



G-Cloud 15 Service Definition

**Accenture Oracle Cloud Applications Business
Support Services**

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accenture

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1.0 Scope of our services

Oracle Enterprise Resource Planning (ERP), Enterprise Performance Management (EPM), Supply Chain & Manufacturing (SCM), Human Capital Management (HCM) & Payroll Cloud Fusion Applications.

1.1 The Advent of Cloud

Accenture is pleased to offer its flagship support service offering for Oracle ERP, EPM, HCM, SCM and Payroll Cloud applications deployed as Software as a Service (SaaS) through the government digital marketplace.

Our services can be accessed commercially on a risk and reward, fixed-price, time and materials and through utility-based consumption commercial pricing models. This provides our clients with the widest range of options in helping them to understand, identify, de-risk, implement and support Oracle Cloud solutions, thereby protecting their investment.

Accenture service offerings have been designed specifically to facilitate end-to-end business transformation programmes using Oracle Cloud technology whilst adapting to the constant cycle of change and innovation by reducing our client's long-term commitments through rapid agile delivery ensuring benefits are realised.

1.2 Introducing Accenture Oracle Cloud Business Support Service

Our Business Support is a comprehensive application support service designed to protect your Oracle Cloud investment, extend its functionality and maximise its adoption over the life of the contract

Protect your investment

- Help and support from Oracle Cloud Applications experts
- Management of your updates and Oracle Service Requests
- Proactive guidance and monitoring

Extend your Cloud footprint and functionality

- Tailored advice on new features
- Safe and secure application extension
- Easy request and implementation of enhancements

Maximise **Adoption** and unleash the potential of Oracle Cloud Applications

- ²Identify opportunities to increase ROI
- Flexible range of interventions to educate users and drive efficiency
- Access to Accenture Knowledge Base to help users be successful

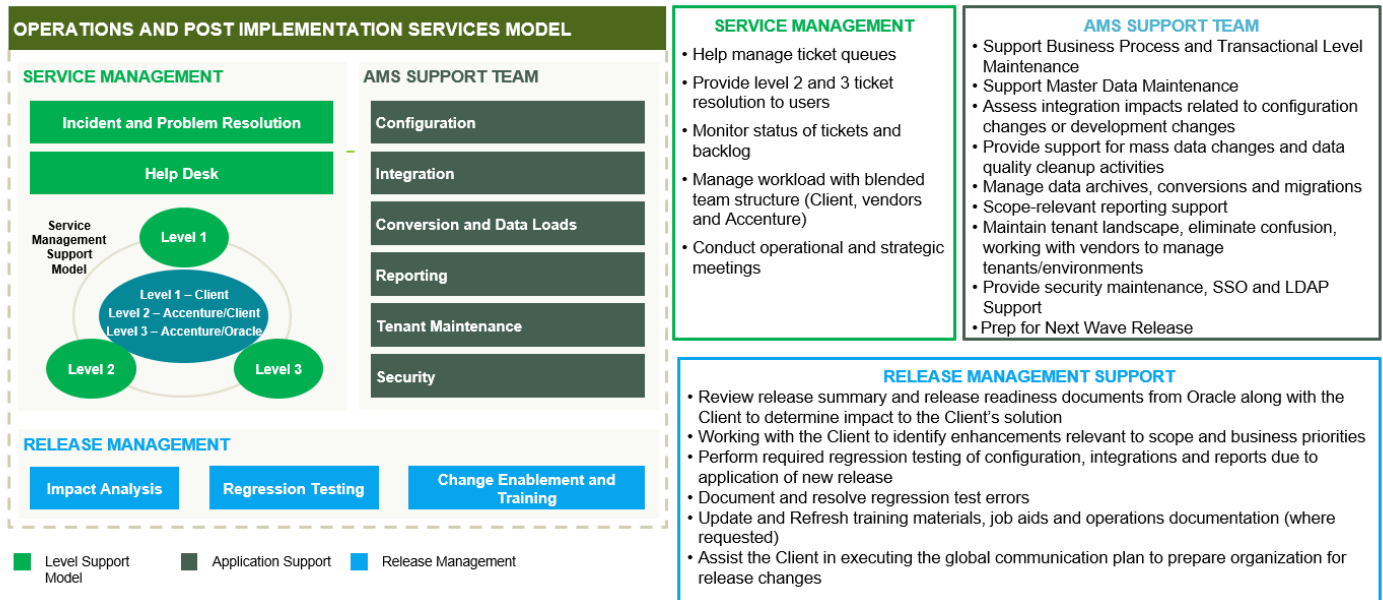
1.3 Business Support Scope Overview

Accenture Business Support Service for Oracle Cloud Applications considers the key components of **Service Management, Release Management, Standard Application Support** and **Agile Task Management**. We work with you to supplement your team or provide an “as a service” model to deliver a **specialist, secure** and **flexible** service.

The offering has been designed specifically for Oracle Cloud customers and delivers ITIL based service for Oracle Cloud Applications: ERP; EPM; HCM; SCM & Payroll. It provides easy access to a broad range of certified, dedicated and specialist Cloud experts.

STANDARD CLOUD SUPPORT MODEL

Our standard Cloud Support model considers the key elements of Service Management, Application Management, and Release Management. We work with you to supplement your team or provide an “as a service” model.



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Figure 1: Accenture Standard Cloud Support Model

1.4 Business Support Services Operations

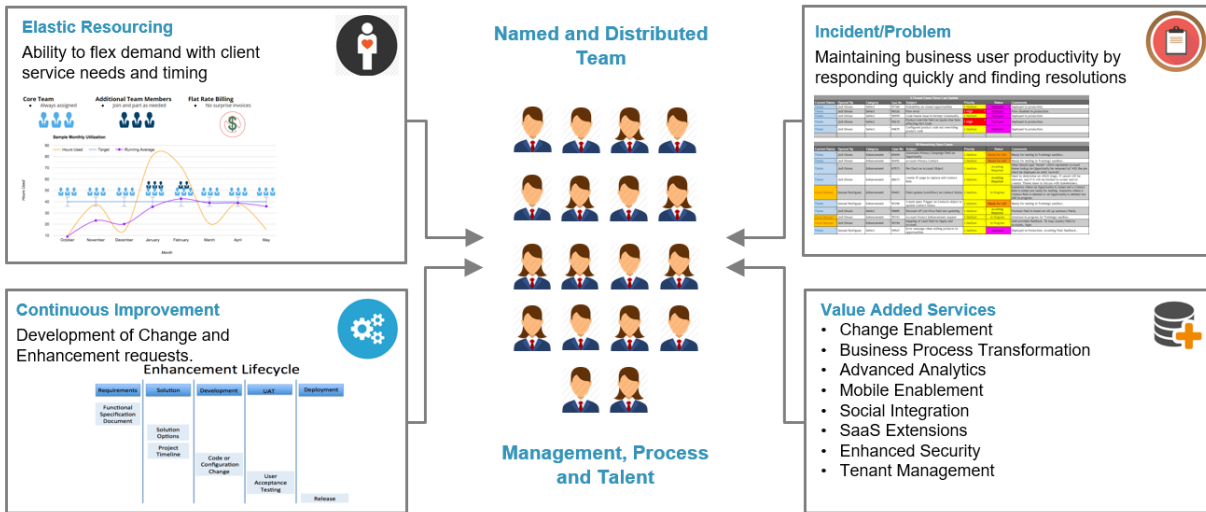
The Accenture Service Desk is operated by a dedicated team of support consultants and based on ISO9001 business processes to provide an efficient and consistent level of service.

The Service Desk is underpinned by a leading-edge ticketing system that provides several customer channels for managing tickets.

- Clients First line support (IT Help Desk) will manage their tickets via the Accenture Service Desk
- Nominated users can raise and track tickets via the secure on-line portal, via email and Twitter
- The Service Desk is also accessible via a mobile-friendly website so that tickets can be tracked on the move.
- Users can participate in the Forum for their chosen products and see announcements, such as patch updates or upcoming events.
- Usernames and passwords will be given to nominated users during the service start-up phase and this will include a brief training session on how to work effectively with the Accenture Service Desk.
- Our elastic support model is delivered via a flexible commercial model with metered services; giving clients the confidence they are not paying for support they do not use.

CLOUD SUPPORT ELASTIC MODEL

OUR SAAS AMS SOLUTION IS POWERED BY OUR UNIQUE ELASTIC AO SOLUTION FOR CLOUD FIRST APPLICATIONS



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Figure 2: Accenture Cloud Support Elastic Model

INTRODUCING ACCENTURE OBS SUPPORT

Our proactive ITIL based offering has been developed in conjunction with our clients to provide a full suite of services - from fix-on-fail incident resolution, how-to questions, environment management, Oracle SR handling and update guidance. We offer leading SLA's with options for global, local and onsite collaborative support.

Our service is ISO9001 compliant, with repeatable processes, to provide a 2nd and 3rd line support structure that allows us to deliver continually improving services via our four service components:

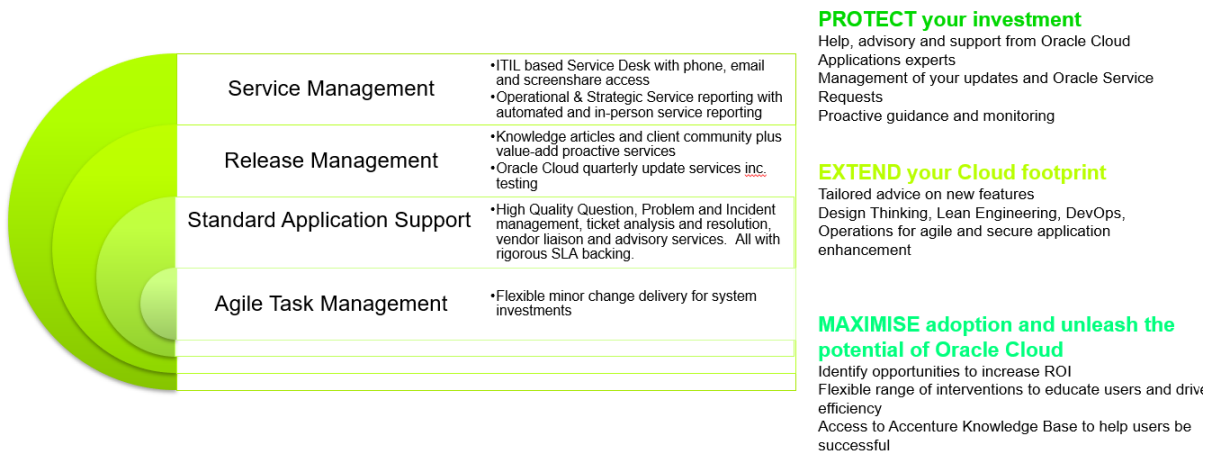


Figure 3: Accenture OBS Support Offering

1.5 Industry Leading Cloud SLA's

- The standard Accenture Oracle Cloud Business Support service is available 08:00 – 18:00 Monday to Friday UK time.
- Additional hours of cover can be arranged for non-standard business hours and for customers who require global support.
- Accenture has industry leading reactive support SLA's & is unique with additional SLA's on our proactive services. We want to give you confidence we are the best support service in the industry.

Metric	Urgent	High	Normal	Low	SLA %
First reply time (First Response) The time between the first customer comment and the first public comment from an agent.	15m	30m	30m	30m	90
Agent work time (Resolution) The combined total time spent in the New and Open statuses. The SLA will pause on Pending and On-hold.	8hrs	40hrs	64hrs	600hrs	80
Next reply time The time between the oldest, unanswered customer comment and the next public comment from an agent.	1hrs	8hrs	16hrs	24hrs	80
Periodic update The time between each public comment from agents. (Pending tickets only)	8hrs	80hrs	80hrs	80hrs	80
Pausable update The time between each public comment from agents whilst being actively worked. The SLA will pause on Pending.	4hrs	16hrs	40hrs	80hrs	80

2.0 Accenture & Oracle Partnership

Accenture - a Strategic Partner that you can have confidence in

We are recognised by Oracle, Gartner & Forrester for our Oracle services & expertise

#1 Oracle Systems Integrator 1 st to achieve global cloud elite status & platinum level in the Oracle partner network	1000+ myConcerto Assets Accenture's preconfigured, ready-to-use solution for Oracle cloud implementations	12.5K+ Talent & HR Professionals With deep strategy, consulting, technology, & operations capability	Oracle Cloud Excellence Implementer Recognition by oracle of providing a superior customer experience in HCM implementations	1200+ Skilled Oracle HCM Resources Over 50,000 skilled oracle professionals deployed in Accenture capabilities	250+ HCM Completed Projects Successfully completed over 100 implementations in oracle HCM cloud	30+ Years of Oracle Partnership 1st & only partner to form a digital, oracle SaaS- & PaaS-based BG: the Accenture Oracle business group
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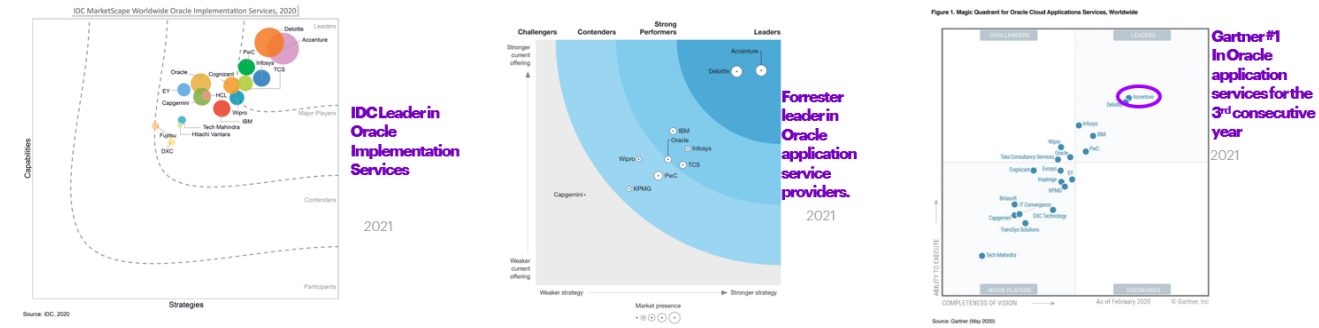


Figure 4: Oracle Support Expertise

3.0 Approach

3.1 Service Overview

- Accenture is a Certified and award-winning Oracle partner focusing solely on Cloud Applications.
- Our proactive ITIL based offering has been developed in conjunction with our clients; and provides 4 service components that comprise a full suite of services - from fix-on-fail incident resolution, how-to questions, environment management, Oracle SR handling and update guidance. We offer industry leading SLA's and a global support model - with local experts and onsite collaborative support.
- ISO9001 compliant repeatable processes provide a 2nd and 3rd line support structure that allows us to deliver continually improving services via our service components:
- Service Management
 - Service Desk
 - *ITIL based Service Desk with phone, email and screenshare access*
 - Service management and service reporting
 - *Regular operational and strategic, automated and in-person service reporting*
- Release Management
 - Oracle update quarterly services
 - High value, SLA-backed, Cloud specific
 - Knowledge and community
 - Regular client forums and value-add proactive services
- Standard Application Support
 - Incident, Question and Problem Management
 - High quality, SLA-backed, issue analysis and resolution
- Agile Task Management
 - Task Management
 - Flexible, cost-efficient, minor change delivery and constant service improvement
- The Application Support functions are operated by a dedicated team of support analysts and based on ITIL business processes to provide an efficient and consistent level of service. We operate a telephone service for those customers who would prefer to speak to a support agent about their issue.
- Accenture expertise:
 - Due to our large central government contracts – all UK-based analysts have a minimum of SC clearance
 - Accenture support analysts are experienced and 100% specialist on Oracle Cloud Support: dealing with common client issues and Oracle Cloud Day-in day-out
 - Every one of our analysts is independently Specialised and Accredited by Oracle

4.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

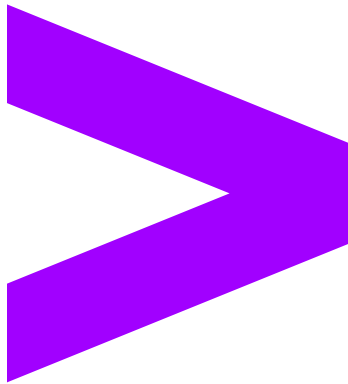
5.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

6.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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