

Service Definition

Oracle Analytics and Reporting

FUJITSU



G-Cloud 15

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Oracle Cloud Analytics for Applications Overview

Fujitsu offers end-to-end Oracle Oracle Cloud Application Reporting & Analytics Services.

We can assist your business from building a report to delivering a full reporting suite using OBIEE, OTBI and BI Publisher, using reports and dashboards built in LowCode Oracle Apex.

We specialise in Oracle Cloud SaaS portfolio including HCM, Payroll, Absence, Time & Labour, Security, Talent Management, Integration, Workforce Management, Recruitment Cloud, Taleo, ERP, Projects ,SCM Analytics, and BI, to name but a few.

Services

Fujitsu offer a range of services to suit your business requirements.

- Fujitsu Consulting delivers a full range of services to assist and enable your move to the Oracle Cloud
- Business Readiness Assessment: How ready is your business to move to the cloud
- Phased setup of cloud implementation – Part of the Fujitsu PRIME Cloud implementation methodology
- Post Go Live support for issue resolution & continued services improvement

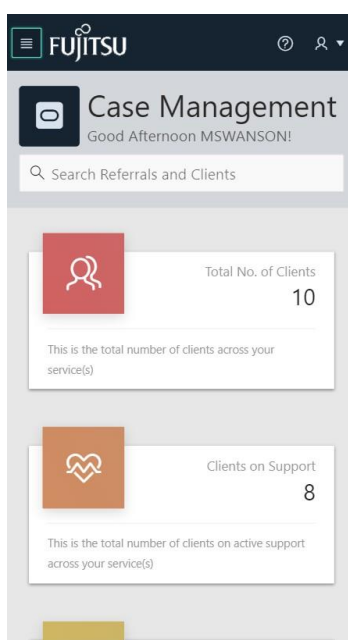
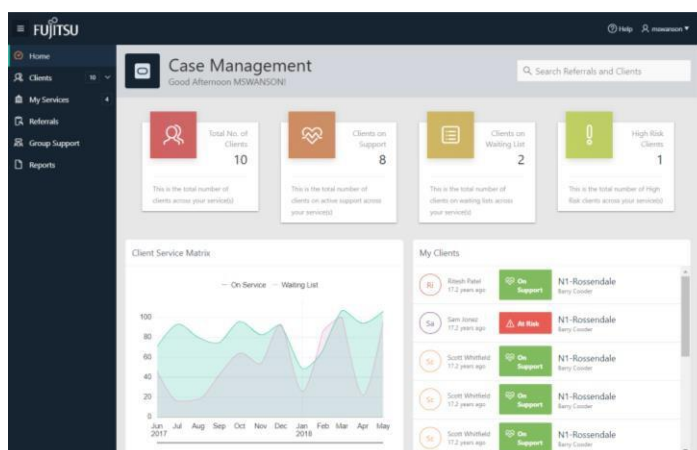
Business intelligence involves analyzing data to gain insight that you can act on, or gathering information to meet specific requirements. You can use different types of predefined analyses, reports, and dashboards, or create and edit them, to support your business needs.

Reports

- A report is output of data in a predefined format that provides little or no interaction. Print reports in these situations:
- To get high-volume data in a high-fidelity output optimized for printing.
- For documents to support internal operations, statutory requirements, and other business needs.
- Example of HCM reports include: Performance Document, Development Goals Report, and Talent Profile Summary report.
- The following figure is an example of the Development Goals report.

Dashboards

- A dashboard is a collection of analyses and other content, presented on one or more pages, or tabs.
- Depending on your job role, you might use one or more of the following HCM dashboards:
- Human Resources dashboard
- View analyses such as visa and work permit expiration, service anniversaries, onboarding bottlenecks, and assignments with no manager.
- Manager Resources dashboard
- View an organization chart of your direct reports, and analyses such as worker availability, promotion potential, predicted performance, and voluntary termination.
- Payroll dashboard
- View payroll flows that are in progress, including their activity and process status, and items requiring your attention.



Same Dashboard rendered for Tablet or Mobile Phone

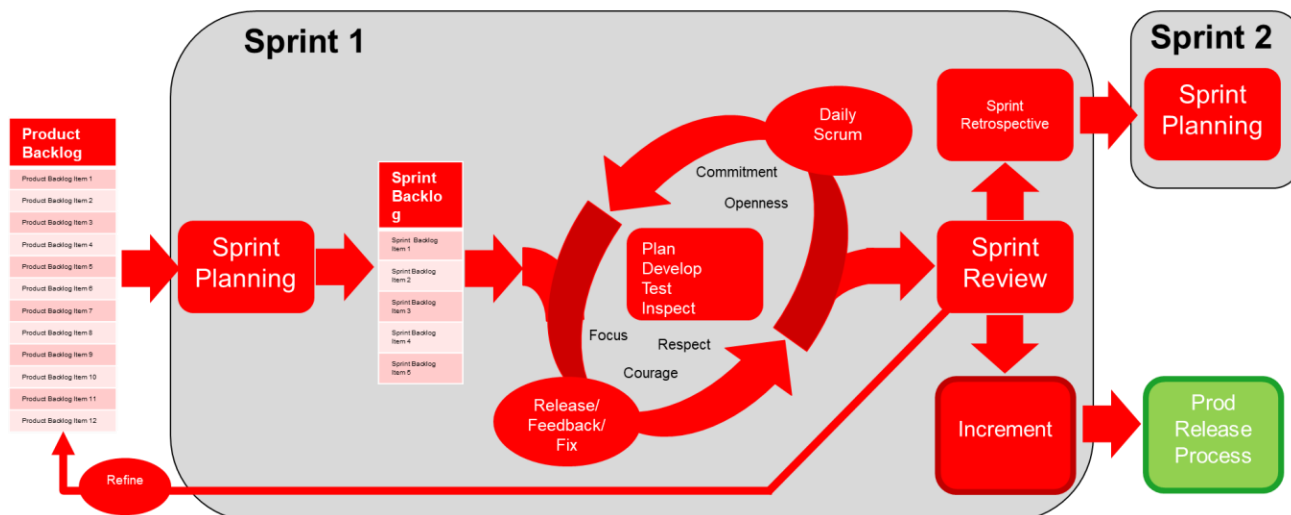
Fujitsu Value Add

- Provide assistance in understanding & adopting the new release functionality
- Optimisation of existing functions & using standard functionality
- Assist you with the planning & testing for releases
- Advise on business change, adoption & governance through enablement services
- Provide assistance in your support model to enable your BAU team to transition into BAU activities

Fujitsu Agile Development Methodology

To implement our Reports and Dashboards Fujitsu uses Agile methodology to work with our customers during each Sprint iteration to develop the best solution for our customers in the shortest possible timeframe.

■ SCRUM – End to End



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.

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.

Contact: government.frameworks@fujitsu.com

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