving Execution and Assistance
- Provision of Reporting facility
- Reports included as standard, as specified by client
- Full testing cycles
- Hosted in client infrastructure
- Full documentation handover
- Tried and tested methodology
- Onshore Project Lead assigned as standard

Benefits

- Reduce risk of data loss
- Remove need for retention of legacy system licenses
- Full client engagement
- eKal Solutions can work closely with client resources to ensure ownership and maintenance can be accommodated in-house
- Tailored services, to fit your organisation needs
- Reduce Risk - trusted partner offering full-service range

- Continuous client enablement through skills transfer
- Onshore and offshore execution model available

Data Migration Services for Oracle Cloud

Provision of full end-to-end data migration services for Oracle ERP, HCM, Payroll Cloud and duties Management systems (i.e. CARM, Capita DMS). Includes data identification, mapping, extract, transform, reconciliation and loading services. Automated tooling, templates, proven methodology and data experts are standard as part of this service.

Features

- Data Migration Strategy
- Data Cleansing Execution and Assistance
- Data Extraction & Loading Execution and Assistance
- Data Transformation/Mapping Execution and Assistance
- Data Reconciliation Services and Assistance
- Automated tooling
- Data Migration Templates
- Master data management expertise
- Full & proven data migration methodology applied
- Onshore Data Migration Lead assigned as standard

Benefits

- Reduce risk of project data migration failure
- Improve data quality and integrity in new system
- Reduce timescales required
- Fully transparent and understood methodology and governance
- Automated tooling reducing need for complex sql code
- Eliminate complexity and cost

- Tailored services, fit for your organisation's needs
- Reduce Risk - trusted partner offering full-service range
- Remove the challenges of managing multiple providers
- Continuous client enablement through skills transfer
- Onshore and offshore execution model available

Oracle Fusion Cloud (SaaS) Support Managed Service

Comprehensive managed service wrapper for Oracle Fusion Cloud, including HCM, Payroll, EPM, ERP (financials, procurement, order management accounts payable & receivable), SCM, Reporting, OIC and Integrations support. Full E2E or selective/individual element support.

Service includes full quarterly release support, critical process monitoring, monthly KPI review and dedicated service manager.

- *Features*
- Dedicated Customer Service Manager included as standard
- Functional support for all Oracle modules (i.e. HCM, Payroll, ERP, EPM etc.)
- Oracle OIC/OCI layer, extensions, reporting layer and integrations/interfaces support
- Critical Process Management, overseeing the monitoring of all critical processes
- Monthly/Quarterly upgrade support included as standard (advice & guidance, planning, regression testing, environment management, post clone activities and outages)
- Supports quarter and annual / new tax year planning for payroll
- ServiceDesk available for core business hours or 24/7 as needed – tickets raised via industry standard Service Portal (phone & email options included).
- Knowledge Transfer & Training to equip the client team with the necessary skills for future self-sufficiency
- Application End-user Support (often “how to” questions) – i.e any question in relation to the use of the in-scope modules.
- SR Management – Our teams will troubleshoot all service interruptions and will consult with:

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- Our subject matter expert teams
- Oracle (when required)
- Key business stakeholders
- Change Request Management - such as integrations, reports and additional configuration
- Provision of initial service take-on training

Benefits

- Reduced total cost of support
- Highly competitive SLA
- Access to subject matter experts
- Bespoke services which meet your business requirements

Change Management Services

Change Management Services offers a comprehensive toolkit to ensure the success of your Oracle Cloud implementation. Leveraging our extensive experience, specialised toolsets, and seasoned consultants, we ensure a smooth transition and optimal outcomes. Change Impact Analysis, User Journeys and Stakeholder Management tools as standard.

Features

- Structured and Proven Methodology
- Leverage our Change Management Experience and Expertise
- Development and Execution of Change Strategy ensuring Adoption
- Thorough Change Impact Analysis (CIA)
- Design and implementation of holistic Training Strategy
- Business Readiness Customer-specific Toolkit
- Stakeholder Management Mapping and Analysis
- Streamline Communications and Facilitate Feedback Channels
- Benefits Realisation Analysis and Tracking



Benefits

- Leverage the potential of Cloud to meet business demands
- Tailored Engagement Plan for all Stakeholder Groups
- Engage and mobilise your workforce for Change
- Business Readiness and Pulse Checks
- Tailored Learning for your users
- Change Artefacts- CIA, User Journeys, Management Dashboards, etc.
- Early identification and mitigation of risks
- Seamless transition to the new system
- Higher adoption of the change
- Quick Return on Investment

Oracle Discovery Assessment Service

Provision of a readiness assessment of an organisation to migrate to an Oracle ERP/HCM SaaS solution. Readiness assessment conducted by a team with extensive business and application expertise. If you are considering moving to Oracle Cloud then this service is for you.

Assessment includes a review of all key documentation using a structured research methodology.

Features

- Interviews with key stakeholders
- Future High Level Requirements Document
- Future System Architecture Diagram
- Summary of information gathered
- Logical Overview of options
- Consolidated Output Report containing benefits and risks of all options

Benefits

- Fixed Cost Service

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- Confirmation of Cloud migration cost
- Process Changes highlighted (Adopt not Adapt)
- High-Level plan on move to Cloud provided
- Definition of Benefits vs Risk
- Access to expertise
- Tailored services, fit for your organisation's needs
- Reduce Risk – Oracle trusted partner
- Fully transparent and understood methodology & governance

Oracle Integration Cloud / OIC / Integrations Build

Provide Integrations, Interfaces design and build for Oracle Cloud. This includes integrations to all 3rd party systems, including Duties Management / rostering systems such as Capita DMS, Totalmobile etc. Included are design, build, unit test, system test, production deployment and hypercare support. All technical documentation provided at every stage.

Features

- Detailed Analysis of your current architecture and your to-be architecture
- Integrations / Interface Strategy document
- Full functional and technical design documentation integrations / interfaces
- Detailed architecture diagrams
- Design, unit test, system integration test and hypercare support
- Oracle commercial cloud or UK sovereign (gov) cloud
- Full handover of all documentation provided to your support team
- Full technical support available
- Oracle certified team, with experience delivering integrations / interfaces across sectors

Benefits

- Defined and proven methodology
- Standard IP across sectors
- Comprehensive service including all documentation and code
- Police and Security cleared consultants
- Full data security assured
- Ongoing support service available
- Fixed cost options to suit client

Oracle Reporting / OAC Build

Provide report building capability for Oracle Cloud. This includes Oracle Analytics Publisher (BIP), Oracle Analytics Cloud (OAC), Oracle Transactional Business Intelligence (OTBI), Financial Reporting Studio (FRS) and APEX. Included are design, build, unit test, system test, production deployment and hypercare support. All technical documentation provided at every stage.

Features

- Recommendation on reporting solution for your needs
- Detailed requirements analysis for your reports
- Full functional/ technical design documentation for each report/ reporting method
- Design, unit test, system integration test and hypercare support
- Oracle commercial cloud or UK sovereign (gov) cloud
- Full handover of all documentation provided to your support team
- Full technical support available
- Oracle certified team, experience delivering reporting solutions across various sectors

Benefits

- Defined and proven methodology
- Full documentation provided for support purposes

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- Full data security assured
- Ongoing support service available
- Fixed cost options to suit client
- Police and Security cleared consultants

Training Services

Right engagement, communications, and optimal training of users can lead your Cloud transformation programme to success. Our training services focus on upskilling/training users on the system, processes, and relevant competencies. We deliver training programmes that fulfil your requirements while ensuring effective communication of key messages in an engaging manner.

Features

- Design and implementation of a tailored comprehensive Training Strategy
- Training Needs Analysis to capture requirements
- Curriculum mapping and creation of training materials
- Using user stories to create learning journeys
- Face-to-face and hands-on training
- Scenario-based hands-on cross-functional sessions
- Capsule learning- Short and engaging sessions on specific topics
- Online Learning and eLearning ensuring all users have access
- Leveraging existing Learning Management System for easy access to material
- Training evaluation to measure progress

Benefits

- One-stop solution for your training requirements
- Tailored training solutions as per your organisation's needs
- Provides a framework for communicating key business messages
- Cost-effective and flexible training solutions



- Encourages self-learning and peer-to-peer learning
- Holistic Engagement and Communications Framework for all Stakeholder groups
- Enhances user adoption by engaging in early

Oracle Cloud ERP Implementation Services

eKal Solutions provide expert consulting services delivering the full lifecycle of Oracle ERP / SCM / EPM implementations across the Public and Private Sector, covering the breadth of the Oracle ERP / SCM / EPM Modules including integrations with third party and legacy systems.

Oracle Certified Partner with certified consultants.

Features

- A transformational ERP EPM cloud service
- Incorporates social capability as standard
- Knowledge transfer and support throughout the project and contract term
- Healthcare, Police, Local Government, Central Government, University, Higher Education, Housing
- Finance, Procurement, SCM, Projects, Business Intelligence, EPM, OCI
- Cloud migration, implementation, upgrade, health checks, programme/ project management, training
- Solution Design, build, migration, testing, reporting, training, environment management
- Managed support services – Extensions, Integrations, functional, technical, new releases
- Consultancy, implementation experts to design, configure, deploy Oracle ERP/ EPM
- UK Police Forces expertise, including integration with Duty Management Systems

Benefits

- Fixed Price and T&M options, On-shore, on-site and off-shore options
- Independent advice and guidance
- Deeply experienced consultants with industry specific knowledge

- Full project lifecycle implementation services with comprehensive after care
- ISO27001 and Cyber Essentials Plus accredited
- Licence management to ensure compliance, whilst avoiding unnecessary cost
- Full managed service and supplier management reducing complexity and risk
- Oracle best practice monitoring and alerts to ensure operational availability
- UK based Oracle practice, resources and support
- Onshore Project Lead assigned as standard

Oracle Human Capital Management (HCM) & Payroll Cloud Implementation Services

We provide expert consulting services delivering the full lifecycle of Oracle HCM & Payroll implementations across the Public and Private Sector, covering the breadth of the HCM and Payroll landscapes including HCM, Benefits, Payroll, Talent, Learning Management, Compensation, Performance Management, Recruitment Cloud and integrations with third party and legacy systems.

Oracle Certified Partner with certified consultants.

Features

- Access Oracle HCM/ Payroll Cloud any time, on any device
- A transformational cloud service
- Incorporates social capability as standard
- Human Resources, Payroll, Recruitment, Compensation, Goals Management, Succession Planning
- Learning Management, Global UK Payroll, Workforce Management, Time and Attendance
- Roster Management, Talent Acquisition, Talent Management, Succession Planning
- Ongoing Support Service protecting your investment
- Knowledge transfer and support throughout the project and contract term

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- Solution Design, Build, Migration, Testing, Reporting, Training, Hypercare environment management
- Extensions, Interfaces and Integrations

Benefits

- Fixed Price and T&M options, On-shore, on-site, off-shore options
- Independent advice and guidance
- Deeply experienced and certified consultants with industry specific knowledge
- Full system and business impact assessment; Generic, templated value-add solutions
- Simplify and standardise business processes aligned to modern best practice
- Full project lifecycle implementation services with comprehensive after care
- ISO27001 and Cyber Essentials Plus accredited
- Lower Total Cost of Ownership; Low risk
- Onshore Project Lead assigned as standard

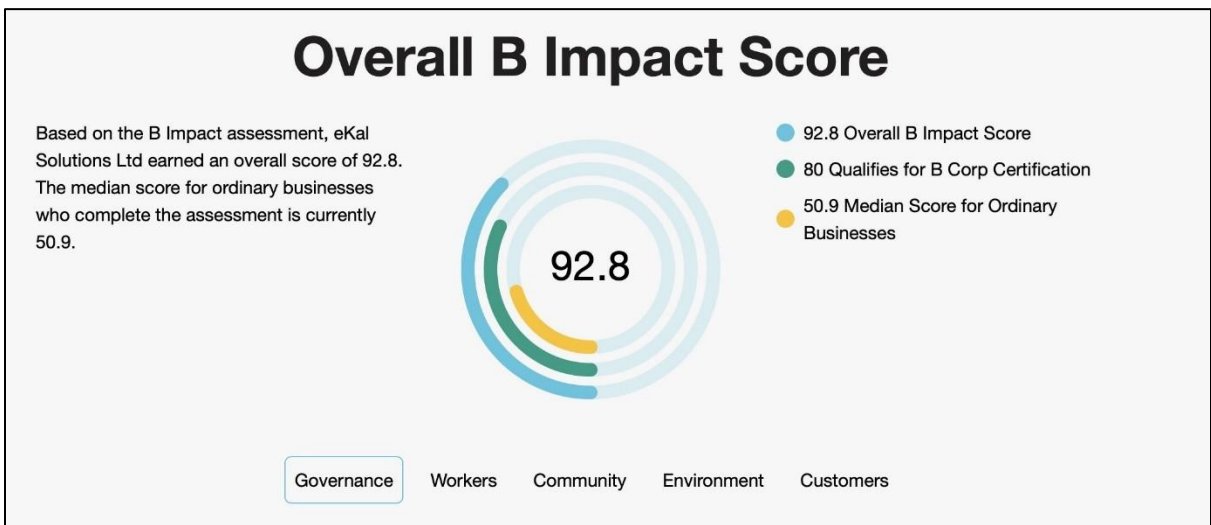
Social Value

Social Responsibility – B Corp - a force for good

eKal Solutions is a certified B-corp. We believe that B Corps are the future of business and feel incredibly proud to be a part of a global community of businesses who meet high standards of social and environmental impact.

What does this mean?

If you’re not aware of B Corp yet, it’s a growing movement of people all committed to using business as a force for good, balancing people, planet and profit. There are currently over 1900+ B Corps in the UK and 8000+ globally. To become a Certified B Corp, you need to complete a B Impact Assessment (BIA), a digital tool that can help measure, manage, and improve positive impact performance across your business.



Every B Corp is scored using five impact areas of the B Impact Assessment (BIA), **Governance**, **Workers**, **Community**, **Environment**, and **Customers**. A minimum of 80 points is required to certify and we scored 92.8.

Governance

We have changed our articles of association to ensure that the board of directors are legally obliged to consider the impact of their decisions on all stakeholders, not just shareholders, including employees, suppliers, customers the community and last but by no means least the environment. We follow a strict code of behaviours and ethics to govern all aspects of our activity.

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The accreditation also requires transparency of financial reporting to include employees and other stakeholders.

We also agreed to report annually our impact on the environment community and other stakeholders. This includes charitable donations, support of local community projects, progress towards net zero, and volunteering.

Workers

The Workers section evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. All employees have written contracts and have a range of benefits including Healthcare, pensions, volunteer paid leave. The ratio of the lowest paid to highest paid employee is only 2.5. We are also an accredited living wage employer.

Community

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management.

In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

We have made a commitment to give an increasing proportion of our annual profits each year to charity.

Environment

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable, its supply chain and distribution channels.

We believe we all have a responsibility to not only act sustainably, but to have a positive impact on the regeneration of our environment.

Whilst we have a very low carbon footprint (12.7tonnes pa all of which is scope 3, the majority of which comes from travel to group meetings and journeys to clients and events and our homeworking

emissions). Our Carbon Footprint is measured and certificated annually by Green Smaller Business as is our Carbon reduction Plan.

We worked with Green Small Business to help us better understand our carbon footprint and develop an Environmental Action Plan to enable us to further improve.

During 2022 we became one of nearly 40,000 Ecologi members, working together to make a positive impact. <https://ecologi.com/ekalsolutionsltd>

We are passionate about caring for our planet and all life on it, and Ecologi helps us work towards our business and global climate goals.

As well as planting trees, we support a wide range of biodiversity and reforestation projects. We have in the last 3 years offset over 90 tonnes of Carbon (via the Ecologi organisation) and are therefore effectively carbon neutral.

Customers and Supply chain

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations. We only work with stakeholders who have similar values to ourselves.

Our mission is to:

Drive our business to a more sustainable future

Promote and join causes that inspire positive change in our employees, customers, communities, shareholders, and other stakeholders.

Act with social responsibility to be a force for good for people and the planet

So what does that mean for eKal Solutions?

Our plans for next year are simple.

We are committed to better understanding and further improving both our impact and the impact of our stakeholders, continue to grow our business, and hopefully improve our impact on People and Planet.