

Service Definition

Oracle Licenses Assessment Service

FUJITSU



G-Cloud 15

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Contents

The benefits to you when selecting Fujitsu as your partner:..... 4

Ordering and Invoicing Process 7

Minimum and Maximum Terms..... 7

Termination Terms 7

Customer Termination..... 7

Supplier Termination 7

Consumer Responsibilities 8

Technical Requirements..... 8

Service Constraints..... 8

Service Exclusions 9

Definitions..... 10

Oracle License Assessment Service Overview

Fujitsu has been delivering Oracle Services to clients for more than 20 years in the Public Sector with great success. Fujitsu are a **Global Oracle Cloud Service Provider**, with access to more than 3,500 Oracle professionals and in excess of 400 in the UK & Ireland, each with more than 5 years of experience to draw upon, Fujitsu makes an ideal Oracle partner whether your solution is Oracle Cloud, Oracle on premise, or a hybrid.

Fujitsu's Cloud service can assist local authorities and other government departments to deliver efficiency savings across the back office, and thereby enabling reassignment of resources for service delivery improvements across the front office.

■ Over time, many customers have entered into arrangements with Oracle for licensing that are sometimes complex and confusing in nature, leading to ambiguity of what has been bought and it may actually be deployed in the organisation. It is therefore difficult for organisations to unravel these agreements, particularly close to time of renewal, to determine their fit-for-purpose, how commercially acceptable they are on an ongoing basis, and how much value they actually offer to the business. Many businesses now realise they must better understand these arrangements, in particular where there may be financial, operational and reputational exposure.

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In our experience, customers are seeking help in the following areas:

1. Oracle License Agreement Management and Optimisation

Our service reviews current use of Oracle solutions and services as a comparison to future use projections. We appraise clients' current commercial, licensing and business requirements, helping to define organisational roadmaps and identifying cost reduction opportunities. This includes Cloud and local use case rightsizing/modernisation, waste management opportunities and lean licensing.

2. Oracle Support Cost Optimisation

Our service reviews current use of Oracle support services as a comparison to future use projections. We appraise clients' current commercial, licensing, support and business requirements, helping to help identify cost reduction opportunities. This includes contract negotiations, rightsizing, waste management opportunities and lean support contracts to maximise savings.

3. Oracle IaaS and PaaS Cloud Cost Optimisation Service

Our service reviews current use of Oracle IaaS and PaaS Cloud platforms. We appraise clients' current environment to identify opportunities to reduce cost. This includes rightsizing/modernisation, waste management opportunities (e.g. unattached storage) and platform leanness. The service is powered by best in class tooling to maximise results and savings.

4. Oracle Fusion Cost Optimisation

Our service reviews current use of the Oracle Fusion Cloud platform. We appraise clients' current environment to identify opportunities to reduce cost. This includes rightsizing/modernisation, waste management opportunities (e.g. unattached storage) and platform leanness. The service is powered by best in class tooling to maximise results and savings.

5. Oracle Contract Negotiation, Advice and Review

Our service reviews current contractual arrangements for Oracle solutions and services as a comparison to future use projections. We appraise clients' product licensing metrics and

contract structure. This enables reassignment and optimisation. The service is powered by best in class tooling to maximise results and savings.

Oracle licensing agreements, bundles and metrics are notoriously complex and are subject to frequent change. Consequently it can be extremely difficult to summarise the exact asset position at a point in time. Licenses may have been procured under a variety of terms and metrics over time and from a number of different sources. Rationalising the license situation can be time consuming and difficult.

Similarly, measuring the actual Oracle product utilisation can also be complex, particularly if there is a requirement to measure usage under different metrics. This can lead to over or under licensing and many organisations find themselves either paying too much support, or in breach of their license agreement and vulnerable to the results of an Oracle audit.

The benefits to you when selecting Fujitsu as your partner:

- **Risk avoidance** through a robust and proven governance process to control change applied to the Oracle Cloud solution;
- **Support** for your business teams to impact assess and prioritise new functionality released by Oracle;
- Avoid risk by using our Cloud **environmental management process** to ensure control is retained across all cloud environments irrespective of use;
- **Our experienced Fujitsu Oracle Support Manager** is your single point of contact and will support you and manage the services delivered by Fujitsu;
- Experience that comes with **decades of delivering business improvements** in back office systems - over 600 Oracle implementations globally;
- **Reduced operating costs** through the delivery of services from Fujitsu's Managed Service for Oracle Cloud Application Shared Services;
- Reduced burden on customers internal resources, with no need to invest in specialist (and costly) Oracle skills and capability in-house;
- **Lowering risk** by providing industry leading, end-to-end capabilities - from planning and implementation to infrastructure, support and hosting;
- **Access to a truly global blended on/offshore** team of Oracle experts, enabling them to take advantage of our UK based Oracle support managers;
- **Streamline escalation management** of calls with Oracle and management of fixes when released by Oracle;
- **Efficient** Investigation and support for problems impacting interfaces if applicable;
- **Management of calls** however raised into the Fujitsu Service Desk system and Incident and Problem Management processes;
- Ability to **identify trends** as input to proactive management provided as part of the monthly management information discussed with customers;
- Fujitsu can call upon a **wide range of internal expertise** for digital business transformation, mobile, security, document management, testing and compliance;
- Working with an **Oracle Platinum partner** with a long relationship and **deep access into Oracle** Corporation.

Service Delivery Approach

- Fujitsu has responded to these needs by developing specialist licensing services evolved around our own Software Asset Management (SAM) approach, **AGREED**.
- Unlike Normal Software Asset Management which is concerned with the reactive true-up and tracking of licence usage against the available licence grants, **AGREED** is concerned with adding business benefit by taking a more proactive approach identifying the possible optimised use of licences as well as the true-up and tracking functions. **AGREED** is a tried and tested methodology based on a number of interactive phases that are designed to evaluate the current Oracle footprint, and define the potential options available to support the negotiation process associated with license renewal.

AGREED Methodology Overview	
A	<u>Architecture</u> - Understand how Oracle products have been deployed to the physical hardware
G	<u>Grants</u> - Identify the rights gained to deploy Oracle Software
R	<u>Rationalise</u> - Create a model of the architecture and Oracle Software to identify compliance issues or licence under-utilisation
E	<u>Explain</u> - Transfer of knowledge to our customers, so that clear business decisions can be undertaken from a position of knowledge
E	<u>Evangelise</u> - Explain how to better optimise the deployment of Oracle Software to minimise Total Cost of Ownership
D	<u>Demonstrate</u> - Aid our customers in preparing licence submissions to Oracle

- In Fujitsu’s experience, no two software asset management engagements are exactly the same, and we therefore work with our customers to understand their needs and develop the right level of engagement exploiting the components of AGREED that may be necessary.

The nature of engagements can typically include:

- Software licence discovery and modelling
- Assessing move to Cloud - BYDL
- Licence optimisation
- Support to Oracle ULA Certification
- Support to organisations undergoing Oracle Software Audit
- Architectural optimisation of Oracle environments
- Procurement support for both normal full use licences and ULAs.
- SAM managed service for Oracle

Service Deliverables

Fujitsu will tailor the service to build a service that precisely meets your needs, recognising that every customer is unique and has varying levels of internal resource available that will be available for providing support.

Fujitsu's operating model for on-premise and cloud services enables inputs from multiple sources such as incidents, regular application updates and change requests to be managed in an efficient and cost-effective manner.

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In summary, the support operating model Fujitsu adopt has design principles of digital by default within a flexible resource and commercial framework that delivers measurable benefits to your Organisation.

Commercial

Ordering and Invoicing Process

- We will commence delivery of the service on receipt of a purchase order;
- Fujitsu shall invoice for the service plus any applicable taxes after delivery of all products defined in the agreed terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred;
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date");
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day by day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full;
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owe to Fujitsu;
- When remitting payment, the customer will include the applicable Fujitsu invoice number that the payment applies to.

Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of a Managed Service for Oracle Cloud Applications. Each is considered in its entirety along with the associated risks. Fujitsu would always discuss each opportunity with the customer to determine a mutually beneficial solution.

Termination Terms

The Termination Terms are subject to any minimum notice periods as stated in the statement of work, with recovery of any work completed but not invoiced, any monies relating to any outstanding invoice, or for services where any payment smoothing has been applied, any amount outstanding for future periods which has already been incurred by Fujitsu. The customer would also be liable for any costs of exit work including movement of hybrid solution components and destruction of customer specific hardware where applicable.

Customer Termination

Not applicable

Supplier Termination

Not applicable

Consumer Responsibilities

Successful delivery of Managed Service for Oracle Cloud Applications is subject to the following dependencies upon the customer:

- Procurement of the Oracle SaaS/PaaS/IaaS services;
- Provision of any licenses needed for third party applications;
- Participating in scoping and planning activities;
- Providing a suitable middleware solution to support the integration design;
- Working with Fujitsu to agree the service SLAs/KPIs and joint governance processes pertaining to the in scope service;
- Providing resource to participate in any knowledge transfer sessions/workshops required;
- Ensuring Fujitsu is provided with access to data sources including systems and documentation pertaining to the environment and systems to be supported;
- Providing resources to complete and sign off transition deliverables, acceptance into service and plans;
- Affording Fujitsu staff all reasonable access to available information describing the applications, to customer staff with knowledge of that application. Fujitsu staff will adhere to any data security and protection agreements put in place.
- Provision of first and second line support using the customer's internal resource and help desk.

The customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Managed Service for Oracle Cloud Applications. Fujitsu will not be liable for any delay or deficiency in providing the service if such delay or deficiency results from the customer's failure to fulfil these dependencies. Should a delay to the service result from the customer's failure in relation to the above dependencies, Fujitsu shall be entitled to amend the service, schedule and/or charges with no liability and shall be entitled to charge customer for any cost incurred as a result.

Should the customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Technical Requirements

Specific Technical Requirements will be identified during Service Design e.g. Service Desk integration for incident creation and update.

Service Constraints

Fujitsu shall not be liable for customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

As this offering is dependent on the exact customer Oracle landscape and requirements a fully detailed scope of service will be negotiated and agreed through the service definition and take on phase and this will include a detailed set of service inclusions, any applicable caps or volumetric and specific exclusions.

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Implementation services;
- The Oracle Application Managed Service only includes Third Line and Fourth Line Support. If a customer provided Service Desk is to be used then the Fujitsu Service Desk will still be the first point of contact within Fujitsu;
- This service does not include a first line service desk function or second line super user support. Customers will need to provide their own IT Service Desk to manage all first line calls from users.

Service Exclusions

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Information assurance - Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information. This is not relevant for these Professional Services.
- Details of the level of backup/restore and disaster recovery that will be provided. This is not relevant for these Professional Services.
- On-boarding and Off-boarding processes/scope etc. This is not relevant for these Professional Services.
- Data restoration / service migration.
This is not relevant for these Professional Services
- Trial Service
This is not relevant for these Professional Services.

Definitions

Any terms used in this Service Definition have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Definition and the other documents that comprise the Agreement, the provisions of this Service Definition shall prevail.

Description	Description
	Covers those activities undertaken by the service desk in the receipt of a call, the initial analysis of the call, the application of a known resolution and, where a known resolution does not exist, the assessment of the Priority of the call and the escalation of that call to a second Line support group.
Second Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application source code. This service is typically provided by the customers Subject Matter Expert or a local support team made up of resource that gained experience during the project.
Third Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via Second Line. The primary responsibility of the third line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
Fourth Line Support	Involves complex investigation of code and provision of code changes - fixes and new releases.
Core Service	The above described service that can be contracted for.
Customer Organisation	The organisation to which a User may belong.
ERP	Enterprise Resource Planning.
Service Component	An element of the Core Service which can be selected as in or out of scope depending on customer requirements.
Service Desk	A function that provides the first point of contact for end-user enquiries and fault reporting for applications.
Oracle Cloud Service Agreement	Agreement signed by the customer during their initial negotiations with Oracle to procure the service from Oracle.
SaaS	Software as a Service.
PaaS	Platform as a Service.
IaaS	Infrastructure as a Service.
Hybrid	Refers to a solution that is part hosted in the cloud and part either on the customer's premises or hosted by a third party.

SLA	Service Level Agreement
KPI	Key Performance Indicator

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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