

Oracle Digital Back-Office for Higher Education G-Cloud 15





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1 Service Overview

Capgemini has developed an Oracle Digital Back-office solution for Higher Education organisations. This is a pre-built ERP and HCM solution for any Higher Education organisation. It is designed to help these organisations to deliver efficiency savings and service delivery improvements across all aspects of the back office, whilst providing a platform for rapid Return on Investment (ROI). Capgemini's Oracle Digital Back-office solution for Higher Education can provide a Higher Education specific, ERP and HCM solution through a standard specific configuration of Oracle Cloud Applications.

Cost-cutting continues to have a high profile across Higher Education, there is also a strong push to move back-office applications to the Cloud, reaping the benefits of an ever-green managed subscription service. The Oracle Digital Back-office solution for Higher Education can assist with the Buyer's delivery of an integrated Cloud ERP solution by providing an approach and a solution designed to reduce implementation risk, providing a robust, transparent design, and help maximise ease of business adoption.

The approach is based on the pre-supposition that most of a Higher Education organisations business and transactional processes and requirements are standard best practice. This provides an 80% 'core' solution design, utilising the Oracle business process flows embedded in the native software. Emphasis will be placed on the remaining 20% of requirements which are unique to the specific establishment.

The implementation can help the organisation to reduce recurring operational costs and facilitate change by considering the organisation structure, business processes, policies as well as the Oracle Cloud applications and technology to help deliver a more efficient back-office platform, and can consist of:

1. Implementation of an Integrated ERP/HCM and BI Cloud solution including migration of Buyer's data and processes to Capgemini's standard education template configuration of Oracle Cloud Applications. This commercial off the shelf solution (COTS) can cover some, or all; Finance, Procurement, HR, Payroll, BI, Helpdesk / Service Management, Stores / Logistics, Facilities / Asset Management and Content Management.
2. Organisation transformation can support and assist with Buyer benefit realisation through the transition to simplified standard operations.
3. Ongoing Application Support, with options through to third- and fourth-line support across the products, system administration, enhancement, patching and upgrades. Capgemini's application support complement and enhance the product maintenance support provided with the Oracle Cloud subscriptions

The Oracle Digital Back-office solution is made up of several different Oracle Cloud modules, with the help of Capgemini the buyer will be able to determine exactly which of those modules they need to meet their business requirements. Oracle licenses for this service would need to be obtained by the buyer. Capgemini can provide Business Analysis, User Research, Service Design, Product Management, Testing, Design / Consultation, and Service Management in support of the design and implementation of the Oracle Cloud Applications technical solution, and the associated business processes.

The Oracle Digital Back-office solution is designed to help accelerate client implementation of Oracle Cloud Applications for the back office in Higher Education organisations. The Capgemini team of consultants is experienced within Higher Education, they will deploy the standardised design and processes utilising a set of pre-designed templates and tools, including Oracle's Cloud Success Navigator, to deliver the solution quickly and efficiently.

2 Business Need

Capgemini's clients are looking to move away from on-premise applications and adopt a Cloud approach to their back-office systems, while continuing to achieve cost efficiencies and minimise their Total Cost of Ownership. Depending on the specific issues facing the organisation, the Digital back-office approach, technical solution and processes can be used to address the following business needs:



- Improved visibility across an organisation of its financial health, productivity & capacity at a macro and detailed level with a single, trusted source of information.
- Improved decision making through more accurate and timely information.
- Improved ability to plan and manage resources dynamically.
- Resource management control and transparency.
- Workforce planning for the medium term.
- Simplicity to reduce the administrative burden on front line staff and managers.
- Processes that reduce corporate support costs.
- Simplification of the business IT estate, and the ability to capitalise on the benefits of Cloud including regular updates and scalable solutions.
- Reduction in the reliance on diverse, costly custom developments, and simplification of business and transactional processes.
- Creation of a continuous improvement culture within the back office

Capgemini has developed a templated solution to transform resource management and the back office and include the deployment of Cloud-based enterprise resource planning systems and a proven implementation & change management approach.

3 Our Approach

The Capgemini Digital Back-office for Higher Education is designed to be implemented as a templated solution that will bring together the elements for technology-enabled transformation:

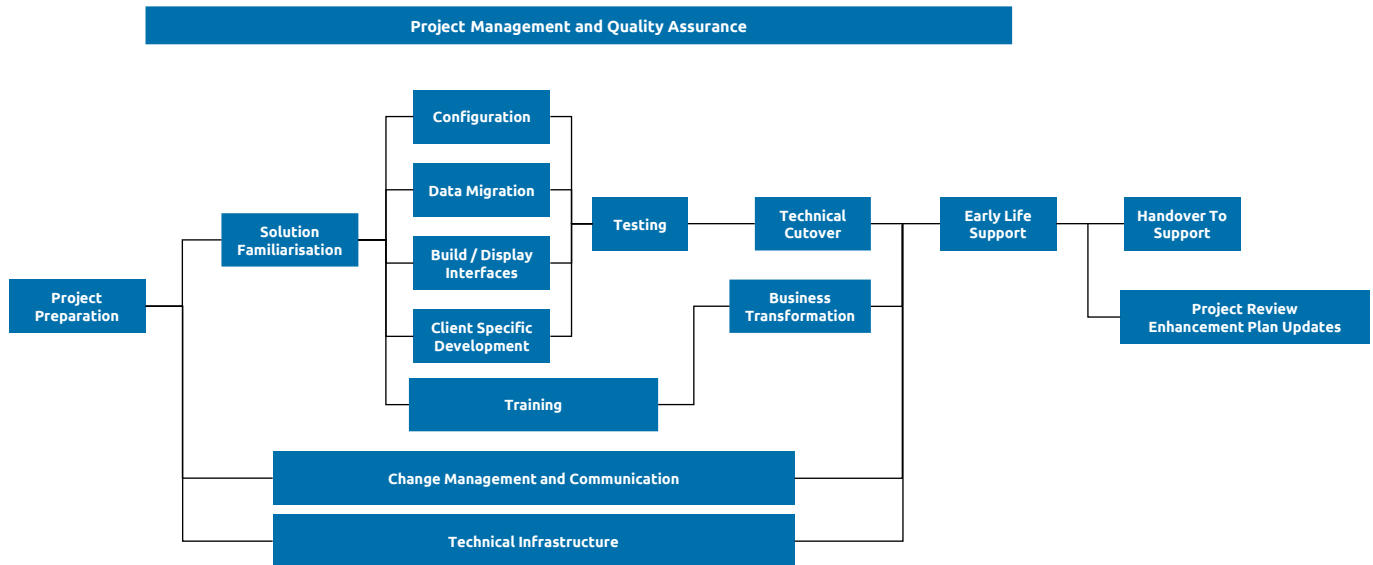
- A solution designed for Higher Education, with 80% of the system configuration predefined, allowing for 20% to truly address a Buyer's local requirements. Oracle Cloud Success Navigator will be used to define the additional configuration required enabling accelerated definition of an initial configuration for testing.
- A pre-packaged and integrated set of methods, tools, templates and techniques that have been designed and brought to market to help simplify and de-risk the process of moving back-office systems to the Cloud.
- The Business Templates for a Target Operating Model which can act as a Business Accelerator. This model comprises a proposed approach for a flexible and scalable organisational structure, and a templated set of business roles and responsibilities. This model is designed to move towards an outcome-based approach rather than taking a traditional bottom-up requirements approach. Adopting this style of delivery can enable Buyers to deliver their project more appropriately than a traditional ERP project by helping to streamline the debate on what it is they are seeking to achieve.
- The Application Templates have been designed and built to help enable Buyers to speed up and take cost out of the IT delivery elements of a project which means budget that would otherwise have been expended on the IT element of a project can be diverted into addressing the necessary Change Management and Benefits Realisation.
- The Management Information Templates that can give Buyers a pre-defined baseline of information and key performance indicators against which they can report and measure performance improvement and return on investment, as well as meeting day to day reporting needs.

A templated data migration approach helps to move from implementing technology to adopting and using the solution. The Digital Back-office solutions allow organisations to capitalise on the back office and shared service centre benefits in HR, Payroll, Procurement and Finance but can help drive efficiencies into front line services through:



- Improved visibility of staff competence and skills and any expiry dates in skills certification that will help drive workforce planning and scheduling.
- Device agnostic applications, to help staff on the move to engage with the solution and perform updates, approve transactions and view data on any device with access to the system.

This is underpinned by Capgemini's global Program and Project Management Methodology (Unified Program Management) aligned to Managing Successful Programs (MSP) and Prince2.



4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

- Provide resources, stakeholders, information, and materials in accordance with the agreed plan
- Provide appropriate process and subject matter experts to understand and agree the solution design
- Procure necessary software licenses and subscriptions including SaaS, PaaS and IaaS as appropriate
- Provide access to existing systems or the data from the existing systems to enable data migration
- Provide Test instances of any 3rd party system that will be required to test inbound or outbound interfaces
- Plan, resource and execute user acceptance testing
- Provide trainers and conduct end-user training
- Ensure the Buyers project team is empowered to make decisions in a quick and timely manner
- Review and sign-off deliverables in a timely manner based on agreed acceptance criteria

5 Service Management

Not applicable.



6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Vendor Accreditations/Awards



Our expertise, accelerators and approach will enable your organisation to develop the case for change and, crucially, the roadmap that secures the support, enthusiasm and focus that unlocks business value. It is this approach that wins regular industry recognition for our excellence in delivering ERP programmes, most recently with the Transformation Team of the Year accolade in the 2021 ERP Today awards.

Capgemini has been an Oracle Partner since 1997 and has held the highest partnership statuses for many years. We participate in the Sell, Service, and License & Hardware tracks of the Oracle Partner Network Program. Capgemini's global Oracle SaaS, PaaS and IaaS teams comprise of over 11,500 Oracle professionals and enable Capgemini to service clients across geographies and Oracle solution sets. Capgemini's UK SaaS, PaaS and IaaS teams have been developing and delivering Oracle solutions for over 20 years with deep experience in Public Sector. Capgemini UK Oracle experts collaborate with our colleagues across the world to develop and share best practice in the relentless pursuit of excellence for our customers. Our approach has been recognised globally in the last few years with numerous awards and analyst recognition, including:



- 2023: Oracle EMEA Business Impact Partner of the year for Cloud Technology
- 2022: Real IT Award for Cloud ERP
- 2020: OCI Partner of the Year Award
- 2019: UKOUG Industry Partner of the Year Award – Bronze
- 2019: UKOUG Middleware Partner of the Year Award – Bronze
- 2019: Oracle PaaS Forum; Best PaaS Contribution

Capgemini holds four published OPN Expertise in Western Europe region demonstrating our expertise in delivering Oracle Cloud Infrastructure solutions -

- Oracle Cloud Platform Integration
- Oracle Cloud Platform Business Analytics
- Oracle Cloud Platform Application Development
- Oracle Cloud Platform Security



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



IDC has positioned Capgemini as a “Leader” in their IDC MarketScape: Worldwide Supply Chain Oracle Ecosystem Services 2023 Vendor Assessment



Everest Group has positioned Capgemini as a “Major Contender” in its report Oracle Cloud Applications Services PEAK Matrix® Assessment 2023, and “Leader and Star Performer” in its report Application Automation Services PEAK Matrix® Assessment 2023



Capgemini is a Leader in Avasant's Oracle Cloud ERP Services 2023–2024 RadarView™.



ISG has positioned Capgemini as “Leaders” in all the regions and categories in its report Next-Gen ADM Services - 2023

10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

As defined in the Oracle Cloud Services contract.

12 Pricing



This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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