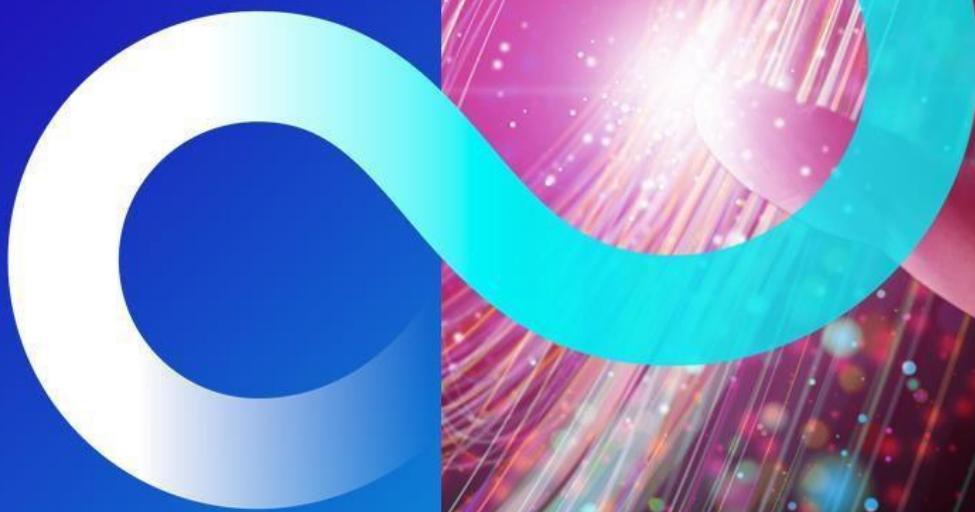


Service Definition

Document Scanning Service

FUJITSU



G-Cloud 15

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Contents

Document Scanning Services Overview 3

 Key Service Features.....3

 Key Service Benefits3

 Benefits of selecting Fujitsu as your partner:3

Service Delivery Approach 5

Commercial 6

 Ordering and Invoicing Process.....6

 Minimum and Maximum Terms6

 Termination Terms6

 Customer Termination6

 Supplier Termination.....6

 Consumer Responsibilities.....6

 Technical Requirements7

 Service Constraints.....7

 Service Exclusions.....7

Document Scanning Services Overview

Fujitsu has been delivering Oracle Implementation Services to clients for more than 30 years in the Public Sector with great success. Fujitsu are an Oracle **Global 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.

Organisations need to ensure that they understand the impact of digital transformation on their information. Fujitsu supports clients through expertise in Enterprise Content Management (ECM), Electronic Document and Records Management (EDRM), collaboration, scanning and digitisation. We also bring legal and regulatory expertise covering FOI, DPA and GDPR.

Key Service Features

- Development of information architectures, corporate file plans and data quality
- Advice on scanning, digitization, capture, retention, and destruction/disposal
- Management of the impact of digital transformation
- Advice on legal and regulatory compliance
- Freedom of Information, Data Protection, General Data Protection Regulation
- Enterprise Content Management ECM, Electronic Document Management EDRM, workflow
- IM support for analytics, big data, Internet of Things (IoT)
- Business case development, options appraisal, and project or programme management
- Supplier management and procurement process support
- Support aligning information management to Cyber Security/Information Security

Key Service Benefits

- Access to information management and digital continuity experts
- Advice that is truly supplier independent
- Track record for successful delivery of projects and programmes
- Awareness of market offerings and the marketplace in general
- Understanding the balance between people, process, technology and culture
- Improved effectiveness of information management across the organisation
- Improved efficiency of information management across the organisation
- Improved legal and regulatory compliance across the organisation
- Reduced information risk across the organisation
- Information management support during cloud migrations

Benefits of 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 Service
- 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 Information Management (IM) service has been designed to assist clients either on-premise or in the Cloud or whilst transitioning service provider. Often this comes as part of a broader digital transformation, where the organisation is fundamentally changing the routes to customers and the manner in which those customers are engaged.

We understand the need for information to support such change and we also understand the realities of maintaining a defensible corporate record as part of that. Our consultants are specialised in information management.

The questions we help our clients answer include:

- How is information supporting my digital transformation?
- Am I compliant with legal and regulatory requirements?
- Do I have a defensible corporate record?
- Is my information being handled properly and is it safe?
- Are the suppliers I intend to use capable of meeting my needs?
- How am I managing my information to deliver the most effective and cost-efficient services?

We do this using a number of techniques, such as:

- Maturity modelling and assessment against best practice standards
- Strategy development and options appraisal
- Delivery of projects and programmes (including EDRM / ECM and cloud implementations)
- Supplier engagement and competitive procurements
- Education and awareness

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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