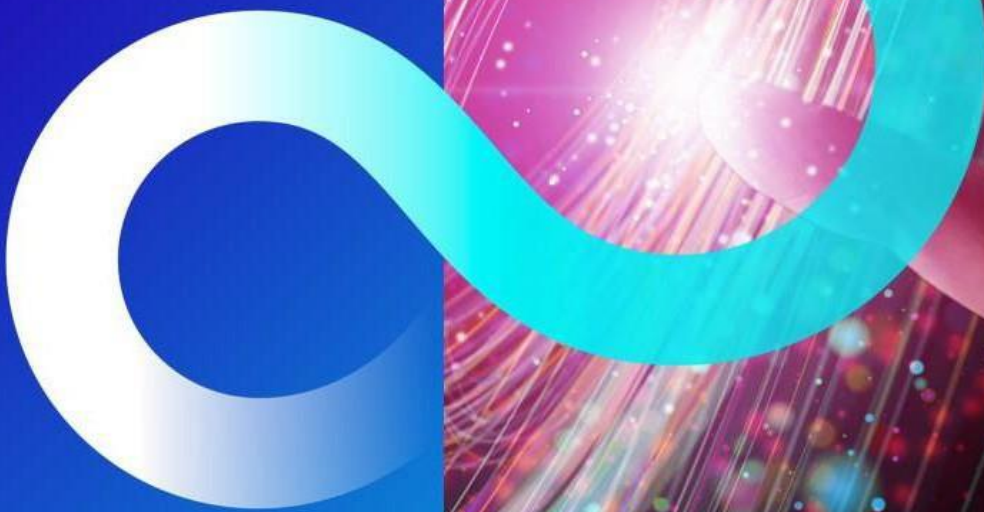


Service Definition

Oracle Cloud Services for Central Government

FUJITSU



G-Cloud 15

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Services Overview

Fujitsu has been delivering Oracle Managed Services to clients for more than 20 years in the Public Sector with great success. Fujitsu are a Global Oracle Cloud Service Provider, with 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 whether your solution is Oracle Cloud, Oracle on premise, or a hybrid.

Fujitsu's Cloud service can assist Central Government departments to deliver efficiency savings across the back office, and thereby enabling reassignment of resources for service delivery improvements across the front office.

Central to our approach is co-locating our key team members with your support teams while having access to a flexible team of multi-discipline resources located near shore. This gives you immediate access to the people who understand your systems and processes without the need to accommodate the entire team in your offices. The Fujitsu on-site team will engage directly with your organisations 'Intelligent Customer Function' who will act as the central management hub, providing direction and communications to the business.

Cost-cutting continues to have a high profile across government there is also now a strong push to move back-office applications to the Cloud, and reap the benefits of a managed subscription service. Fujitsu can assist with the client's delivery of an integrated Cloud SAAS solution by providing an approach and a solution which is designed to reduce implementation risk, providing a robust, transparent design, and help maximise ease of business adoption. The approach is based on the pre-supposition that most of the authorities business and transactional processes and requirements will be extremely similar from one authority to another, and do not need redesigning.

This provides an 80% 'core' solution design, utilising the Oracle business process flows embedded in the native software. Emphasis will be placed on the remaining 20% of requirements which are necessary, and which make that authority unique. The Fujitsu Cloud templates can help the business in reducing recurring operational costs and facilitate change by considering the organisation structure, business processes, policies as well as the Oracle Cloud applications and technology to help deliver a more efficient back-office platform, and can consist of:

1. An integrated multi-Cloud SaaS solution. Migration of data and processes to Fujitsu's standard Government template configuration based on the latest version of Oracle Cloud Applications, utilising the HCM, Payroll, Finance, Procure to Pay and Self-Service functions along with Business Intelligence Dashboards.
2. Organisation transformation can support and assist with client benefit realisation through the transition to simplified processes and a standard operating model.
3. Application Support, as agreed with the buyer, to complement and enhance the product maintenance support provided with the Oracle Cloud subscriptions. Oracle licences for this service would need to be obtained by the buyer.

Fujitsu can provide Business Analysis, Testing, Design / Consultation, and Service Management in support of the design and implementation of the Oracle Cloud Applications technical solution, and the associated business processes. This service is designed to help accelerate client implementation of Oracle Cloud Applications for the back office in the public sector. The Fujitsu team of consultants is experienced in local and central government and the standardised design and processes are deployed utilising a set of pre-designed templates and tools.

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 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 have to 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.

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

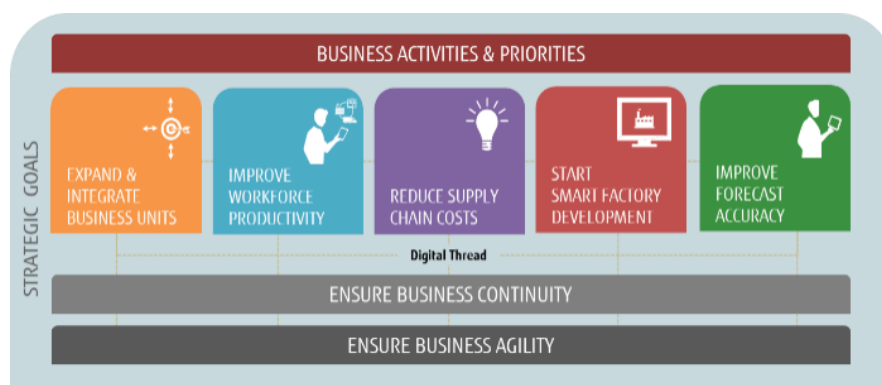


Figure 1: Business Activities and Priorities

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.

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 public sector departments with over a quarter of a million Oracle end-users (cited as "the second largest in the world") including 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 **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 the Oracle Corporation.**

Service Delivery Approach

The Managed Services for Oracle Cloud Applications is part of the Fujitsu **PRIME Cloud Methodology** (Figure 2). 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.

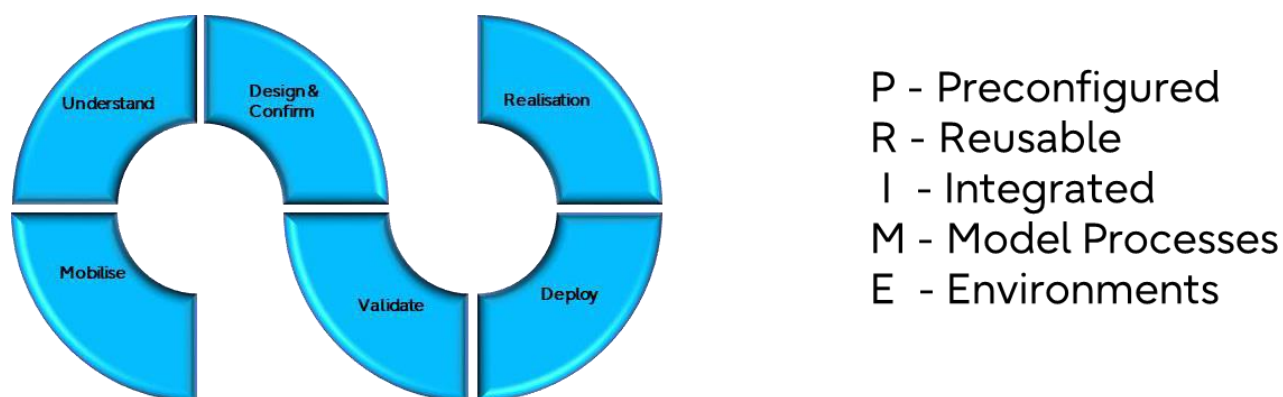


Figure 2 PRIME Service Delivery Approach

Oracle Cloud 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 offers a number of services that can 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.

Fujitsu have been supporting Oracle solutions for over 30 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, see examples in table below:

Service Type	Availability	Comment
Full DBA Cover (for PaaS and IaaS)	24x7	
Bank Holiday cover	Easter, May Days, August	
Extended daytime	07:00 - 19:00	To cover critical business periods
Early evening	18:00 - 22:00	For late working
Interface cover	18:00 - 24:00	For critical processing
Saturday working	08:00 - 17:00	
Sunday working	08:00 - 17:00	

Table 1 Service Levels

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 delivers 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:

- Incident and Problem Management for Fujitsu controlled issues
- Agreed time to escalate and log calls with Oracle support where Oracle is responsible
- Critical patches support where Oracle release a customer exceptional patch to move this through the acceptance into the 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 Level 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.
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.

Table 2 Severity Level Definitions

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 Oracle Application 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.

Application 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.

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

Service Deliverables

Fujitsu will tailor the service 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.

Fujitsu's operating model for cloud services enables inputs from multiple sources such as incidents, regular application updates and change requests to be managed in an efficient and cost-effective manner. In order to ensure that incident volumes due to common reasons are reduced over time, we will build in a feedback loop to the Strategic Service Desk where they can be intercepted and resolved quickly.

We build on our existing robust service management approach, giving you the assurance of a strong governance framework.

We understand that the rates of change imposed by a cloud-based approach to IT mean that elements of support such as environment and release management require greater emphasis than for on-premise systems where change can be managed in-house. The responsibility for resolving SaaS defects by Oracle now means that more time is required communicating with the Oracle support team and their colleagues in the Development group rather than resolving the issues in-house. In addition, third parties may be involved in the support services for niche activities, making vendor management a greater priority than before.

Central to our approach is co-locating our key team members with your support teams while having access to a flexible team of multi-discipline resources located near-shore. This gives you immediate access to the people who understand your systems and processes without the need to accommodate the entire team in your offices. The Fujitsu on-site team will engage directly with your organisation's **'Intelligent Customer Function'** which will act as the central management hub, providing direction and communications to the business.

These on-site resources will address the activities that benefit from a close working relationship:

- Resolution of critical incidents
- Changes to business process because of bug fixes & replacement of workarounds required post Go-Live
- Impact analysis of bug fixes and the introduction of new functionality
- Environment management and release planning for regular monthly/quarterly updates

In summary, the support operating model Fujitsu adopt has design principles of digital by default within a flexible resource and commercial framework that delivers measurable benefits to your Organisation.

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 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 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 Service Design e.g. Service Desk integration for incident creation and update.

Service Constraints

Fujitsu shall not be liable for the 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, 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 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.

Contact: government.frameworks@fujitsu.com

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