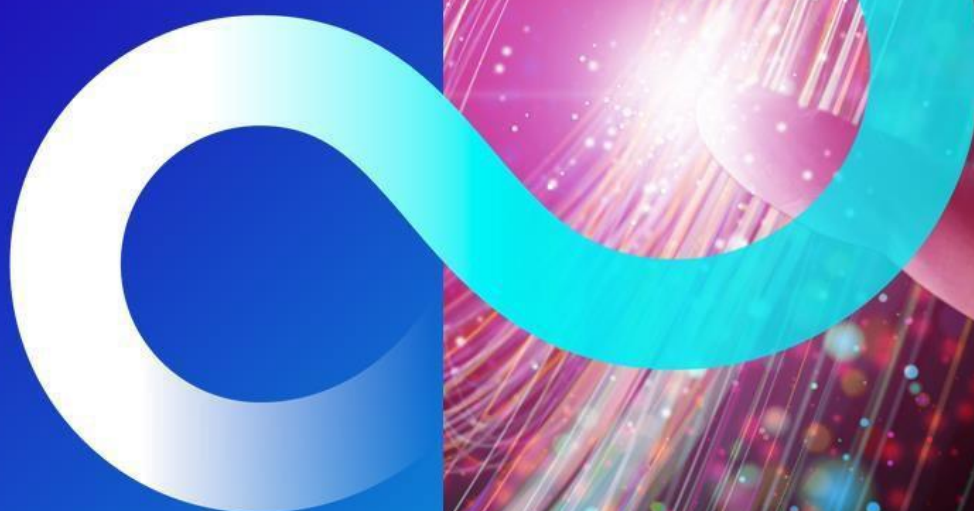


Service Definition
**Oracle Cloud
at Customer
Services**

FUJITSU



G-Cloud 15

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Oracle Cloud at Customer Services

Fujitsu has been delivering Oracle Services to clients for more than 20 years in the Public Sector with great success. Fujitsu is a **Global Oracle Cloud Service Provider**, with access to more than 3,500 Oracle professionals and more than 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.

Customers looking for the benefits of a Cloud Infrastructure as a Service (IaaS) but unable to move their data or applications to the public cloud can take advantage of Oracle Cloud at Customer IaaS. Fujitsu offers a fully managed service to implement Oracle Cloud at Customer IaaS in a Fujitsu Data Centre and provide ongoing support in a secure and manageable manner. This service enables customers to take advantage of a simple, easy transition to the cloud by utilising the experience of Fujitsu to deliver safe and efficient implementation.

This Fujitsu service can be customised for your specific organisational requirements. This provides a cost-effective way for customers to make use of the performance of Oracle cloud using a subscription approach enabling faster development and better focus on core business objectives.

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

Using Oracle Cloud at Customer provides an organisation with a secure, reliable and trusted IaaS platform for their application deployments. Oracle Cloud services can be rapidly deployed in order to orchestrate an organisation's integrations with a heterogeneous set of operational applications, including SaaS, IaaS and PaaS all on-premise.

Fujitsu adds value and assistance with the customer journey to cloud services to ensure a safe, rapid and efficient implementation. Fujitsu brings many years of business and technology experience to help customers maximise the benefits their organisation can reap from this technology. In addition, Fujitsu offer a flexible service that can be tailored to meet the specific requirements of the organisation.

Oracle take care of the hardware installation, machine/ software setup and day to day management of the low level service provision. The Fujitsu service then assists the customer with their usage and deployment to ensure key business requirements are met. Other cloud services such as PaaS and SaaS can also be built on top of this offering along with Java, database and storage options.

Key Features and Benefits

Features of the service are:

- **Cost:** Customers use the Oracle Cloud at Customer subscription-based service that allows for OPEX expenditure based on exact business usage.
- **Trusted Source:** The Oracle Cloud at Customer solution will be installed and configured by Oracle in a secure Fujitsu Data Centre.
- **Fully Managed Service:** The customer benefits from tried and tested Oracle product functionality along with Fujitsu solution management and provisioning.
- **Fujitsu Experience:** Fujitsu Oracle Cloud personnel will provide support and management for the customer solution.
- **Data Services:** Fujitsu offers a comprehensive set of consultancy services to enable moving to the cloud service.
- **Enabler:** The solution provides options for running numerous other cloud services to suit future customer requirements, such as; PaaS, SaaS, IaaS.

Benefits of the service include:

- Customers can focus on consuming services as opposed to procurement, installation, and management.
- Subscription "pay as you go" service offerings.
- Customers control their cloud usage and services required based on current needs/requirements.
- Customers can concentrate on core business tasks.
- Can avoid CAPEX expenditure.
- Customers gain all the advantages of Oracle Cloud hosted in a secure Fujitsu location they choose.
- Cloud implementation lifecycles are shorter, with decision and provisioning much quicker than traditional on-premise projects.
- The option to incorporate other key "@" business areas such as extreme computing requirements with Oracle Exadata or Oracle Big Data.
- Potential to use cloud-based platforms for staging, transforming and enriching source business data in preparation for loading into target applications.

- Use of Oracle's proven support process with infrastructure/ hardware issues being resolved at source.
- Support platform based on ITIL framework.

Service Deliverables

Fujitsu has a record of accomplishment when delivering successful Oracle based projects across the public and private sector in both cloud and on-premise hosting environments. The Fujitsu Oracle Cloud at Customer IaaS Implementation and Support Service uses a collaborative approach to help customers realise the benefits of moving to Oracle IaaS solutions by rapidly analysing requirements and providing an Oracle roadmap that aligns with the organisation's IT strategy.

This service takes a flexible approach to deployment allowing various configuration sizes to suit the customers' requirements. The Fujitsu Oracle Cloud at Customer IaaS service is complimented with the accompanying Fujitsu service which manages the provisioning and operational support tasks on behalf of the customer.

The customer is able to focus on core business tasks and the delivery of competitive advantage whilst leaving cloud management to a trusted partner. The Fujitsu Oracle Cloud at Customer IaaS Implementation and Support Service is designed for customers who are looking to maximise the benefits of an Oracle cloud solution within a Fujitsu data centre.

The architecture is delivered using secure network connectivity. With this service, Oracle would provide installation and configuration of the various compute, storage and network stages for each Cloud at Customer machine along with ongoing machine management and remote troubleshooting.

The Fujitsu service would assist with preparations, setup and provisioning. If required, Fujitsu can also offer migration services and ensure full service coordination. Fujitsu would then assist and manage the customer deployments, future provisioning and support requirements for the customer to consume the various cloud services.

The Fujitsu onboarding service would cover assistance with:

- Installation/ Configuration.
- Supporting Cloud Operation/ provision.
- Setup of monitoring.
- Virtualisation layer updates.
- Validation of Cloud service provision.
- Diagnostic on-boarding.
- Support handling setup.
- Threshold assignment. The ongoing Fujitsu service would consist of:
 - Cloud Service Management.
 - Deployment assistance.
 - O/S configuration, operation, security.
 - Service planning, design & provisioning.
 - Monitoring customer/ infrastructure databases.
 - Customer database management.
 - Customer Interfacing (Cloud/ Rest/ cli).
 - Virtualisation.
 - Customer access layers.
 - Data Centre aspects; base Cloud Machine requirements, network, security
 - Backup/ Restore (layers; PaaS, IaaS).

- Account administration (layer; startup, shutdown, restart).
- Management/ handling of service requests.
- Infrastructure management and updates.
- Service scheduling and notifications.
- Emergency management.
- Cloud at Customer machine component servicing.
- On-site troubleshooting.

The service includes a comprehensive design and build capability that supports customers in planning and implementing their Oracle Cloud at Customer solution. As a trusted Oracle Platinum Partner, Fujitsu has a track record of delivering successful Oracle based projects across the public and private sector in both cloud based and on premise hosting environments.

Fujitsu can also offer a wide range of complementary services around Oracle Cloud technology which include migration, integration, and Oracle demonstration services. The delivery model of this offering uses mainly UK based resources. For information purposes Fujitsu GDC, a division of Fujitsu, has a delivery model using a combination of landed and offshore resources.

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 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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