

Service Definition

ReachBack Archive Solution

FUJITSU



G-Cloud 15

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Fujitsu ReachBack Archive Solution Overview

When moving to Oracle Cloud (SaaS) one of the challenges is to ensure that after the move from on-premise legacy Oracle ERP Applications to Fusion Oracle (SaaS) organisations need to retain legacy information for both statutory compliance and business reasons in a separate secure repository that would also allow access for historic reporting and to fulfil Freedom of Information (Fol) requests.

Fujitsu have recognised this requirement for SaaS customers across all Industry Sectors and have created our “Reachback” solution to store archived data and to be able to easily access whilst reducing the licensing overhead. The application has been developed using Oracle Autonomous Database with an Oracle APEX front end and is deployed to solve an organisations compliance challenge.

 DB Migration service	 No EBS License cost
 User Access Controls	 Data Retention and Compliance Controls
 Pre-Built Front End to Access Data	 Data conversion for user friendly data retrieval
 Extensible – ability to add new data reports	 User interface developed for HCM, Finance, Procurement and Payroll
 User friendly user interface	 Uses Autonomous Database

The service is designed to support and help clients implement the information archiving strategies as described below.

Application de-commissioning (or retiring legacy applications) - data from stand-by (or legacy) applications can be migrated to our information archive platform thereby allowing customers to retire such applications enabling cost benefits.

Application load shedding - is a process migrating in-active data in live (or active) applications to our target information archive platform thereby shedding (or relieving) the load on active applications which can lead to better performance in such live applications.

This archive service can consist of:

- **Discovery:** Help organisations to understand what Information they can archive and helping them build the business case to do it;
- **Migration:** Extract data to be migrated, transform the data before it is ingested into the archive and ingestion of data into the archive;
- **Search:** Configuration of search GUI based on customer’s search requirements against the archive;
- **Reports:** Design of reports based on customer’s reporting requirements against the archive;
- **Security services:** Configuration of user roles and permissions for secure data access of archive.

Our archive services provide design / consultation, transition management and service management in support of the design and implementation of Cloud based services.

Business Need

Digital information is growing at an unprecedented rate. Many organisations are finding the cost of managing large amounts of digital data in a secure and compliant way is very high.

Many organisations spend a lot of resources in maintaining legacy data that needs to be retained to meet regulatory requirements. The costs involved in maintaining legacy data and associated applications often form a large part of an IT/business budget constraining expenditure in the improvement of business critical applications and new technologies. This is compounded by the risks involved in maintaining legacy applications for example vendors may decide to stop supporting the legacy technology and skill sets required to maintain this are harder to find.

The problem is not just with legacy applications. Many active applications may contain large amounts of in-active data (i.e. data that is never or rarely accessed). Such in-active data increase IT resources and as a consequence IT expenditure and lowers application performance.

Our archive services can help alleviate this problem through moving legacy and in-active data to a compliant, secure and cost-effective information archive platform.

Fujitsu can offer both the information archive platform and the archive services to help facilitate the retirement of legacy applications and in-active data that will ultimately improve the performance of critical live applications.



A powerful faceted search capability allows users to quickly and easily find the reports and information required.



Report favourites allow users to manually specify the reports they most frequent.



Through in-built machine learning, a user's most frequently used reports are presented on the dashboard landing page for ease of access.



Users can create multiple variations of the report, save them as named reports



Using Reports security, reports and categories can be secured to user groups or individual users.



Audit & Logs allow administrators to see which reports are being run, by who and on what frequency.



Interactive Reports allow users to customize the layout of the data by choosing the columns they are interested in, applying filters, highlighting, and sorting.

Service Delivery Approach

Fujitsu would adopt a flexible approach to the delivery of this service, which can closely align with the government solution design manual.

Our approach can enable the following benefits:

- Can help enable early benefits for the business through a proof of concept approach;
- A smooth transition to support as we deploy the service management team during the project lifecycle;
- A fully accredited solution where we can act either in a supporting role or by taking responsibility for the delivery;
- Rapid start to the project as we are working on a platform which is ready to deploy;
- Reduced risk of migration challenges as we address these risks throughout the project lifecycle.

Here are the typical and key phases of our approach:

- Discovery phase – Within a discover phase this service can be used to develop initial prototypes, produce a list of user needs and plan an alpha phase;
- Alpha phase– During the alpha phase the service can be used to build a working prototype, test whether the underlying technology meets the business need and plan the beta phase;
- Beta phase – Within a beta phase this service can be used to provide the user stories, build a working prototype, test the solution with real users and accredit the solution;
- Live – Once all the feedback on the prototype is incorporated, the final state of the solution can be deployed. Then, after the project goes live these services can be used to support the working solution, optimise the solution and enable it to remain secure.



Helpdesk service



Database maintenance activities



Issue resolution



User management queries



Defect management

Service Management

Furthermore the service can be delivered to align with the government Solution Design Manual.

Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

On-boarding and off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service. Fujitsu shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

Skills and Knowledge Transfer

Fujitsu recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients. Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Fujitsu's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge

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.

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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