

Service Definition

Agentic AI for End-to-end Automation

FUJITSU



G-Cloud 15

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Agentic AI for End-to-end Automation Overview

By using Oracle Application Express (APEX) on Oracle 23 and 26 ai database, Fujitsu can develop a range a of bespoke cloud applications to solve discrete departmental requirements or more strategic enterprise application demands. The Agentic AI End-to-End Automation Delivery Service is a structured, outcomes-focused service that designs, builds, and implements intelligent automation capabilities using agentic AI. The service enables organisations to automate complex, cross-system business processes by deploying autonomous AI agents that execute tasks, make contextual decisions, and orchestrate workflows end to end.

This delivery service focuses on capability enablement, transferring a fully operational automation solution into the organisation, supported by governance, security, and knowledge transfer to ensure sustainable adoption.

Delivery

The development team is responsible for understanding functional requirements and converting those requirements into technical design, thereby delivering comprehensive scoping and a project specification for all our clients. The following process of development can be used as a guide for the purpose of this document; however alternative development methodologies can be adopted such as taking a more agile approach.

Project

Determining project feasibility is usually achieved by undertaking a high level scope. This requires Fujitsu development consultants spending time with key individuals usually on site to review the requirements. A client brief must be present at the time of Fujitsu undertaking the project assessment. The client brief must include, where appropriate, an outline of functional requirements, overview of existing systems and missing functionality, project objectives, technical information such as existing software and hardware and preferred workflow diagrams of functionality.

The outcome of this exercise produces an internal project assessment, which is used to;

1. Confirm the feasibility of the project with the client
2. Outline the approach Fujitsu will take to scoping and producing a quote
3. Highlight potential technical or functional restrictions based on the project brief
4. Raise questions about workflow or functional requirements

Details Scoping of Tasks

Following acceptance by the client to proceed with a more detailed scoping exercise, and using the client's brief as a guide to ensure no processes are missed, Fujitsu analyses the requirements and map processes into workable solutions. The duration of the scoping exercise is dependent on the level of detail provided in the client brief and the size of project.

The scoping document will detail the following;

1. Functional analysis of the requirements , eg Individual modules and functionality
Technical analysis and recommendations, eg How to handle reporting or user administration
3. Outline Database design and structure, eg Importing data, objects etc.
4. Outline Application design and structure, eg Visual concept of certain screens or reports
5. Recommended architecture and technical components, eg Database and application security

Specification

At this stage, Fujitsu would have been selected as the development partner of choice with commercial sign off in place.

Once project approval has been obtained the development team undertake the task of writing system specifications. All functionality including screen shots, validation and all processing in detail is documented and sent for review to the client. Generally a specification document requires some revision; the key issue is that the document is accurate. Once the client is completely satisfied with the specification, client signed approval will be required. Once approval has been confirmed development timescales will be sent including all milestones set, project update schedule agreed and pilot delivery date set.

Note. Although writing system specifications is a time consuming tasks it is vital that all detail is documented so all parties are completely clear on what the brief is and what the result will be.

Development

The client will be updated throughout the development phase. Modules and specification can be adopted to maintain a more Agile approach if required. Any change to requirements may impact plans but, as with all projects, change can happen and we allow for setting new priorities and accommodating those.

User Acceptance Testing

Fujitsu recommends that client pilot testing is scheduled prior to the integration of each new module/functionality; the pilot duration and objectives will be agreed between the client and Fujitsu (UK) Ltd.

Post Implementation Review

All aspects of the project are reviewed and signed off as complete according the specification produced at the start of the project or the project approach taken.

Professional Services

Each client project is unique, therefore various supplemental services are requested of Fujitsu to complete the project, including but not limited to;

1. Implementation services and support
2. Application and Database support
3. User training
4. Technical training on the development tool used (for future internal modifications)
5. Documentation production

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 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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