

G-Cloud 15

Oracle Implementation, Upgrade and Support Services



AtoS

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1. What is Oracle Implementation, Upgrade and Support Services?

Organisations face numerous challenges and choices when considering the future roadmap for their Oracle Applications and architecture: ensuring critical applications remain certified and supported, obtaining the best value from the investment and managing the organisational impact of changing the application. Our customers are considering whether to upgrade their existing Oracle Applications, migrate them to cloud infrastructure, or replace them with a more modern SaaS-based application. Whichever path an organisation chooses, its applications need to be supported during and after any transition.

Our Oracle Implementation, Upgrade and Support Services have grown from our 25 years of experience delivering services to government customers for Oracle Applications, including strategic reviews, health checks, implementations and upgrades. Atos has supported and enhanced customers' Oracle Applications through engagements of more than 10 years and high levels of satisfaction.

Atos provides implementation, upgrade and support services for Oracle Applications. These services include strategy development, upgrades, re-implementations, migrations to Cloud SaaS applications, 'green field' implementations, and application support. The scope includes Cloud SaaS applications as well as E-Business Suite and Siebel applications to prepare for migration to Cloud SaaS applications or hosting on cloud infrastructure, such as PaaS or IaaS.

2. What does it deliver?

Atos provides the complete range of skills to successfully deliver Oracle Applications implementation, upgrades and support, including appropriately experienced Delivery Directors, Project and Programme Managers, Technical Architects, Solutions Architects, Solution Designers, Functional Consultants, Technical Consultants and Developers, Data Migration Consultants, Security Consultants and DBA resources. The services provided include:

- Delivery Assurance, Project and Programme management
- Functional consulting and business technologists
- Technical implementation services (design, build and test for Oracle extensions)
- Oracle Business Intelligence and Analytics implementation
- Database Administration implementation and support services.

The scope includes Cloud SaaS applications as well as E-Business Suite and Siebel applications, including preparation for migration to Cloud SaaS applications or hosting on cloud infrastructure, such as PaaS or IaaS.

The services span the complete range of technologies for Oracle Applications, including, but not limited to:

- Core Oracle Applications components including Finance, Procurement, Supply Chain, HCM, Projects and Reporting
- Accounting Hub, Fusion Accounting Hub, Enterprise Performance Management, Oracle Edge Technologies, Oracle Business Intelligence, Oracle Prebuilt Analytics and BI Foundation suite
- Oracle Database as a Service (DBaaS) and Platform as a Service (PaaS)
- Oracle Fusion middleware and database technologies.

Our customers have benefited from Atos' Oracle Applications Implementation, Upgrade and Support Services in many ways:

- Implementing Oracle Fusion Cloud SaaS applications to provide a modern user interface with a digital assistant and chatbots to improve employee experience, increase employee satisfaction and engagement. Quickly and easily adopting the latest artificial intelligence (AI) capabilities embedded in the applications to help improve productivity and decision-making, automate end-to-end business

processes, and reduce the cost of operation. Leveraging traditional and generative AI capabilities for HCM applications that can help enhance employee experiences, drive candidate engagement, and improve workforce productivity. Adopting AI-powered features built specifically for finance tasks to improve performance and planning, and increase automation across payables and receivables

- Leveraging their long-term investment in Oracle E-Business Suite to support their key business operations while ensuring the applications remain fully supported. Taking advantage of Oracle's continual investment in the suite with a focus on functional advances, mobility, UI modernisation, and operational efficiency.



3. What technology does it use?

The services span the complete range of technologies for Oracle Applications, including, but not limited to:

- Core Oracle Applications components, including Finance, Procurement, Supply Chain, HCM, Projects and Reporting
- Accounting Hub, Fusion Accounting Hub, Enterprise Performance Management, Oracle Edge Technologies, Oracle Business Intelligence, Oracle Prebuilt Analytics and BI Foundation suite
- Oracle Database as a Service (DBaaS) and Platform as a Service (PaaS)
- Oracle Fusion middleware and database technologies.



4. What terms apply?

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract, and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



5. Termination

Termination shall be in accordance with:

- The G-Cloud 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) related thereto.



6. How do I order?

Please contact our team at: gcloud@atos.net

- We will prepare a quotation for your review, including any applicable volume discounts.
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you.
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services.
- If you are a new customer, you may need to complete additional 'new supplier' forms.
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured.
- We will also submit the required monthly management information reports to Government Procurement.



7. Glossary

Term	Definition
AI	Artificial intelligence
BI	Business Intelligence
DBA	Database Administrator
DBaaS	Database as a Service
HCM	Human Capital Management
PaaS	Platform as a Service
SaaS	Software as a Service



8. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience, delivering secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Learn more at: atos.net