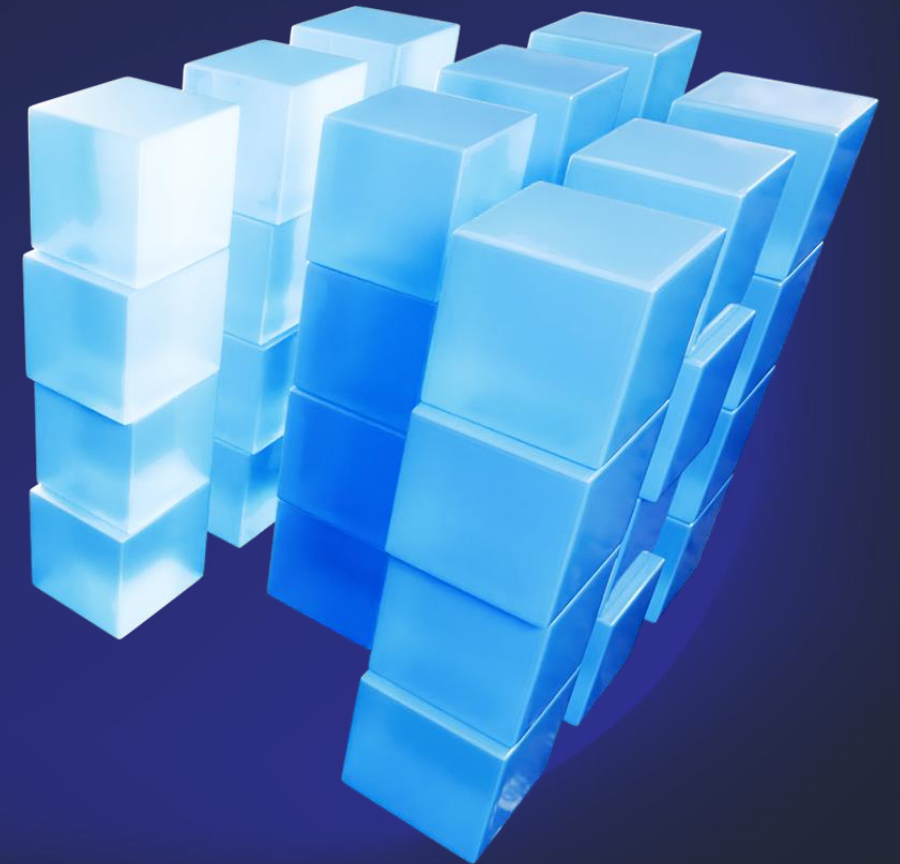


G-Cloud 15 – Service Definitions

Oracle Services

Srinivas Nadella / Nanda Kumar

24-01-2026 v1.0

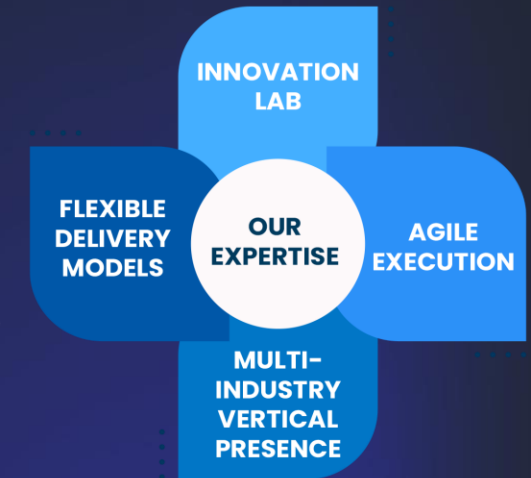


ABOUT

Kovaion is a global leader in agile, intelligent, and personalized digital solutions. Established in the UK in 2010, we have grown into a premier Oracle Boutique Partner trusted by Fortune 500 companies worldwide. We specialize in transforming business landscapes through expert HR, ERP, SCM, CRM, and custom application development. As a preferred Managed Service Partner, we deliver mission-critical support and innovation to public sector customers in UK.

EXPERIENCE

45+ COUNTRIES SERVING
210+ ENGAGEMENTS
5 GLOBAL DELIVERY CENTERS
300+ EMPLOYEES



SERVICES

ORACLE
PEOPLESFT ENTERPRISE

ORACLE
HCM CLOUD

ORACLE
FUSION APPLICATIONS

ORACLE
CLOUD INFRASTRUCTURE

ORACLE
ERP CLOUD

KEY OFFERINGS

- End-to-End Digital Transformation
- Experts in PeopleSoft, Oracle Cloud, Taleo
- Cloud Transformation
- AI, Automation & Emerging Tech App Development



Why Kovaion ?



PORTFOLIO

ORACLE

PARTNER

- 1st boutique Oracle Cloud Excellence Implementer
- Specialists in Oracle Cloud offerings with over 16 years of Oracle partnership experience

KEY SERVICES



CONSULTING



IMPLEMENTATION



CLOUD DEVELOPMENT



MANAGED SERVICES
(SUPPORT)

EXPERIENCE

50+ TRANSFORMATION
PROJECTS

100+ CLOUD
CONSULTANTS

APPROACH

- Mobile-First Delivery
- Rapid Agile Methodology
- Continuous Innovation



KOVAION ASSETS



60+ TEMPLATES



150+ REUSABLE REPORTS & ANALYTICS



100+ PREBUILT INTEGRATIONS



AUTOMATED DATA MIGRATION ENGINE



Our Awards & Accreditation



ISO

ISO 14001:2015 - EMS
ISO 20000-1 : 2018 IT SMS
ISO 9001 : 2015 QMS
ISO 27001 : 2022 ISMS

ORACLE | Partner

Expertise in Human Resources (Core) in EMEA-Western Europe

Expertise in Peoplesoft Applications to Oracle Cloud

Specialized: Payroll, Compensation, Recruiting, ERP, Ai, Business Analytics, ERP



Classification: Restricted



Celebrating Our Triple Gold Win

Fusion Cloud HCM Partner of the Year

Applications Unlimited Partner of the Year

Inspiring Individual of the Year
(Nanda Kumar, Founder & Director Kovaion)

 | **2025**  **COMMUNITY AWARDS**



Oracle Cloud Implementation for UK Public Sector



G-Cloud Delivery Lifecycle (Alpha,Beta,Live)

Discovery &
Alpha
(4-6 weeks)



Beta (12-20
Weeks)



Live
(Transition)



Iterative, Agile, Low-Risk Progression



Public Sector Bundles

Payroll /
Pensions



Recruitment



Finance



Pre-configured Templates for HR & Finance



Public Value, Sovereign, Digital Excellence



Social Values



Economic Equality

UK Apprenticeships &
Regional Talent



Climate Change

Net-Zero First
Delivery



Wellbeing

Thriving at work
Standards



SC
Cleared



Sovereign
Hosted



Cyber
Essentials

Security & Sovereignty Assurance



Implementation Methodology



Mobilize

- Project kick-off with customer leadership
- Project governance setup (Steering Committee, PMO cadence, RAID logs)
- Clear scope finalization and module-by-module expectation setting
- Identification of key customer stakeholders
- Cloud readiness awareness
- Environment plan preparation (DEV → TEST → PROD)
- Request for Starter Configurator

Prototype

- Conference Room Pilot -1- Workshop for requirement gathering session
- Capture business, statutory, integration and security requirements
- Identify customization & reporting needs
- FDD Creation and Sign Off
- Configure, Build integrations, extensions, and custom objects
- Conference Room Pilot-2
- Iterate design based on stakeholder feedback
- Data Migration in lower instance
- Prepare test scenarios and scripts
- Unit Testing
- System Integration Testing (SIT)
- Performance & security testing

Validate

- Prepare Test Plan
- Prepare training materials
- Conduct end-user and admin trainings
- Validate end-to-end business processes
- Capture defects and apply fixes
- Review Data Migration Reconciliation Report

Deploy

- Cutover planning & execution
- Final data migration & reconciliation
- Go-Live readiness assessment
- Go Live
- Enable your business Organization
- Communication to Stakeholders

Evolve

- Hypercare support post go-live
- Standby to resolve go live issues
- Plan Quarterly Upgrades
- Monitor and Drive Adoption
- Engage in Oracle Cloud Community
- Establish an Innovation Mindset

Milestone

- Project Kick Off
- Environments Ready
- Starter Configurator

- FDD -Signed OFF
- End to End Validation

Classification: Restricted

- UAT Sign Off
- Data Migration Sign Off

- Stakeholder readiness and Communication
- Data Migration Sign Off
- Go Live

- Achieve a steady state
- Connect in Oracle Cloud Community
- Build an Innovative Mindset



Business Advisory Services



Kovaion’s **Business Advisory Services** prioritize strategic alignment through a proactive **Oracle Cloud Health Check**, which serves as the essential first step. By addressing inefficiencies early, we establish a clear, data-driven roadmap ensuring that all long-term transformation goals are built on a foundation of strategic clarity.

When is a Health Check Imperative?

“ **Evolving Business Dynamics**

Major organizational shifts (M&A, restructuring) introduce new system requirements.

”

“ **Knowledge Gaps & Talent Transitions**

Loss of key personnel or knowledge leads to configuration drift and inefficiency.

”

“ **Operational Cost Pressures**

High costs from manual workarounds or inefficient HR processes signal a need for optimization.

”

“ **Release Management Challenges**

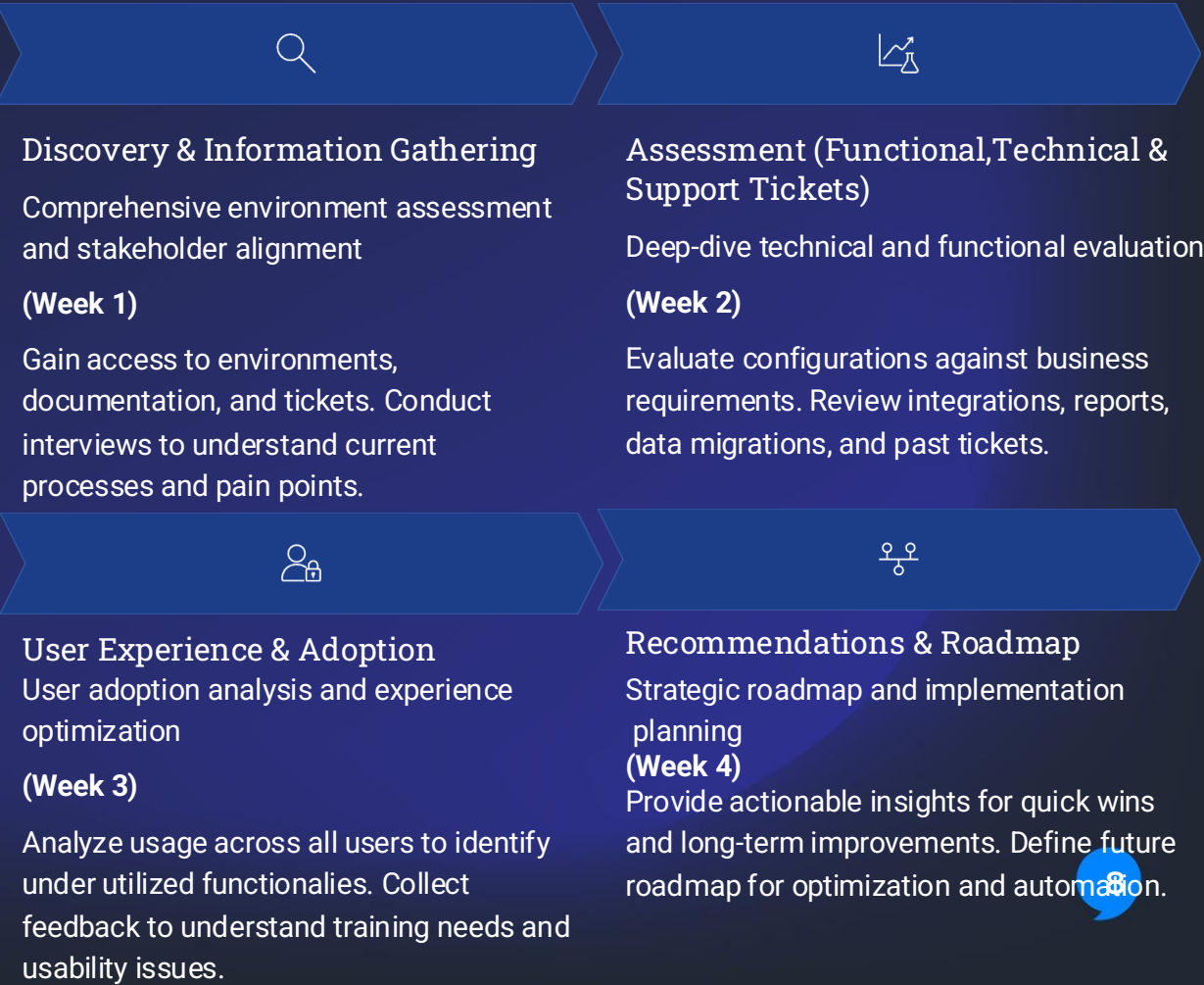
Challenges in evaluating and implementing quarterly Oracle releases cause missed opportunities and instability.

”

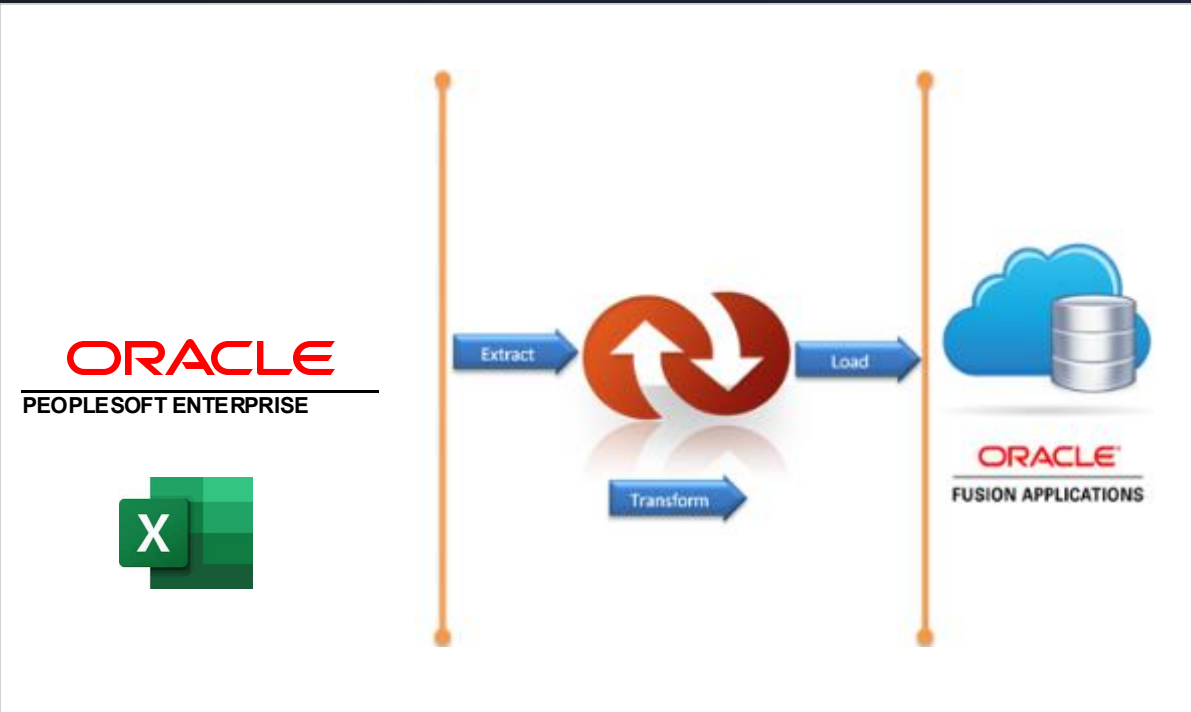
Inaction compounds costs and widens the value gap. Delaying optimization makes transformation harder. Act now to unlock full investment potential.



Four-Phase Transformation Methodology



/ Data Migration Approach



**Note: APIs and File Mode are different modes of Data Migration. API's are efficient, repeatable and quicker for migration.

Activity	Responsibility
Data Migration template creation	Kovaion
Data Migration template sharing and educating customer	Kovaion
Data Extraction from Legacy System (PeopleSoft)	Kovaion
Data Extraction from other Legacy System like Darwin Box and other third-party systems	Customer
Data Cleansing	Customer
Data Transformation (If different from the shared template)	Customer
Data Loading	KovaionAI
Data validation	Customer
Data Verification and Signoff	Customer





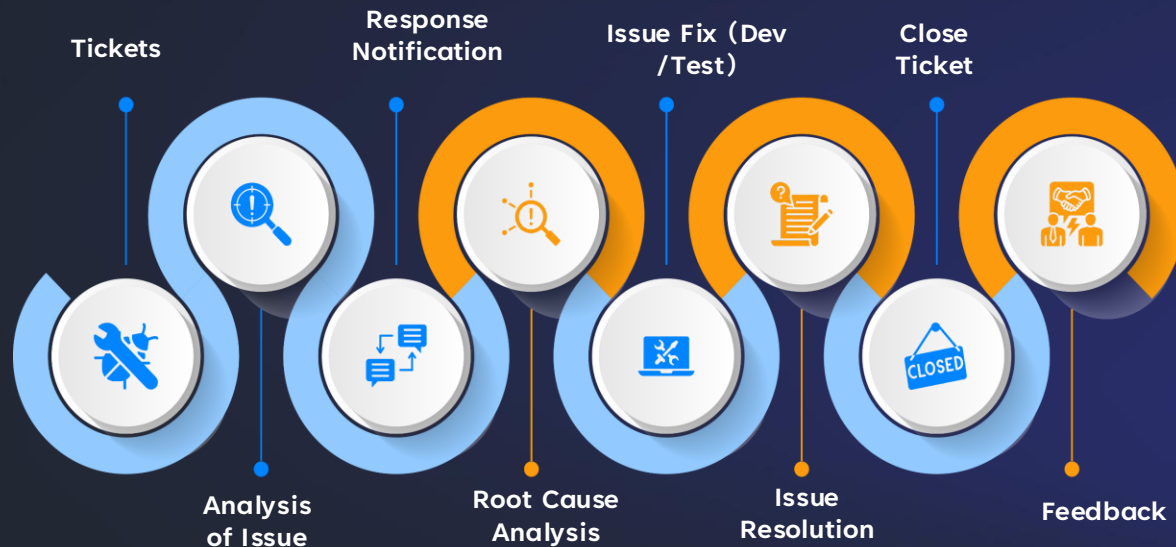
Managed Services

Managed Services Offerings

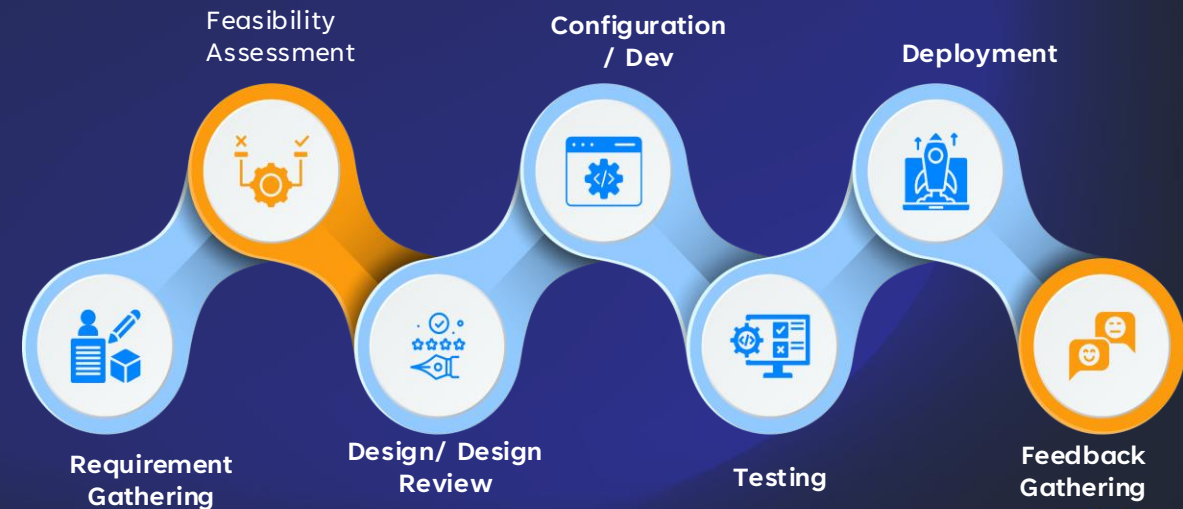


- Kovaion's **Managed Services** are designed to move beyond traditional reactive support, offering a proactive, value-driven partnership that ensures your Oracle Cloud investment continuously evolves. We align our delivery with **ITIL** best practices and a "One Team" philosophy, providing a seamless extension to your internal operations.

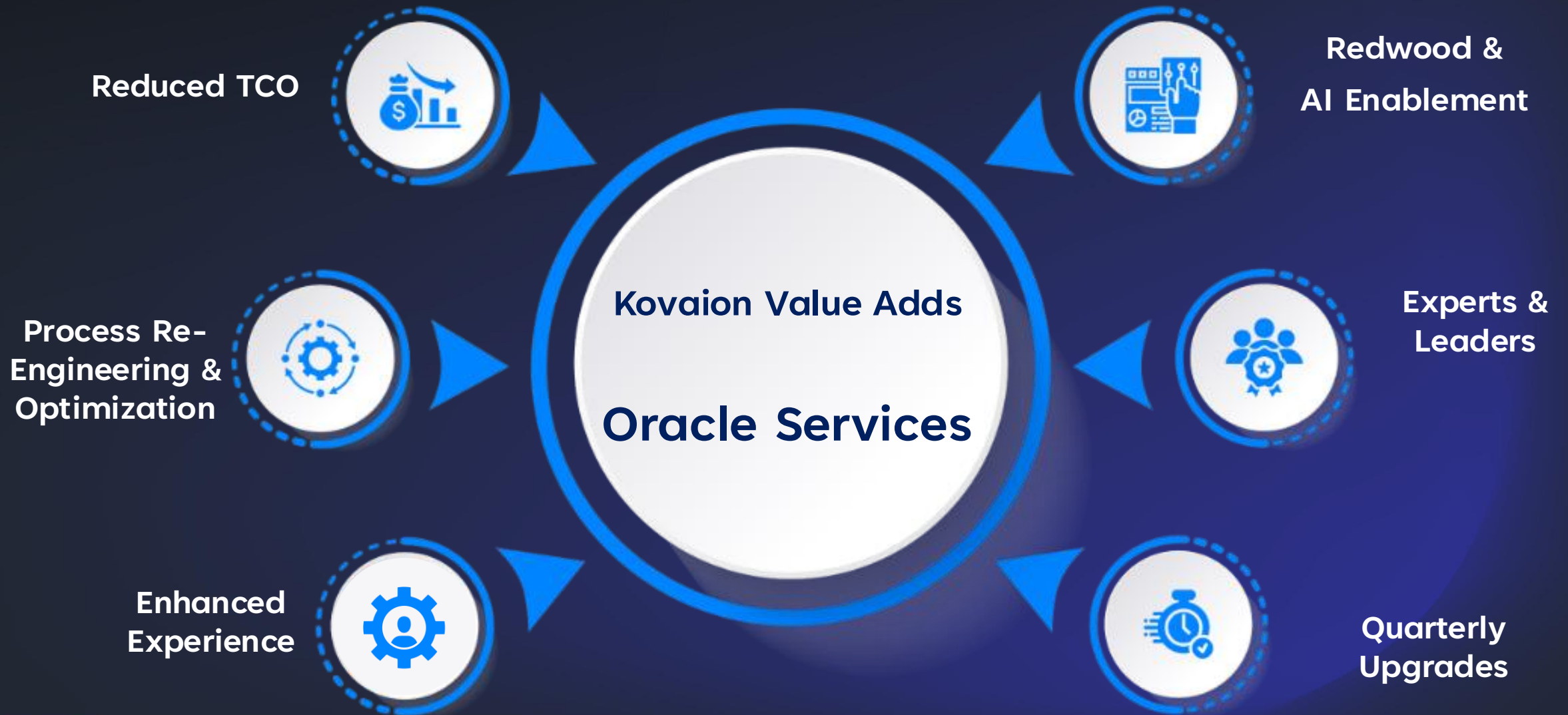
Support Process Framework



Enhancement Process Framework



/ Kovaion Value Adds



/ Indicative SLA



Service Levels	Suggested Service Level Range, Description		Periodicity of Reporting
Priority	Response Time	Resolution Time	
Priority 1	30 Minutes	2 Hours	Weekly
Priority 2	1 Hour	8 Hours	
Priority 3	2 Hours	2 Days	
Priority 4	1 Day	1 Week	
Enhancements Timeliness Rate	Percentage enhancements completed on or before the planned completion date agreed upon before commencing the work.		Monthly
Enhancements Success Rate	Percentage of Enhancements that result into successful completion of the change.		Monthly

Priority 1	Defined as an unavailability of the application leading to critical business impact.
Priority 2	Defined as an isolated incident for which no acceptable workaround is available leading to significant business impact.
Priority 3	Defined as an error or bug in the system functionality, which does not interrupt the operational flow due to availability of a workaround.
Priority 4	Defined as a non-critical error or a cosmetic change, which disrupts neither the functional nor operational flow.

*RCA will be done for repetitive issues



/ Definition Of L1/L2/L3 & On-demand



- L1 Support includes
 - Application Monitoring
 - Resolving “how-to” queries by discussing (email) with end user.
 - Escalate application issues as required
- L2 Support includes
 - Problem determination
 - Implement value adds and industry best practices to improve productivity of the application
 - Implement changes/enhancements to the existing application, per agreed change management process
 - Escalation of issues to Level 3, where applicable
- L3 Support includes
 - Impact analysis of Enhancement request on existing customizations
 - Major enhancements to the application
 - In Co-ordination with Oracle
- **On-Demand Support**
 - On demand support is for remote support. On demand support ensures that customer have on-demand access to support resources to address Critical issues

*RCA will be done for repetitive issues

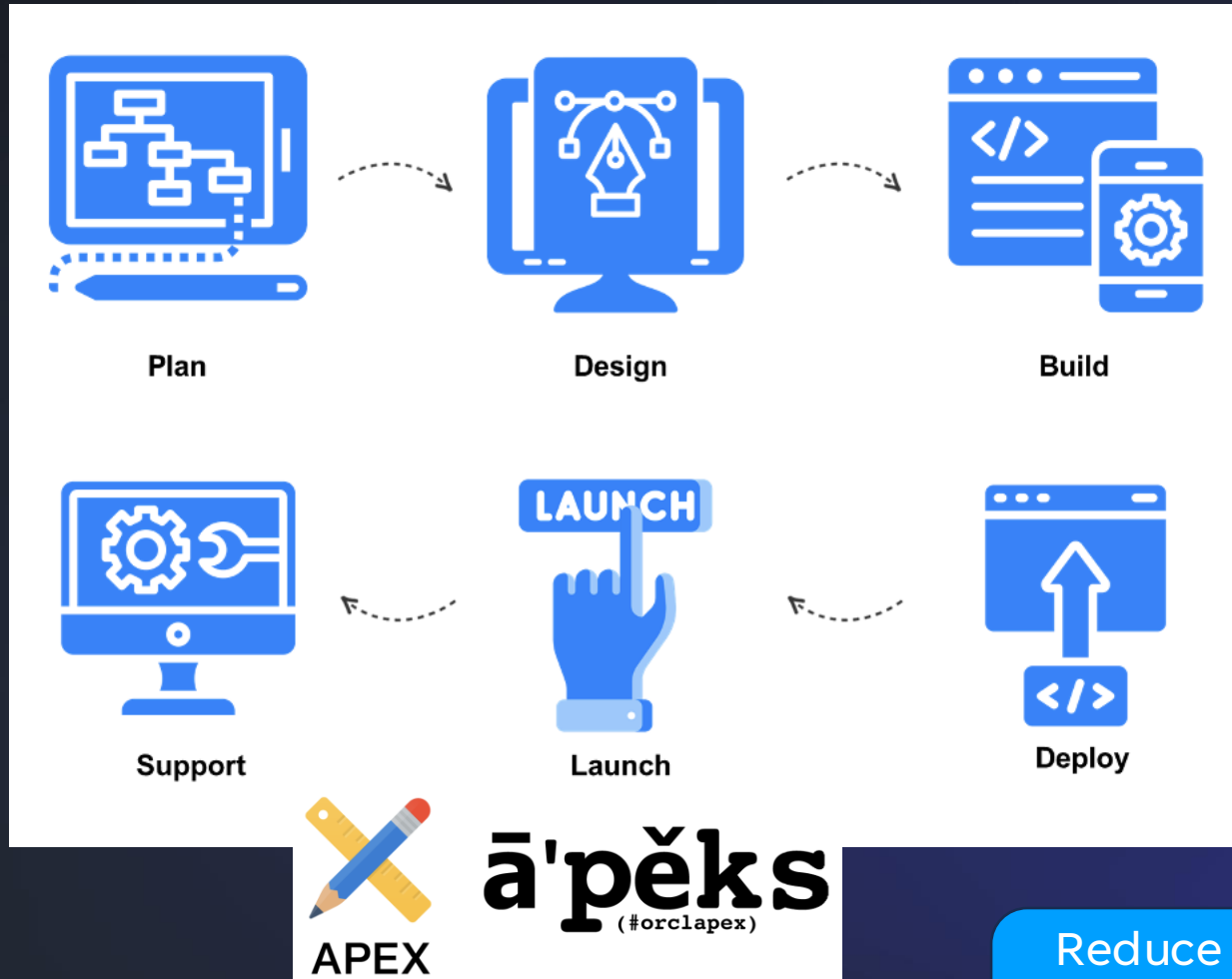




Oracle APEX App Build Services



Oracle Apex Offerings



- ✓ Data Driven Applications
- ✓ AI Powered Applications
- ✓ SaaS Extensions
- ✓ Reporting & Analytics
- ✓ Spreadsheet Replacement
- ✓ Oracle Forms Modernization

Reduce your overhead, we build bespoke applications using Oracle APEX—a **zero-license-cost** platform that delivers enterprise-grade results.



Limitless Integrations

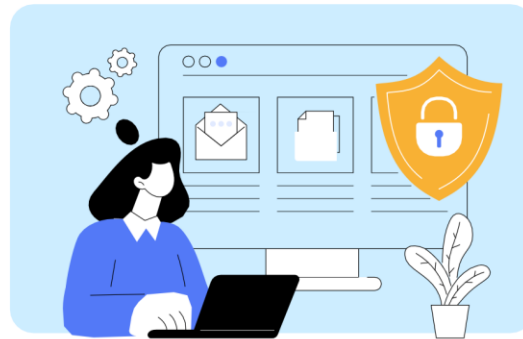


We seamlessly integrate **Kovaion AI Assistant** with collaboration tool, creating a unified gateway to your entire enterprise ecosystem. Explore the wide range of systems we connect:



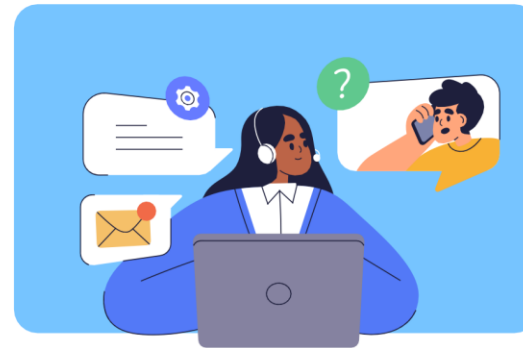
SaaS Applications

Seamlessly link Oracle Cloud HCM, ERP, and other essential cloud services.



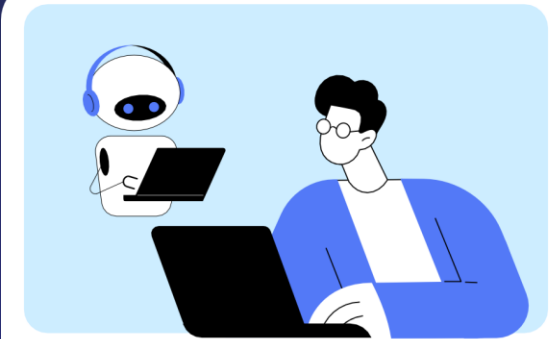
On-Premise Systems

Connect PeopleSoft and other established enterprise platforms securely.



Service Platforms

Integrate ServiceNow, Salesforce, and all your helpdesk solutions.



AI Agents & Beyond

Our AI Agents unlock unparalleled capabilities across all your systems.



/ Smart Assistant

Your Smart Assistant, Right Where You Work

Integrated within **Microsoft Teams** / **WhatsApp**, AI simplifies access to enterprise systems letting you ask, act, and automate without switching tools. It connects the dots across platforms, removes repetitive steps, and delivers a seamless self-service experience.



Natural language



Real-time interactions with
Oracle Cloud & PeopleSoft



Multi-lingual



Context-aware responses



Proactive notifications
and reminders



Role-based data access
and security

Seamless Service

Smarter Work

AI Powered



IMPLEMENTATION



- Experienced & Certified resources in Cloud – HCM, Financials, PPM, EPM, Procurement and AI Solutions
- PRINCE2 Certified CSMs for Project management and Risk Management
- Process Re-engineering
- Rapid Transformation (AGILE)
- Post Implementation Hyper-care Support
- Industry Best Practices

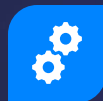
MANAGED SERVICES



- Knowledge Transition and Primary Support
- SLA driven Service Management
- 24X7 helpdesk Support
- Performance Monitoring
- Enhanced User Experience
- Access to Kovaion Repository documents
- Augment User Productivity with Kovaion User Manuals and detailed videos



PREBUILT
INTEGRATIONS



REUSABLE
CONFIGURATIONS



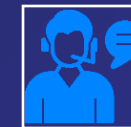
REPORTS &
ANALYTICS



AUTOMATED DATA
MIGRATION



KNOWLEDGE
REPOSITORY



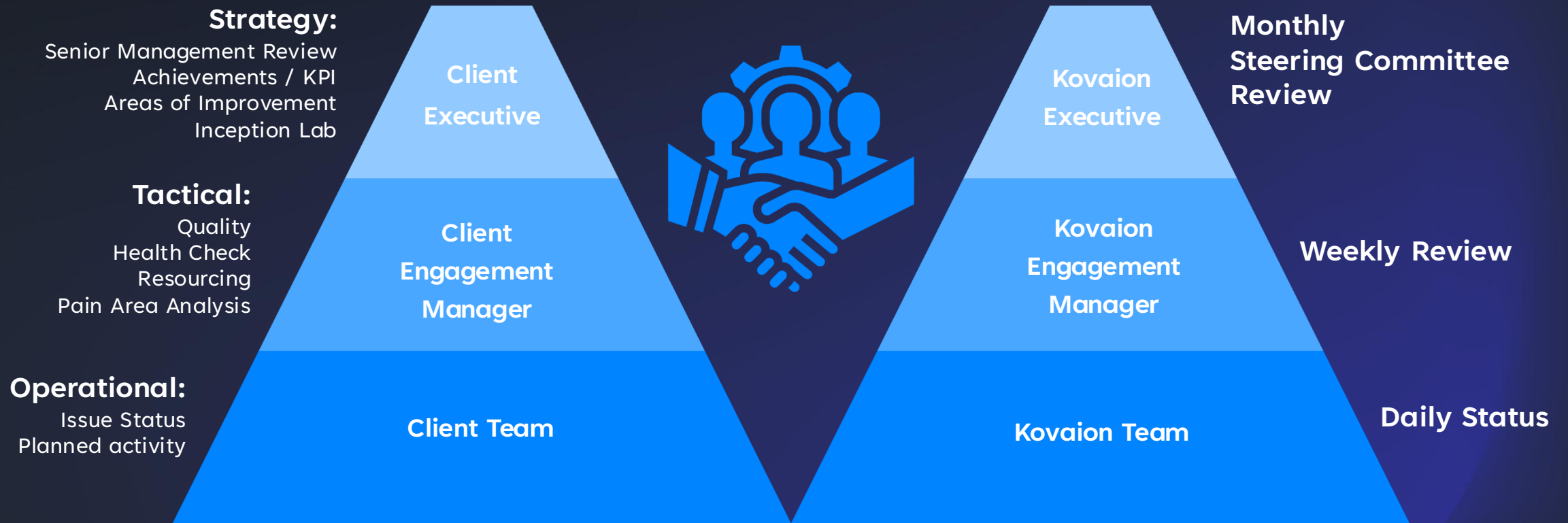
SERVICE
MANAGEMENT



DEDICATED SUPPORT
TEAM



/ Governance Model



Ready to unlock your Oracle Cloud's full potential?

Kovaion Consulting

Oracle Cloud Centre of Excellence
Specialists in Oracle Cloud offerings with over 16 years of Oracle
partnership experience

Email: info@kovaion.com

Website: www.kovaion.com



Thank You