

Service Definition

Oracle Cloud Application Managed Service

FUJITSU



G-Cloud 15

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Managed Services for Oracle Cloud Applications Overview

Fujitsu has been delivering Managed Services for Oracle Applications to clients for more than 20 years in the Public Sector with great success. Fujitsu is a **Global Oracle Cloud Service Provider** and has **Oracle Managed Service Provider Elite** status, **Elite Analytics and Database Partner** status and **Global Cloud Provider Partner status**. We have 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.

This service is based on our own experience supporting Oracle solutions, enhanced by the real world experience gained implementing and supporting Oracle SaaS within Fujitsu globally, we understand the challenges and opportunities. It is that real life knowledge that we pass on to our customers which makes our service unique.

Supporting your Oracle Cloud Software as a Service (SaaS) solution is very different to supporting a more traditional on-premise ERP application. Just as the business needs to understand and adopt the out of the box processes that come as part of the SaaS solution, the business and IT together must understand the challenges that supporting the Oracle Cloud SaaS solution brings.

The regular update cycle, environmental control, regression testing, and introduction of new functionality at the pace dictated by Oracle, gives the customer little breathing space in terms of application support. The customer needs to understand how to live in the cloud, maximising the benefits it brings and ensuring the solution continues to deliver what the business requires. The customer remains in control of the process, within the fixed timescales determined by Oracle - it is an opportunity to thrive, but change is required in terms of support activities, which Fujitsu can deliver.

The diagram below illustrates the release management cycle.

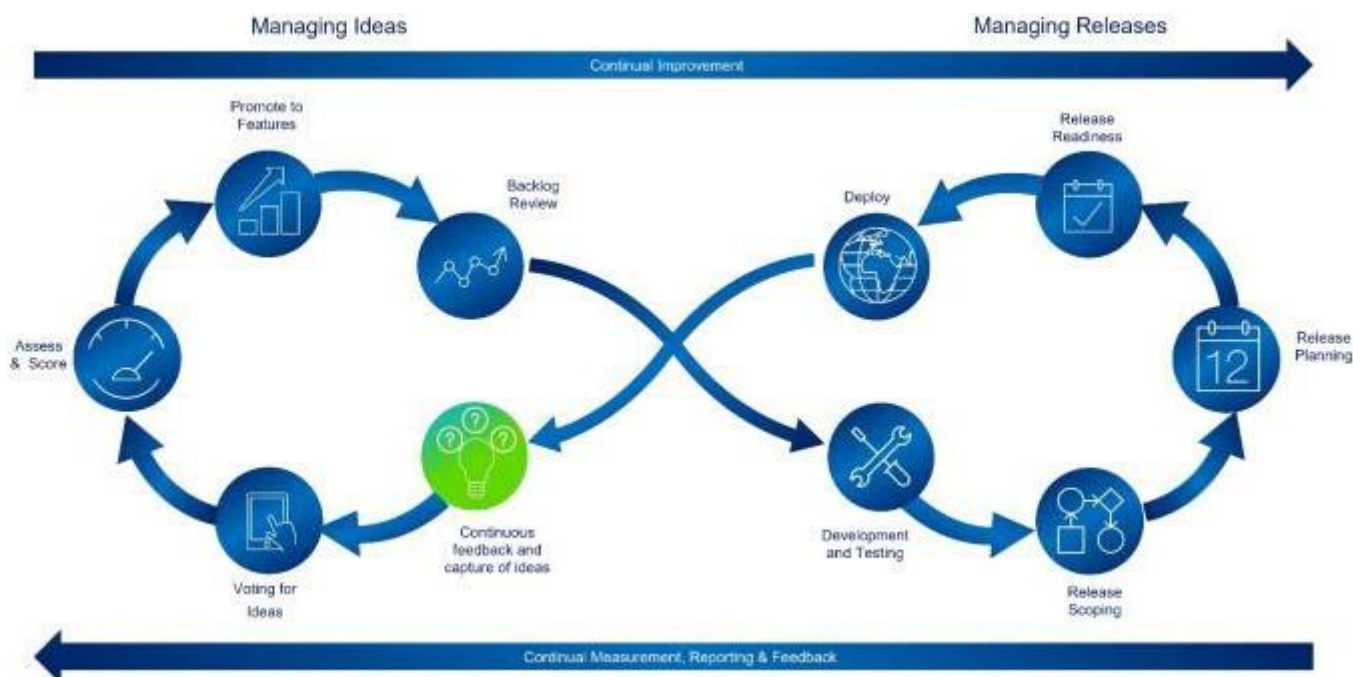


Fujitsu has a solution to support organisations in the cloud:

- 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.

In addition to our support service, we also offer delivery of change from small, inexpensive changes such as report development all the way through to implementation of new modules as a full project. We use an Agile hybrid approach for delivery of our change services, using agile for iterative design and development and then more of a waterfall approach for controlled testing.

The diagram below shows the capture, refinement and delivery model we would use to implement our collective ideas.



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. The diagram below provides a simplistic but powerful view of this concept.

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.

Fujitsu provides managed services for Oracle solutions that include cloud, hybrid and on premise, for customers that range in scale from small private sector companies to a public sector department with over a quarter of a million Oracle end-users (cited as "the second largest Oracle shared platform in the world") and 30,000 Oracle SaaS end-users globally.



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 environment management process to ensure control is retained across all cloud environments irrespective of use
- Our experienced Fujitsu Oracle Customer Success 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 Applications Shared Services teams
- Reduced burden on customers internal resources, with no need to invest in specialist (and costly) Oracle skills and capability in-house
- Access to a truly global blended on/offshore team of Oracle experts, enabling them to take advantage of our UK based Oracle Customer Success 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

The Managed Services for Oracle Cloud Applications is part of the Fujitsu Cloud Methodology (Diagram 1) This is a complete service, from initial assessment through to ongoing support, for cloud, on premise and hybrid solutions, across functional and technical services, business consultancy and project governance. We can help you thrive in the cloud, leverage new functionality, and extend your cloud solution as you grow or your organisation changes.



Oracle SaaS Applications differ in how they are implemented to on premise applications, as they require an 'adopt not adapt' approach. This extends to the ongoing support model, as Oracle no longer release customer specific patches as part of the standard service and fix patches are released as part of the quarterly maintenance cycle.

Fujitsu has experience of living with the Oracle cloud solution and has built the Managed Service we offer to reflect what is needed to live in the cloud.

Fujitsu has grouped the service offerings into 4 packages, which are termed Bronze, Silver, Gold and Platinum as shown in Diagram 2.

Each package is made up of several services that can be flexed to scale up or down to specific customers' needs, depending on the number of incidents managed per month, application footprint and interface volumes. These can further be tailored to include additional services covering PaaS, IaaS and technical developments such as reports or new interfaces.

The details of the services are shown in diagram 3 later in this document.

Diagram 2 – The Fujitsu Managed Service for Oracle Cloud Applications Offerings



Fujitsu have been supporting Oracle solutions for over 35 years and supporting Cloud solutions before Oracle moved to this platform. We support Oracle SaaS products for existing customers, and for our own internal HCM Oracle SaaS solution across EMEA.

Service Levels

Standard Service Hours for the Managed Services for Oracle Cloud Applications are Monday to Friday 09:00 – 18:00 (excluding Bank Holidays).

Additional service hours, e.g., weekend or Bank Holiday cover or callout service can be provided as agreed with the customer.

Using Fujitsu's global delivery model, we can offer a full 'follow the sun' support cycle, where our teams work together to manage critical aspects of the services, or at critical times for the customer to ensure you get the service you need, when you need it.

When the customer buys the Oracle Cloud software, they sign a support agreement with Oracle who are responsible for the hardware and software across the SaaS solution. The customer is responsible for the data, interfaces, reporting, and configuration. Oracle will provide the customer with their SLA's which Fujitsu have no control or influence over.

However, Fujitsu will ensure that Oracle deliver to their SLA's, and where we are responsible for the solution, e.g. the interfaces or configuration issues, we will jointly agree the details of the required SLAs and KPIs prior to contract signature so that they reflect key business outcomes for the customer.

Service Level examples may include:

- Use of pro-active SLAs based on business outcomes
- Incident and Problem Management for Fujitsu controlled issues
- Agreed time to escalate and log calls with Oracle support where Oracle are responsible
- Critical patches support where Oracle release a customer exceptional patch to move this through the acceptance into service process
- Oracle application monitoring
- Call Pickup Times
- Change readiness cycles for Oracle regular patch cycles.

Some sample KPIs are shown below:

- Number of approved innovations - measures the innovation capability of Fujitsu
- Innovation has the planned impact on productivity, operational efficiency in the business, elimination of the risks etc. Innovations will be reviewed together against commonly agreed criteria
- Documentation of Fujitsu controlled elements of the solution content mutually agreed with documentation sent for client review within two weeks
- Service Improvement Plan (SIP) Implementation - based on commonly agreed SIP actions - are on time and on budget
- Accuracy and coverage of applications' regression tests - reduction in call volumes over time
- User adoption monitoring – increase adoption and reduce call volumes over time
- Customer Satisfaction scores - measured by CSIP score improvement over time.

Severity Definitions

Fujitsu will agree with the customer the detailed severity levels to be used when handling incidents. The table below describes the standard definitions that are used.

Severity	Definition
1	An incident that results in a full loss of service or functionality affecting multiple users or whole systems, with critical business impact, and there is no immediate workaround solution. For an Oracle Cloud SaaS solution, this type of call is immediately raised and escalated with Oracle, they should already be aware of the problem. Our aim here is to put pressure on Oracle to fix the problem and keep the customer informed of resolution times. When Oracle release a patch, we will ensure that we are ready to move that patch through the acceptance cycle as quickly as possible.
2	An incident that results in a partial loss of service or functionality with potentially critical business impact and for which there is no immediate workaround solution. For an Oracle Cloud SaaS solution, this type of call is immediately raised and escalated with Oracle, they may already be aware of the problem. Our aim here is to put pressure on Oracle to fix the problem and keep the customer informed of resolution times. When Oracle release a patch, we will ensure that we are ready to move that patch through the acceptance cycle as quickly as possible.
Severity	Definition
3	An incident that meets the definition of a Priority 2 call but for which a business process workaround is available. For an Oracle Cloud SaaS solution, this type of call is raised and escalated with Oracle, they may already be aware of the problem. Oracle will inform us if the fix is part of the next maintenance release, and we will ensure we are ready to test this when available over the next few months (depending on where we are in the quarterly maintenance cycle). If Oracle inform us it is not in the next release, our functional consultants will discuss options with you, and work arounds can be agreed and put in place.
4	The incident has resulted in a partial loss of service or functionality and there is a nominal business impact. A workaround is available and/or deferred maintenance is acceptable. For an Oracle Cloud SaaS solution, this type of call is raised and escalated with Oracle, they may already be aware of the problem. Oracle will inform us if the fix is part of the next maintenance release, and we will ensure we are ready to test this when available over the next few months (depending on where we are in the quarterly maintenance cycle). If Oracle inform us it is not in the next release, our functional consultants will discuss options with you, and work arounds can be agreed and put in place if it is economically viable to do so.
5	The incident raised does not impact the current service but is a request for advice and guidance. As the nature of these calls are difficult to quantify, this severity call does not have an associated SLA, as most calls of this type will be resolved through dialogue across the parties involved.

Service Credits

Fujitsu believes that service levels and an associated service credit regime can be an effective way of modifying the behaviour of a supplier and is happy to discuss this requirement with the customer as part of the Service Design for the elements of the service where Fujitsu have control. However, the inclusion of a service credit regime may give rise to an increase in Charges as such is not included within the rate card provided at pages 10 and 11.

Service Management

Our Service Delivery Managers drive a service improvement plan for all customers as a way of capturing and reviewing all improvement. For Oracle SaaS solutions these improvements may be focused on business processes and business service enhancements rather than more traditional IT services.

Service Delivery Managers are also responsible for customer satisfaction for ongoing services. They regularly and appropriately assess customer satisfaction using a variety of mechanisms including scorecards, surveys, and appropriate transaction-based feedback mechanisms.

The key components of our Service Delivery are:

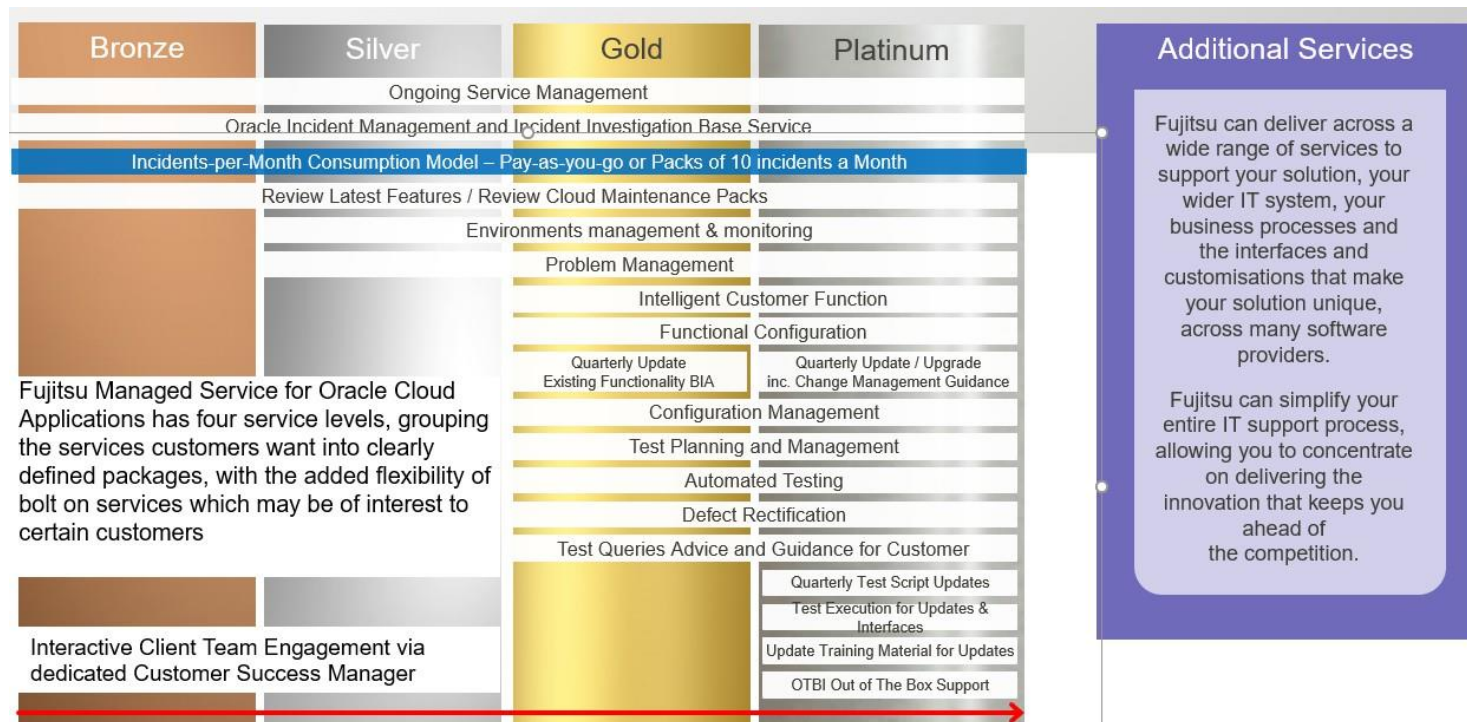
- Quantity and quality of resources
- Processes and best practice used in performing the services
- Standard of completed services – the crucial output stage
- Focus on customer satisfaction
- Blended delivery to achieve the most effective mix of onshore /nearshore /offshore services – in line with the customer's expectations and requirements.

Our Service Delivery Managers and Customer Success Managers ensure that the delivery of services to the customer meets and where possible exceeds, contractual commitments.

Service Deliverables

Fujitsu will tailor their approach 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.

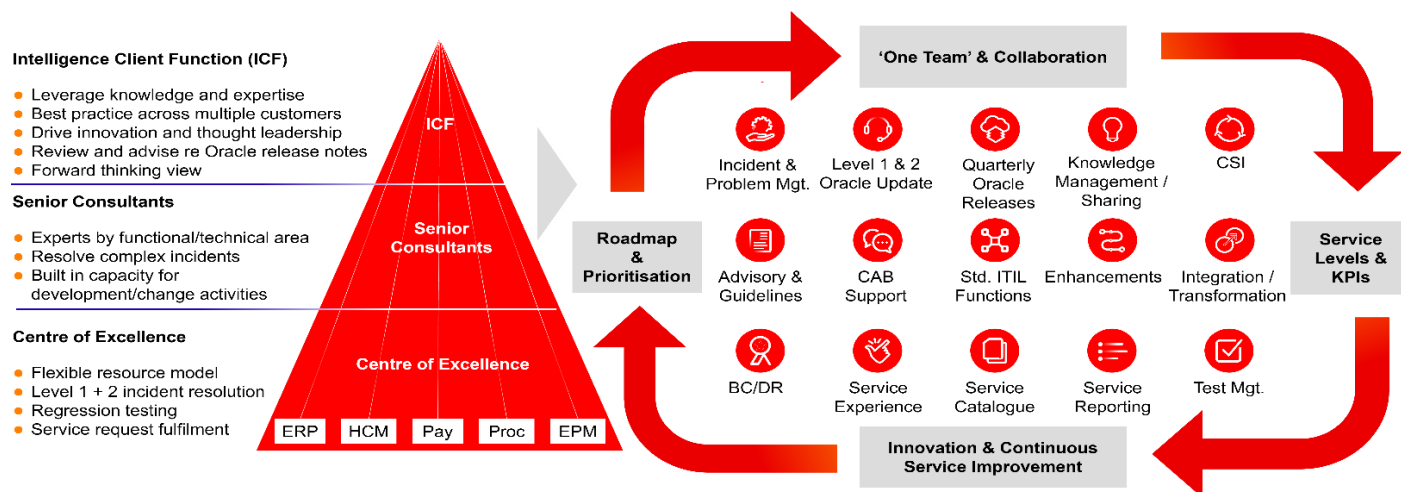
Diagram 3 – Standard Services in the Fujitsu Managed Service for Oracle Cloud



Each of the packages has defined activities that are scalable to reflect the customer's solution and requirements, with deliverables defined by Fujitsu so you understand what to expect from us.

A number of the services have pre-requisites and we will work with you to ensure the service transition is delivered smoothly and professionally, helping you with some of the pre-requisites if required.

The range of additional services we can provide is extensive drawing upon our global delivery capability. If the Gold or Platinum services are selected, we may deploy our Intelligent Customer Function. This team form the core group of Customer Subject Matter Expertise. It brings together all our knowledge and capability into one place that will enable you to benefit from our expertise across customers and sectors to drive innovation, thought leadership and strategic direction and will act as the central management hub, providing direction and communications to the business to help extract maximum value from the SaaS investment.



Our proactive and preventative approach to incidents also extends to service excellence, we will:

- Provide a Customer Success Director to lead on innovation and collaboration including quarterly innovation sessions and helping you to make the most of Oracle's quarterly releases
- Give access to our Cloud Collaboration Group to enable customer-to-customer discussion and knowledge sharing
- Drive further innovation via the Fujitsu Digital Transformation Centre and collaborate on using the latest technology to support your business priorities
- Leverage our relationship with Oracle and their UK technical and functional advisory boards to provide early visibility of future roadmaps
- Provide solution leadership and support to ensure you optimise and get maximum benefit from your Oracle investment
- Provide contract performance oversight and management, reducing complexity for you from a contract and supplier landscape perspective but receiving the breadth and depth of services offered through our partnership.

Fujitsu Automated Application Testing

The challenge facing all organisations implementing business systems is to ensure that the solution has been properly tested. Manual testing is laborious, prone to error and automated testing is often complex, requiring technical resources to create code that is not easy to adapt to change. During system implementation, customers are required to perform user acceptance testing, often with limited scripts and users lacking adequate training.

Once an organisation goes live with SaaS, there is the need to perform regular regression testing within a narrow timeframe to validate changes introduced by Oracle. This makes it vital to have a new approach to testing.

Next Gen Testing using AI

Fujitsu's Automated testing approach focuses on the outcome of testing and is defined in our Test Strategy that details every component and activity that will achieve this goal.

What if we could identify every potential test use case for an organisation and use automation to run the processes rapidly, significantly reducing the need for manual intervention? Fujitsu Testing Service removes most of the hard work, effort and cost associated with the creation, maintenance and execution of test scripts. Our zero-code approach creates automated tests and processes, reducing test cycles from weeks to hours.

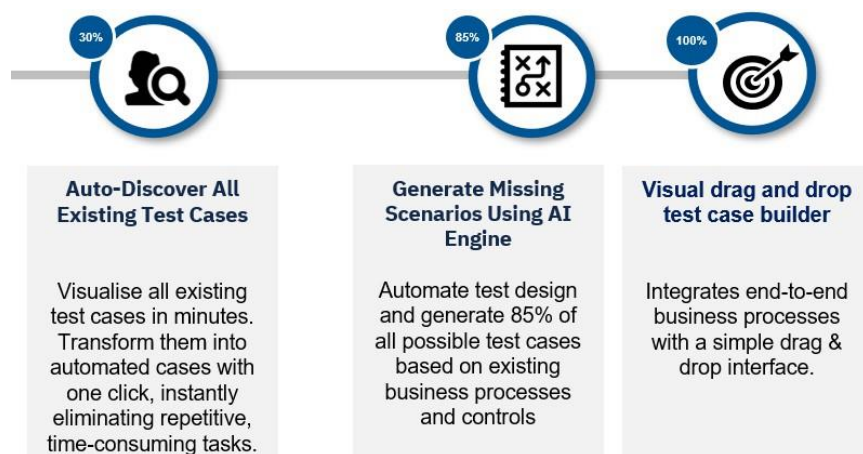
Automated testing is no longer a 'nice to have', but a flexible, business-focussed tool that Fujitsu uses to transform how business systems are validated.

What is Fujitsu's Automated Testing?

A service that manages the end-to-end validation of all business processes, using process mining and artificial intelligence (AI) to rapidly discover your business processes and automatically generate the test cases needed to validate them. It can accelerate full end-to-end testing cycles, such as system integration and user acceptance testing for implementation projects, as well as in your live environment for regression and quarterly update cycles. There is no longer a need to rely on complex tools that require technical skills.

Features

Using the features of Fujitsu Automated testing rapidly creates a full suite of test cases in a three-step process during implementation that is continuously updated post go-live into on-going support.



- Auto-Discover finds existing processes and translates these to test cases
- The AI Engine compares these test cases to the 1,400 native test cases that cover a wide range of Oracle SaaS functionality and are maintained to align with updates provided quarterly by Oracle
- The remaining test cases are created with no need for technical coding by a business consultant familiar with your organization

This is Fujitsu's test approach for Oracle SaaS where automation is central to our vision of using innovation to simplify how technology enriches our lives.

Pricing

The charge for the Managed Service for Oracle Cloud Applications will be dependent on a number of factors, for example:

- The solution footprint
- The number and complexity of the environments
- The number of incidents raised per month
- Support hours outside of standard hours
- Degree of global resource we can utilise
- The type and number of PaaS/IaaS services
- The level of service required (Bronze, Silver, Gold, Platinum)
- The degree of configuration deployed (Key Flexfields etc.)
- The number and complexity of interfaces needed
- The degree of Cloud Adoption services you want us to perform
- Any acceptance into service activities you need us to perform prior to service transition e.g. creation of test scripts.

The Charge for this Service is dependent upon the scope of work the customer requires. The scope of work will be defined and agreed in terms of reference prior to the work commencing. The professional services resources deployed are dependent on the scope and complexity of the 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 Travel and Subsistence expenses paid or incurred by Fujitsu in connection with Services delivered outside of the M25.

The rates for these services are included in the Pricing Document which accompanies this Service Description. Standards for Consultancy Day Rate Cards:

- Consultant's Working Day – 8 hours exclusive of travel and lunch
- Working Week – Monday to Friday excluding national holidays
- Office Hours – 09:00 - 17:00 Monday to Friday
- Travel and Subsistence – Included in day rate within M25. Payable at supplier's standard T&S rates outside M25.
- Mileage – As above
- Professional Indemnity Insurance – included in day rate.

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.

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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