

Service Definition

Oracle Application & Data Integration Cloud

FUJITSU



G-Cloud 15

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Oracle Application & Data Integration Cloud Overview

Fujitsu's robust and flexible business applications support services enable our global customers achieve business goals efficiently. Our structured, reusable and consistent Cloud based development processes deliver breakthrough solutions quickly to cater to your changing IT landscape. With over 15000+ person years of experience of Oracle & Digitalization, experience across technologies including Oracle ODI platform, we have helped several global customers on their digital transformation journey.

We help our customers meet business challenges while overcoming technology roadblocks with our innovative customized application management services. We understand our client's technology, operational and business requirements, and partner with off-the-shelf software companies for product engineering services and solutions. Manage databases in cloud services and accelerate analytical performance while achieving new levels of efficiency, security, and availability. Our Oracle ODI services on Cloud features include the following:

1.1 Solution Features:

- Oracle Data Integrator Cloud Services (ODICS) support to access heterogeneous data
- Oracle Data Integrator Cloud Services analytical and operational data integration
- Oracle Data Integrator Cloud Service heterogeneous support 3rd party platforms
- Oracle Data Integrator Cloud Service data warehousing appliances
- Oracle Data Integrator Cloud Service Big Data systems
- Oracle Data Integrator Cloud Service's (ODICS) E-LT capabilities
- Fusion Middleware Administering Oracle Data Integrator
- Oracle Data Integrator Cloud Service (ODI) to load Business intelligence cloud services (BICS)
- Oracle Data Integrator-ODI to reverse-engineer metadata from a data server
- Oracle Data Integrator Cloud Service's Knowledge Module framework

1.2 Business Benefits

- 20% improved ODI performance leveraging Fujitsu's expertise, tools and skills
- 25% reduction in operational costs using automation and continuous delivery
- Lowers total costs of ownership through lower infrastructure costs, increased-productivity
- Unifies data-based, event-based and service-based integration in a single solution
- Creating and Using Data Services: Provides set up, generation and deployment of data services
- Running Integration Processes: Provides Monitoring and debugging integration process.
- Develop Integration Projects: Provides creating and using Packages, Creating and Using Mappings.
- Use ODICS Capturing and reuse technical expertise and best practices
- Oracle Data Integrator helps customers to integrate data on Cloud
- Support real-time analytics that help organizations drive better business decisions

Service Scope and Features

Fujitsu Offers ODI services to high performance ETL with less data movement which is best for the Cloud. Oracle Data Integrator Cloud Service executes data transformations where the data lies without having to copy data.

2.1 Service Offering

Fujitsu is not a reseller of this service and has substantial experience and capability in Oracle ODI Service. Predominantly our services are utilized in the following areas:

- **End-to-end Solutions**
 - Define Architecture, Security, Scalability
 - Resilient, Service Discovery & Monitoring features
 - Architecture and Designing of cloud enabled Oracle ODI
 - Installation and configuration
 - Business continuity planning
- **Architecture Services**
 - Architecture Assessment on ODI implementation
 - High level roadmap
- **Production Support**
 - ODI support & Maintenance as per requirements
 - Monitoring: continued availability and improved up-time
- **Resource Augmentation:** Resource augmentation for our global customers

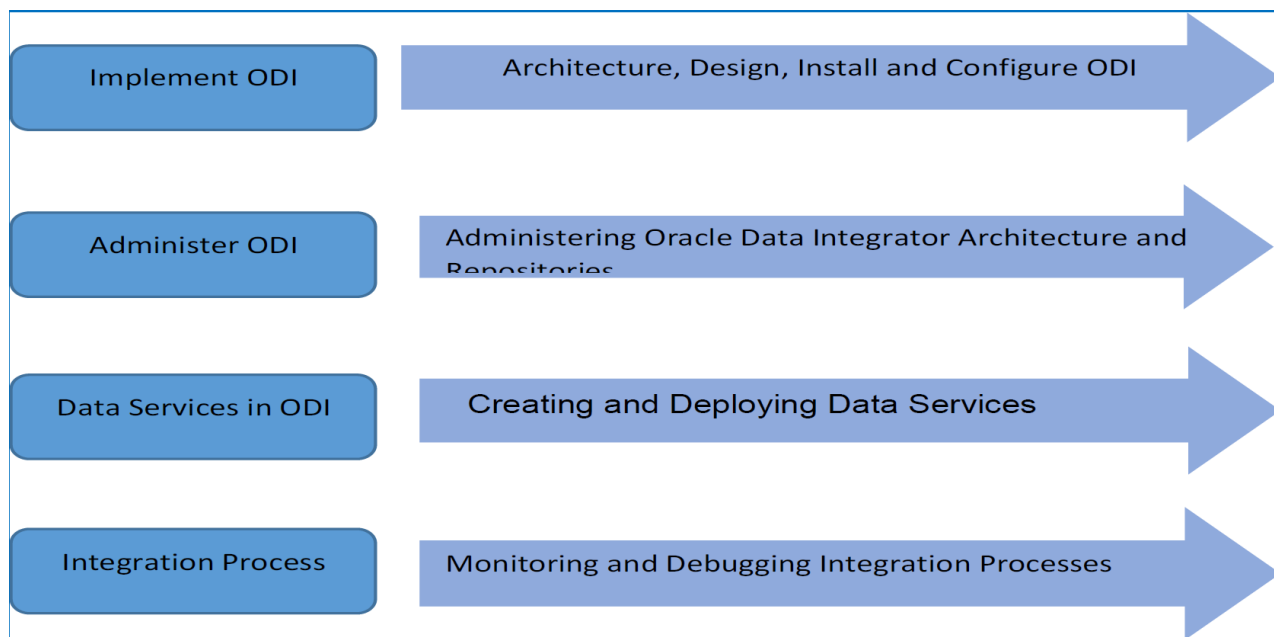


Figure 1 : Capability in Oracle ODI Service

Fujitsu is not a reseller of this service and has substantial experience and capability in Oracle Data Integrator service for cloud applications.

Fujitsu is not a reseller of this service and has substantial experience and capability in delivering Microservice design and development service for cloud applications.

2.2 Technologies / Tools

Category	Technologies / Tools
Technology Stack	Oracle Data Integrator
Databases	Oracle 10G, 11G, 12C, 18C, 19C
Operating Systems	Linux, Windows

Table 1 : Technologies / Tools

2.3 Service On boarding/Off boarding

On boarding

- Buyer can request the usage of services through an initial inquiry by providing a brief on their needs and requirements.
- Fujitsu team will contact Buyer and brief about its Cloud Service offerings. Subsequently Fujitsu team will provide extensive list of questionnaires to Buyer to understand Service requirements.
- Based on the specific needs aligned with Buyers, Fujitsu will customize & provide service offerings to address the Buyer's requirements.
- Onboarding of Services will be initiated once a formal Agreement is reached

Off boarding

- As per Agreement terms, Service Off boarding will be planned and implemented

2.4 Security Credentials

Fujitsu is an ISO 27001 certified company and has implemented various technical, physical and administrative controls as per ISO 27001 to safeguard confidentiality, Integrity and Availability of Fujitsu and our customer Assets.

Why Fujitsu?

Fujitsu is a leading global IT solution provider, with a suite of automation-driven IT and knowledge process services that help global enterprises to succeed in the Digital Age. We enable digital transformation by building agile, efficient technology infrastructures that blend legacy business models with disruptive digital innovations.

Fujitsu creates long-term business value for our clients by investing in IP, solutions and industry-focused delivery teams that concentrate domain knowledge.

With Fujitsu, you get a trusted partner that can provide the skills, insight and support to propel your business forward.

With over 30 years relationship with Oracle Corporation - Fujitsu has tailored its Oracle cloud service offerings to enable enterprise IT deliver a digital backbone, leveraging the right cloud levers based on their business needs.

Our Value proposition for our customers include:

- Global Partnership with Oracle, enabling access to industry best practices, thought leadership, know-how etc.
- Reduced operations costs and enhanced efficiencies leveraging Fujitsu's proven methodologies and accelerators
- Substantial experience in delivery Oracle Data Integration service for cloud applications.
- Certified Cloud experts that help our customers leap ahead on their Oracle based cloud journey

At Fujitsu, we provide our customers with the solutions they need, when they need it, and constantly look forward to anticipate their future challenges.

Fujitsu has a wide presence in United Kingdom with offices at London, Bracknell, Birmingham, Warrington and Edinburgh. We have delivered our services across UK in multi domains that includes government, finance and many more.

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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