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Time Sourcing Service Definition Document:

Oracle Fusion Cloud Implementation & Support

Experience seamless Oracle Cloud implementation, deployment, and support consultancy services. Our team specialises in ensuring smooth transitions and efficient operations across applications, migrations, database management, and infrastructure cloud solutions.

Key Service Features:

- Expertise in Oracle migration and deployment
- Proficiency in Oracle Cloud/Oracle Applications/Oracle ERP
- Support for Oracle Cloud Suite of Applications
- Effective project management and governance
- Customization and configuration of Oracle applications
- Thorough database migration and validation
- Support for Systems Data Management, Cybersecurity, Risk, and Governance
- Detailed planning, design, and documentation
- Transparent, fixed-cost solutions

HR Transformation & Technology Implementation

We provide an extensive HR transformation solution, utilising HCM Cloud Technology to optimise and improve your human resources processes. Our range of services addresses diverse areas including HR strategy, implementation, and digital advancement, tailored to adapt to your organisation's changing requirements.

Key Service Features:

- Evaluation of HR processes and Cloud HCM systems
- Development of HR roadmap for transitioning to Cloud environments
- Definition of HR Target-operating model
- Development and training of Talent Strategy
- Review and analysis of people, processes, culture, and Cloud technology
- Testing, design, and user journey mapping of HR systems
- Strategy and management of benefits realization
- Review and implementation of organisational design
- Selection and delivery of Cloud HCM systems



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ERP Transformation, Implementation & Support

Time Sourcing provides a complete ERP Transformation Service crafted to oversee and execute ERP programs and projects with efficiency. Our proficiency covers different stages of the lifecycle, focusing on Oracle, SAP, and Workday platforms.

Key Service Features:

- Independent assessment and development of ERP plans
- Development of ERP roadmap for transformation
- Expertise in ERP transformation, implementation, upgrade, and support programs
- Negotiation with ERP vendors and suppliers
- Transparent and cost-effective ERP transformation solutions
- Open and honest communication throughout the engagement
- Project progress visibility through MI reporting and dashboard
- Knowledge transfer to enhance in-house capability
- Expert in multiple technologies including Oracle, SAP, and Workday

SAP Cloud Migration, Implementation Support, and Consultancy:

Navigate the realm of SAP cloud solutions with our comprehensive consultancy services. From SAP ERP & Digital Core to CRM & Customer Experience, Supply Chain, HCM, and S4/HANA platform, we offer tailored support across SAP's product portfolio.

Key Service Features:

- Specialization in SAP S/4HANA migration and deployment
- Expertise in ERP & Digital Core Finance, SAP SuccessFactors
- Optimization of Network and Spend Management
- HR and People Engagement implementation
- Digital Supply Chain support
- CRM and Customer Experience enhancements
- SAP Data Management, Cybersecurity, Risk, and Governance support
- Intelligent Technologies support, including Leonardo / IoT
- Transparent, Fixed-cost solutions



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Workday Transformation, Implementation & Support

Time Sourcing delivers comprehensive Workday consultancy and support services, enabling organisations to harness the full potential of Workday's HCM, Finance, Payroll, and Adaptive Planning solutions. Our team ensures seamless transformation, implementation, and ongoing support tailored to your business needs, with a focus on efficiency, compliance, and user experience.

Key Service Features:

- Independent assessment of Workday readiness and transformation requirements
- Expertise in Workday HCM, Finance, Payroll, and Adaptive Planning modules
- Development of Workday roadmap for implementation and optimisation
- Configuration and customisation of Workday applications to align with organisational goals
- Support for HR, Finance, and Planning process integration within Workday
- Testing, validation, and user journey mapping for Workday deployments
- Transparent, fixed-cost solutions with clear deliverables
- Knowledge transfer to strengthen in-house capability and adoption
- Ongoing Workday support, including updates, troubleshooting, and governance



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Engaging Time Sourcing Cloud Support Services.

Scope of Works: Time Sourcing collaborates closely with the buyer to establish a detailed Scope Of Works (SOW) through meetings, workshops, and technical discussions. Upon agreement, a dedicated project manager is appointed to oversee the project's delivery. On-boarding and off-boarding requirements are incorporated into the SOW, with all project stages and strict timelines specified and deliverables measured monthly.

Implementation Plan: Depending on the SOW and agreed deliverables, an implementation plan may consist of the following stages:

1. **Strategy:** Conceptual planning aligned with business outcomes.
2. **Discovery:** Maximizing existing resources and assessing cloud integration levels.
3. **Establish KPIs:** Defining Key Performance Indicators to measure success.
4. **Design:** Developing plans for target cloud architecture and migration processes.
5. **Implementation:** Testing strategies, executing plans, and optimising applications.
6. **Management:** Overseeing project progress, meeting targets, and ensuring monthly deliverables as outlined in the SOW. Incident resolution, support, and troubleshooting.
7. **Go-Live:** Ensuring satisfactory completion according to SOW-defined criteria.

Pricing Overview:

Time Sourcing operates on a fixed-price, time, and materials model at agreed day rates, with clearly defined deliverables on a rolling monthly basis. Please refer to the separate Rate card G-Cloud document for more details.