

Service Definition

Migration of Exadata to Cloud at Customer

FUJITSU



G-Cloud 15

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Migration of Exadata to Cloud at Customer Overview

Fujitsu will help customers move their existing Exadata solution to either Oracle Exadata Cloud Service or Oracle Database Exadata Cloud at Customer, which delivers the world's most advanced database cloud to customers who require their databases to be located on-premises.

Customers can now run Oracle databases in the cloud with the same extreme performance and availability experienced by thousands of organizations deploying Exadata on-premises. Oracle databases deployed in the cloud as part of this service include all Oracle Database options. They are 100% compatible with those deployed on-premises, ensuring a smooth transition to the cloud, and an efficient hybrid cloud strategy. With pay-as you-grow dedicated Exadata configurations, and infrastructure managed by Fujitsu experts, Exadata Service enables business agility and operational flexibility with zero CapEx.

Choice of Deployment Models

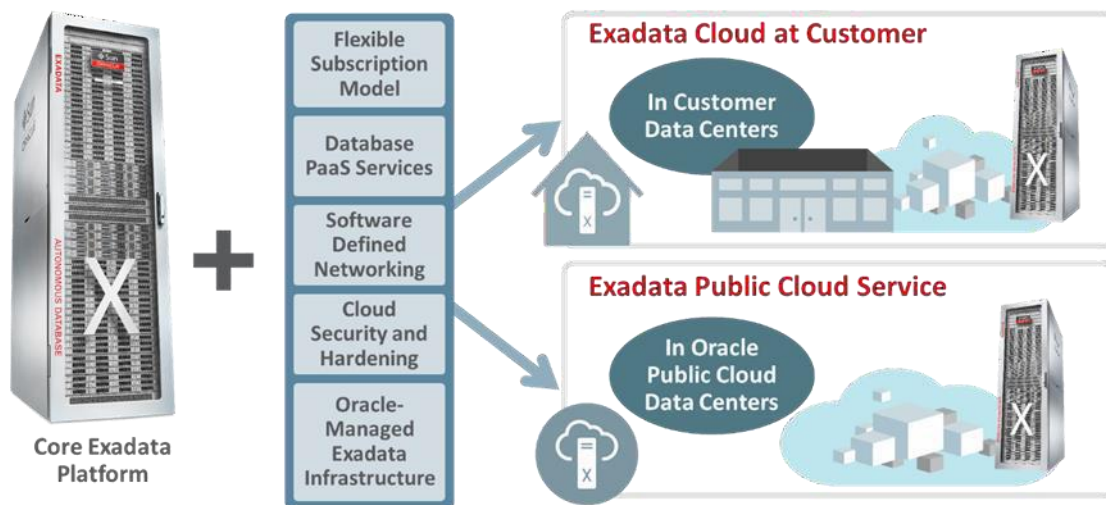


Figure 1. Choice of Deployment Models

Alternatively, Exadata Cloud at Customer uniquely combines the world's #1 database technology and Exadata, the most powerful database platform, with the simplicity, agility and elasticity of a cloud-based deployment. It is identical to Oracle's Exadata Cloud Service but located in customers' own data centers and managed by Fujitsu Cloud experts, thus enabling a consistent Exadata cloud experience for customers – whether on-premises, or in Oracle Cloud Infrastructure data centers.

- Customers that already own database and database option licenses can choose to deploy them on Exadata Cloud at Customer to minimize costs
- Databases deployed on Exadata Cloud at Customer are 100% compatible with existing on-premises databases, and databases that are deployed in Oracle Cloud Infrastructure
- Exadata Cloud at Customer is ideal for customers desiring cloud benefits but who cannot move their databases to the public cloud due to sovereignty laws, industry regulations, corporate policies, security requirements, network latency, or organizations that find it impractical to move databases away from other tightly coupled on-premises IT infrastructure

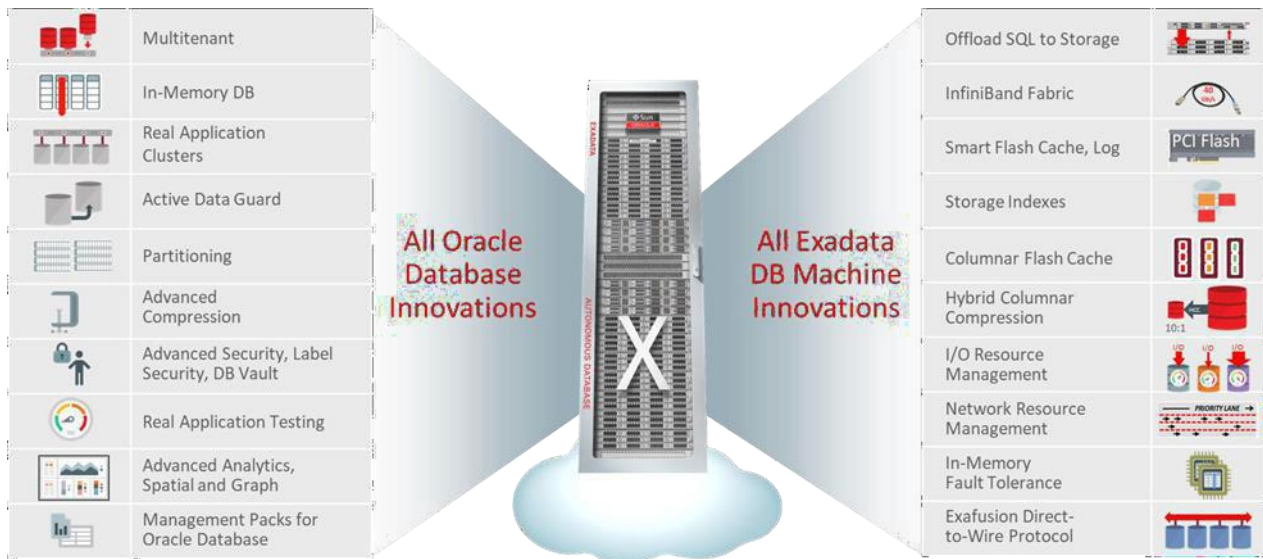


Figure 2. Fujitsu Cloud Innovations

Benefits of selecting Fujitsu:

- A Partner who will focus on the total lifecycle of the solution, the business transformation and ongoing business operations, rather than just the IT implementation.
- The experience that comes with decades of delivering business improvements in back office systems, over 600 Oracle implementations globally.
- To work with the Oracle partner who delivered the first cloud back office solution in the UK.
- A low risk of delivery. Our proven and unique approach is based on real-world experience.
- End-to-end expertise in cloud and hybrid solutions: from business change to information management.
- A company who can call upon a wide range of internal expertise for digital business transformation, mobile, security, document management, testing and compliance.
- A more secure network connection, as our Hybrid Cloud Connect links Oracle Cloud with our data centre.
- To work alongside an Oracle Diamond and Cloud Premier partner with deep access into Oracle.
- The benefits of our 30-year long partnership with Oracle, bringing product expertise.
- Access to a truly global blended on/offshore team of Oracle experts.
- Reduced risk to the customer as fewer suppliers are responsible for the service provided to implement the successful project.

Scope

As part of Fujitsu's Transformation Methodology, the customer receives a detailed transformation plan to start the migration, which includes:

1. A definitive IT asset view of their current IT estate
2. A high-level design of how their future state would look
3. A transformation plan to move from their current state into the recommended future state
4. And a detailed cost (or, optionally, a return-on-investment projection [this option is rarely asked for]).

Once the customer gives the go ahead to implement the Exadata migration a detailed plan will be delivered and worked on with the customer to agree timelines and milestones for a successful delivery.

Service Delivery

The principal deliverable is access to Fujitsu’s pool of experienced, talented, and certified staff. Skilled personnel are available from each of the Fujitsu business units, applications, infrastructure, telecommunications, and supply to develop the means to transition existing IT solutions to the cloud.

This pool of Oracle skills will then use Fujitsu’s 7x7 Transformation Methodology to assess and then implement the new Exadata Solution.

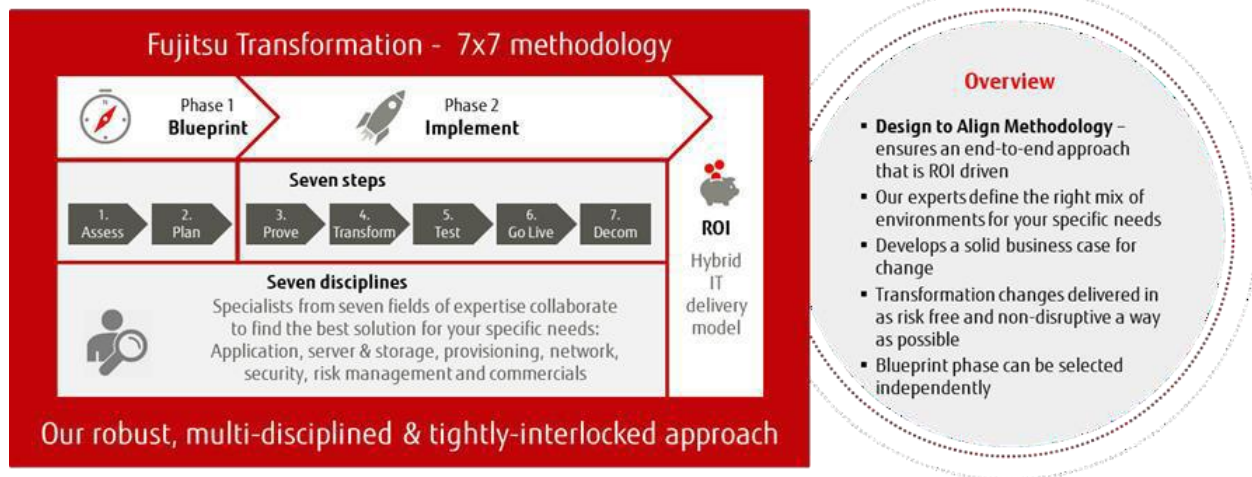


Figure 3. Service Delivery Methodology

Fujitsu Oracle experts create a tailor-made transformation plan that defines the perfect balance between cloud delivery and optimised data centre hosting for the client environment, together with a return-on-investment projection that clearly articulates the business value to justify implementation.

Blueprint

Each assessment will vary depending on the size and complexity of the data centre environment. Typically, assessments take between 3 and 4 months to complete, although timelines can be heavily dependent on the client dynamics, such as how long it might take to give us access and allow us to install our tools in their DC. It is also dependent on the size of the DC – very small DCs can take much less time.

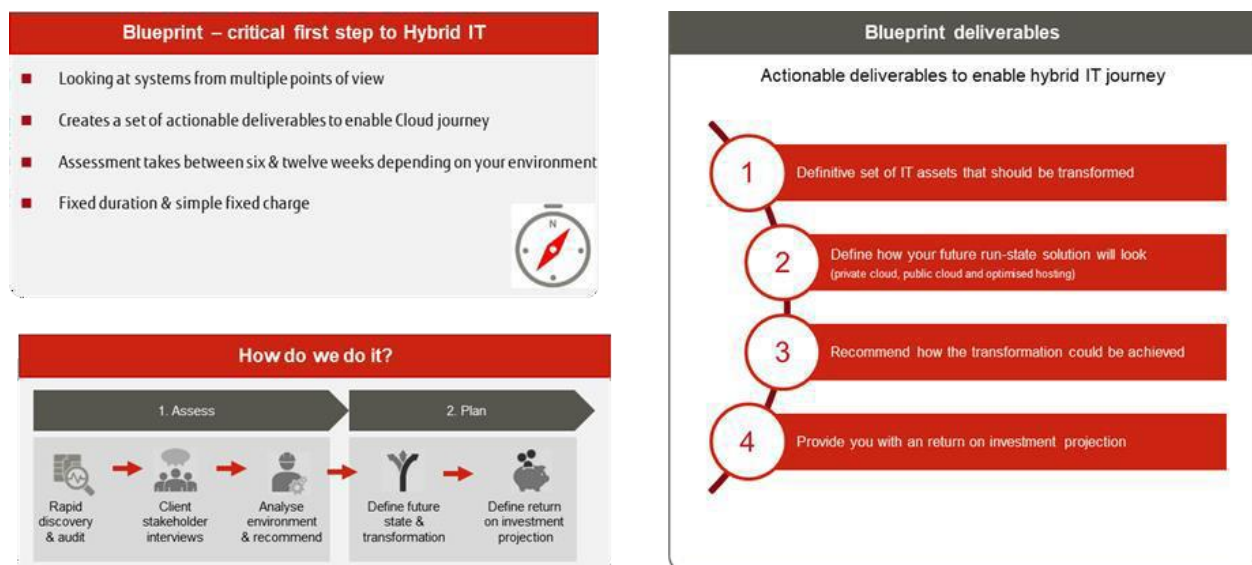


Figure 4. Blueprint Phase

Implement

Implement is a service designed to take make all the changes needed to reshape a client’s existing data centre IT environment with the right mix of cloud and optimised hosting to match their hybrid strategy. We take responsibility for managing the entire Exadata migration programme, and our experts in Oracle Cloud Infrastructure use their knowledge and skills to successfully move client workloads in a controlled and managed way.

The Implement phase is directly related to Hybrid IT Transformation – Assessment service. The Assessment assesses a client’s existing data centre-based IT, creates a projection of how the estate could be transformed into a Hybrid IT environment, and details how the migration / transformation should be undertaken. Assessment provides the crucial input to the Implement service and is therefore an essential, and a highly recommended preceding step.

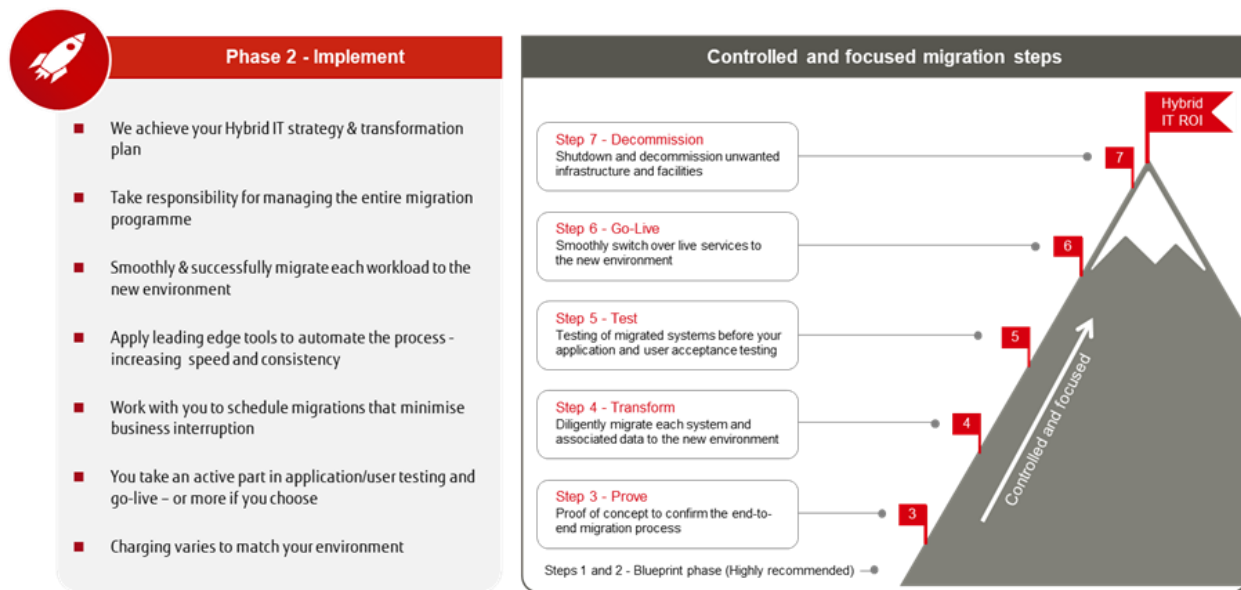


Figure 5. Implementation Phase

On-boarding and Off-Boarding Processes

On-boarding

Fujitsu has a solution to support organisations in the cloud:

- It is not just about the re-active task of managing tickets or dealing with Oracle Support
- It is forward-looking and based on cloud principles - agile, fast to act, consumption- based
- It addresses how we deal with fault management and configuration management
- Effective Environment management is now a critical activity
- Identification and adoption of new functionality should now be top of your list of priorities.

The concept behind this service is to ensure that we understand your business, and by so doing, the service we provide will not only meet the highest levels of security, availability, and service but will also complement your business. This ensures that your investment in Oracle applications and technology is always providing business value. With a System Integrator heritage, Fujitsu can also provide operational ownership of all service components extending beyond the Oracle Cloud solution to the provision of a complete end-to-end ITIL-compliant Managed Service including Hosting, Networks, Service Desk, and Application Management Services for your entire IT estate.

Fujitsu can simplify and optimise the day-to-day operational management of your application support, providing a cost-effective service that will be highly responsive to business change. The Fujitsu service is designed to complement the Oracle Cloud Support Agreement, and clients benefit from Fujitsu's deep Oracle product and service deployment expertise as well as the experience of a Global Platinum Oracle partner managing the support relationship with Oracle Corporation.

Off-Boarding

Not Part of this offering

Data migration

Not Part of this offering

Service Levels

Not Applicable

Pricing

The charge for the Exadata to Cloud Service will be dependent on a number of factors, for example:

- Your readiness for cloud Infrastructure
- The Oracle footprint required
- Any hybrid components
- Your business structure complexity and whether transformation of operating model is required
- The degree of Cloud support you want us to perform
- The complexity of your legacy estate and support needed for data migration
- Any additional ongoing support services needed e.g., Service wrapper or testing service.

The day rates for the grades of Fujitsu staff that may be used are set out in the rate card referenced below. However, the overall cost of any Implementation is dependent on the requirements of each individual service, and this will be captured in the Statement of Work.

Should any additional effort be required to complete work or carry out additional work which is out of the scope of this Service then such additional effort and any applicable charges will be agreed by both parties in the form of a new statement of work.

These charges are exclusive of Value Added Tax (VAT) and any other applicable sales taxes. Customer agrees to pay amounts equal to any VAT or other levy.

The Customer will also reimburse Fujitsu for all reasonable expenses paid or incurred by Fujitsu in connection with the Service.

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 owes to Fujitsu
- When remitting payment, the Customer will include the applicable Fujitsu invoice that the payment applies to.

Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of an Oracle Cloud Implementation Service opportunity. 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 SoW/Cal Off Form, 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 any 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 an Oracle Cloud Implementation Service is subject to the following dependencies upon the Customer:

- Procurement of the Oracle SaaS environments and application support licenses
- Provide any licenses needed for third party applications
- Participating in the initial scoping and planning activity
- Participation at workshops to support the solution process
- Participation as Cloud Adoption workshops
- Providing a suitable middleware solution to support the integration design

- Providing empowered resource to participate in any knowledge transfer sessions/workshops required, making decisions around the solution in a timely manner as indicated in the SoW/Call Off Form
- Provide expert resources to extract and convert legacy data into the required format
- Provide expert resources to deliver interfaces design and configuration activities
- Provide testing resources to test the solution during the project implementation cycle
- To provide training resources to support the rollout of the solution
- Providing resources to complete and sign off transition deliverables, acceptance into service, and plans to the timescale agreed in the plan
- Affording Fujitsu staff all reasonable access to available information describing the future state operating model
- Providing expert resources around the customer's specific data security and governance requirements
- Provision of a suitable working environment to support the project team

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, the Schedule and/or Charges with no liability and shall be entitled to charge the Customer for any cost incurred as a result.

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Oracle Cloud Implementation Service. 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, the 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 Solution Design.

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:

- Existing Oracle solution upgrades
- Legacy decommissioning
- Data archive creation
- Enterprise reporting outside of Oracle Transactional Business Intelligence standard reports
- Detailed design and implementation of any add on services outside of the solution scope

- First line and second line support post-implementation
- 3rd line support unless specifically included in the Statement of Work as part of the ongoing support service
- Fourth line support that would be provided by Oracle
- Service desk provision
- Cloud machine on-premises implementations

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
- Details of the level of backup/restore and disaster recovery that will be provided
- On-boarding and Off-boarding processes/scope etc.
- Financial recompense model for not meeting service levels This is not relevant for these Professional Services.
- Training: Except for train the trainer support, plus any other training will need analysis if this option is chosen
- Trial Service
- Data restoration/service migration

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
1st Line Support	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 2nd Line supportgroup.
2nd Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application sourcecode. This service is typically provided by the customer's Subject Matter Expert, or a local support team made up of resources that have gained experience during the project.
3rd Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via 2nd Line. The primary responsibilityof the 3rd Line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
4th Line Support	Involves complex investigation of code and provision ofcode 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.
Service Component	An element of the Core Service which can be selected as inor 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.

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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