

Oracle Digital Back-Office for Health G-Cloud 15





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1 Service Overview

Capgemini developed the Oracle Digital Back Office for Health solution, a pre-built ERP and HCM solution for healthcare organisations in the NHS, to help enable 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 t-Health solution can provide a healthcare specific, ERP and HCM solution through a standard specific configuration of Oracle Cloud Applications.

Capgemini's Oracle Digital Back Office for Health solution has been specifically designed with shared services at its foundation. The Oracle Cloud Applications are configured to help support multiple organisations on the same application with appropriate segregation of data and access, according to an individual user's role and responsibilities. That means Healthcare organisations can adopt and share the application whilst maintaining their respective accounting integrity.

Capgemini's Oracle Digital Back Office for Health portfolio consists typically of three primary service offerings:

1. Implementation of an Integrated ERP/HCM and BI Cloud solution including migration of Buyer's data and processes to Capgemini's standard health template configuration of Oracle Cloud Applications. This commercial off the shelf solution (COTS) can cover some of; Finance, Procurement, HR, Payroll, BI, Helpdesk / Service Management, Stores / Logistics, Facilities / Asset Management and Content Management.
2. Organisation transformation can support and assist with client benefit realisation through the transition to simplified best practise processes and a standard operating model.
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 solution is made up of many 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 Digital Back-office Services 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 solution is designed to help accelerate client implementation of Oracle Cloud Applications for the back office in the public sector. The Capgemini team of consultants is experienced in healthcare and public sector standardised design and processes are deployed utilising a set of pre-designed templates and tools including Oracle's Cloud Success Navigator

2 Business Need

The shape of health and social care services is going through a period of major change, tackling a mix of short term financial and performance imperatives, and a longer-term reshaping of care services through greater integration around the needs of citizens to ensure that the right care is delivered, at the right time, by the right people. A key driver for change is to enable a sustainable financial future for care services. This requires:

- Improved visibility across a care system of the 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.
- Effective resource management control and transparency.
- Effective workforce planning for the medium term.
- The ability to plan and manage resources dynamically across a care system.
- Robust financial planning, management and forecasting.



- Operational alignment of workforce deployment and assets to demand (intelligent scheduling and asset mgt.).
- Simplicity to reduce the administrative burden on front line staff and managers.
- Efficient and intuitive 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 that will encourage improved service to the business and perceived Value for Money.

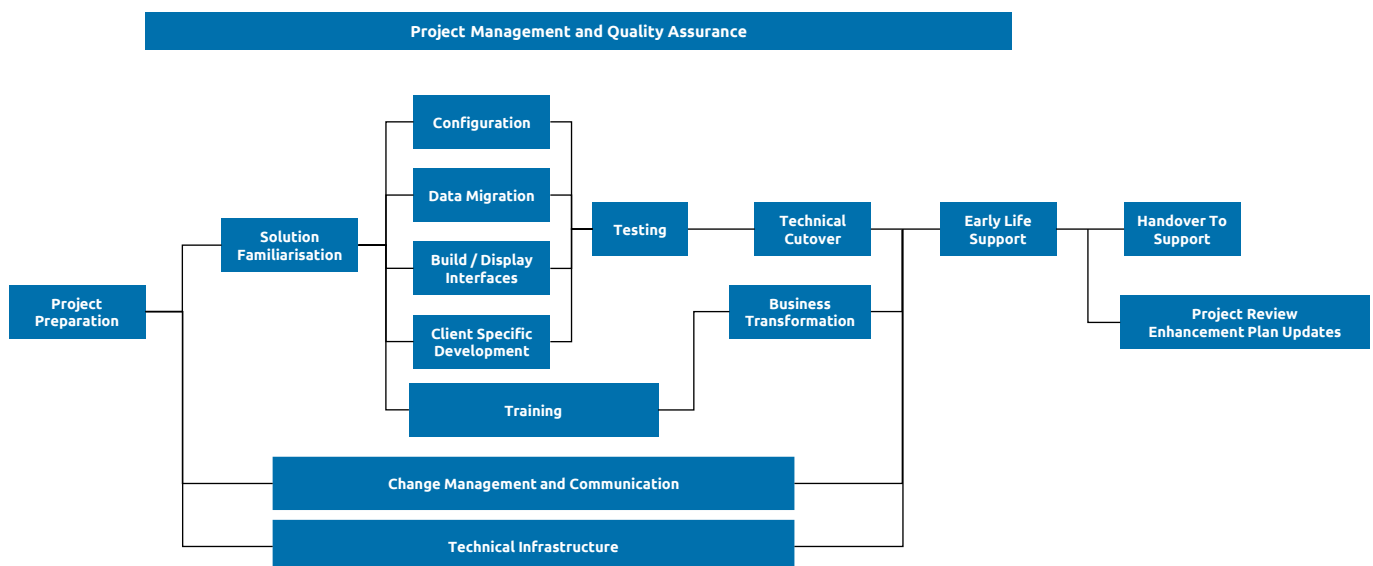
Capgemini has developed a templated solution to transform resource management and the back office and include the deployment of Cloud-based enterprise resource planning systems, best practice business processes and a proven implementation & change management approach.

We believe that there is a need within health and social care for a system-wide refreshed back-office and resource management approach, which enables finance, HR and procurement professionals to focus their time on supporting business optimisation, improving business intelligence and reducing back-office administrative costs.

3 Our Approach

The Oracle Digital Back Office for Health solution is designed to be implemented as a templated solution, where the organisation “on-boards” onto the template. This approach is based on an 80/20 split between standard configuration, common to all and specific configuration required for the specific organisation and enables the focus of the effort to be on the few differences in the process, rather than designing from the ground up, and in understanding the business change, which is recognised and assessed during the design activities.

With a templated data migration approach as well, the shift in focus moves from implementing technology to adopting and using the solution, ensuring a more engaged user community which in turn drives up process compliance.



The solution provides the flexibility for different starting points and increasing collaboration, improving process efficiencies and reducing back office costs as the organisation(s) support departments continue to improve their efficiency and maturity over time. In the last four years Capgemini has refined the templated delivery method to provide a structured approach resulting in a high level of confidence in the solution being deployed, the timeframe and key phases of delivery.



Oracle Digital Back Office for Health solution not only can allow Healthcare 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.

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.

The Buyer responsibilities as part of this service are as follows:

- 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
- Buyer shall perform its obligations which are set out in the clauses of the Agreement and the Paragraphs of the Schedules
- Buyer shall comply with laws and regulations applicable to its business and be responsible for determining and directing the Supplier with respect to any processes and procedures applicable to its business which Supplier must follow.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

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 program. 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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