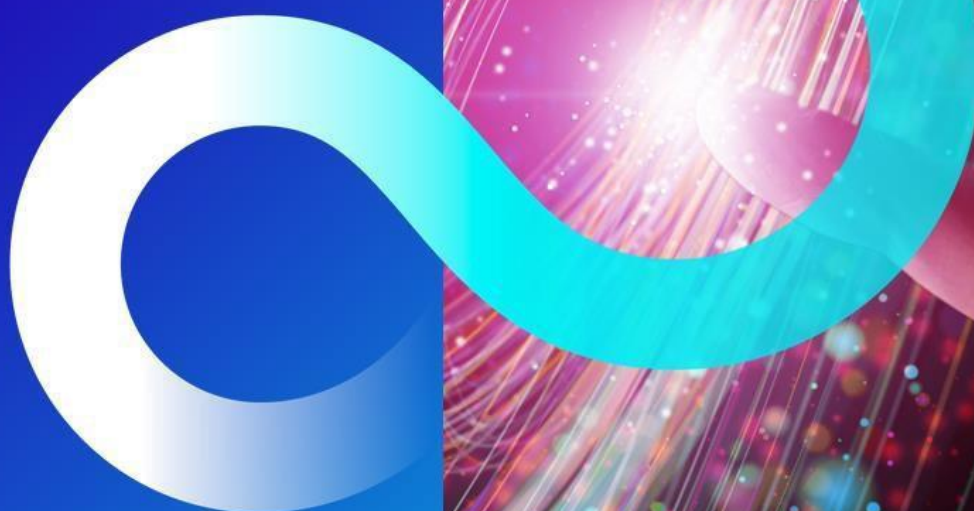


Service Definition

Oracle Training Service

FUJITSU



G-Cloud 15

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Oracle Training Service Overview

Helping our clients through their HR Transformation journey by implementing Oracle HCM (Cloud or hybrid), focusing on their key capabilities and end goals. We work with your people and ensure that people, processes, technology, and strategy are aligned to deliver outstanding user experience, insightful analytics, and minimal risks.

As part of Fujitsu's PRIME Oracle Cloud implementation methodology, Training is key to ensuring a successful programme.

Fujitsu believe that:

- Well trained cloud migration teams meet nearly 90% of their business and project milestones, compared with less than 50% of milestones met by cloud migration teams with only "average" skill level.
- 75% of well-trained teams that use cloud-based enterprise applications (finance, supply chain, HCM, etc.) report improved workflow compared with 55% of teams that are not well-trained.
- 82% of organizations with well-trained teams report satisfaction with the speed of adoption of new functionality compared with 60% of organizations that are not well-trained.

Delivery

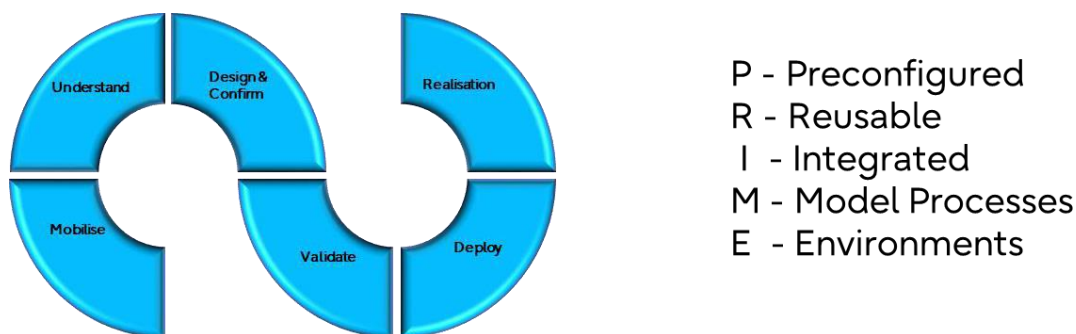


Figure 1: Fujitsu PRIME Method

As part of the PRIME phases, Training engagement begins at the very beginning of customer engagement so that we fully understand the needs and scope required. After that, our Trainers will be involved during the Understand and Design & Confirm phases, so they are clear what areas need to be covered depending on what service the customer has decided to choose.



Figure 2: Fujitsu Approach

Understanding User Adoption

- Business Objectives
 - Stakeholder engagement and clarification of Business Objectives forming initial phases of Training Needs Analysis & Communications Strategy.
- Communication
 - Creation and agreement of Communications Strategy is pivotal to spark engagement with the business.
- Training Needs Analysis
 - The foundation of all successful training is an effective TNA, this is performed in conjunction with key stakeholders, users, stream leads, management, and IT.

During the implementation phase of your programme there are several areas you may want help with regarding training your resources. Based on years of experiences we believe the best way of achieving a successful ERP implementation is:

1. System Practice - Supported hands-on system usage is the primary aid to gaining competence in its use.
2. Exercises - Exercises underpin and validate supported system practice.
3. Job Aides - Valuable as referenced materials, Job Aids support knowledge transfer in the short and long-term.
4. Mentoring - Either internal or external, Mentors add huge benefits to any employee either short or long-term.

Post Go-Live requirements

Fujitsu’s aim after Go-live is to build your organisation to be self- sustaining when it comes to training. There are several options to achieve self-sustainability, some are system related, others process driven and building a way forward for existing employees and new employees who join the organisation.

- Train the Trainer / Super User Training - Identifying, motivating, inspiring and then training internal training capability.
- Peer Support - Pass the knowledge on, along with responsibilities to provide support across the user community.
- In Application Support - Adopt Guided Learning solutions to support users within the ERP system at the time of need.

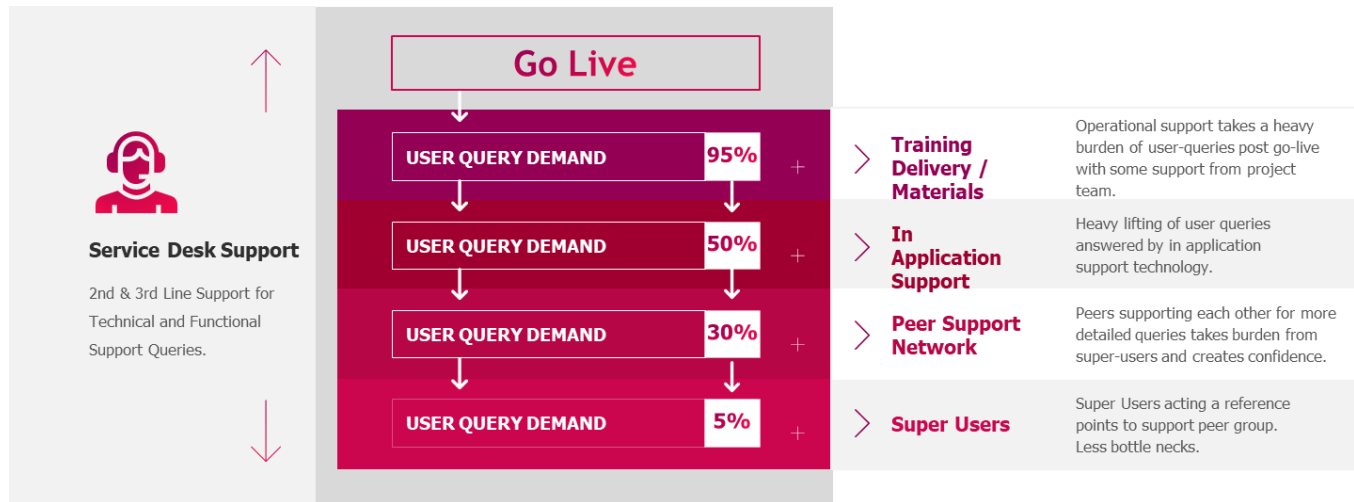


Figure 3: Support and Training

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 the 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 service in scope
- 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 fulfill 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 the 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 the 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 15 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.

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