

Service Definition

Employee Experience Platforms

FUJITSU



Table of Contents

Services Overview	3
Service Delivery Approach	6
Commercial	8

Services Overview

Fujitsu has been delivering Oracle 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.

Oracle Development Tools - Fujitsu APEX Employee Experience Solution

Today, in the modern digital age, the quality of your digital employee experience is critical to business success. Delivering a great employee experience via intelligent and easy to use systems can enable you to attract and retain the best talent, increase efficiency and improve your customer experience.

At Fujitsu, we understand that a happy and engaged employee is a more productive employee and have introduced a new initiative –Employee Experience Platform, a next-generation portal designed to make employees' lives easier.

Employees are used to intuitive digital experiences at home, employees now want the same experience at work. With our Oracle employee experience solution, we enable you to deliver consumer-style experiences in a work setting.



Our solution supports and promotes agile delivery to get you up and running quickly, it utilizes the power of Oracle Application Express (APEX) to deliver modern responsive screens, employee dashboards, manager dashboards and workforce management tools.

Why choose Fujitsu as your Oracle Employee Experience Solution partner?

At Fujitsu, our relationship with Oracle spans 3 decades, and over the years we have co-created several products as well as having built several global centres of excellence for Oracle Services.

We are experts at helping organizations on their journey to the Cloud. Over the past years, our relationship with Oracle has taken a new direction, and we are now closely collaborating with them on the provision of Cloud services utilizing the best of Fujitsu and Oracle technologies. With our innovative thinking we help to simplify processes and offer:

- agile, scalable solutions delivered at speed
- cost savings and efficiencies with pre-built interfaces and APIs

Our approach focuses on co-creation and agile application development.

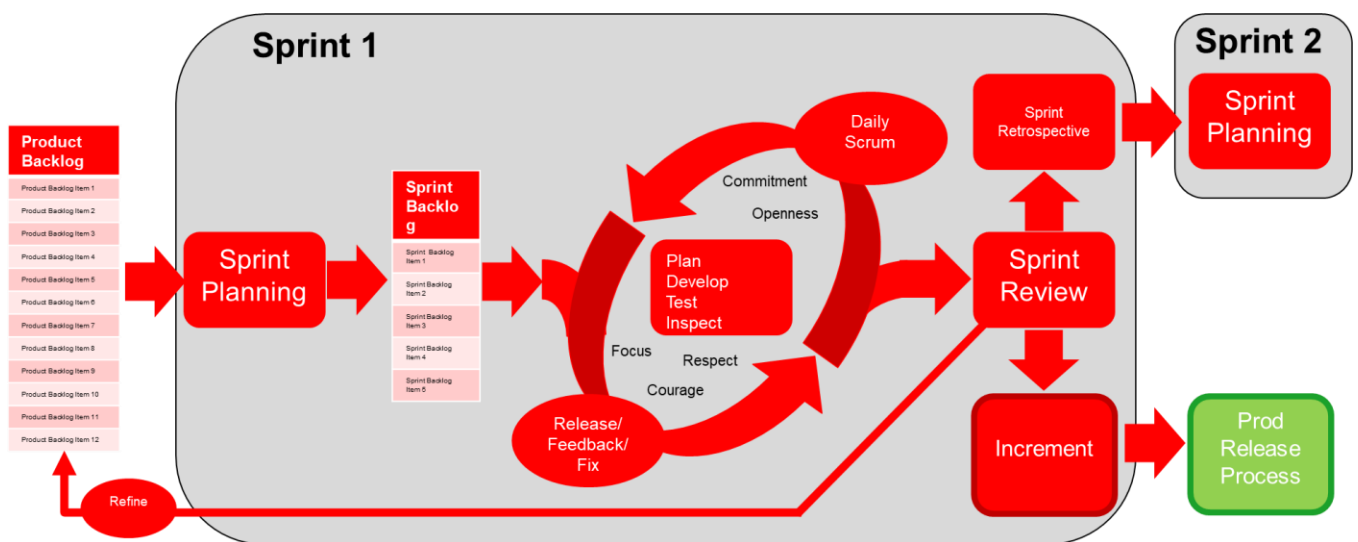


The benefits to you when selecting Fujitsu as your partner:

- **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.

Agile Delivery Approach



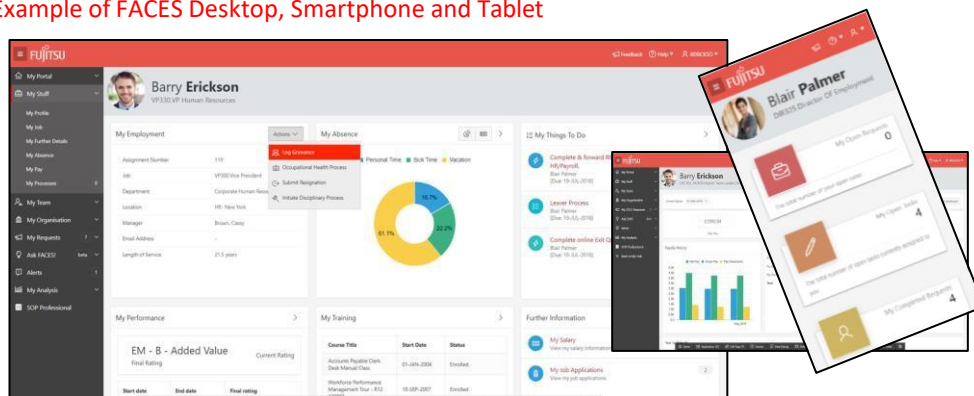
Service Delivery Approach

Fujitsu will use our proven suite of software accelerators 'Fujitsu Application Customer Experience Solutions' (FACES) to deliver enhancements, improved functionality, accessibility and user experience for your Organisations key solutions. The technology behind FACES combined with our agile delivery approach provides greatly improved accessibility over multiple device types and through simplified language and processes.

This naturally leads to a much better user experience, delivering a true Employee Experience Platform rather than just another portal.

We will use FACES to provide an integrated device and browser agnostic solution that supports your requirements. Access to FACES functions and data will be controlled using Oracle access user credentials and responsibilities meaning that our deployment of FACES solutions can be iterative and controlled through a planned programme of work.

Example of FACES Desktop, Smartphone and Tablet



FACES is built using Oracle's Application Express [APEX] development tool and sits entirely within your database. Oracle Corp. are mandated to use APEX internally to provide any extensions to their own global instance of eBS.

We have a track record of successfully implementing FACES based solutions to central government shared service and private sector organisations.

These applications deliver measurable cost savings through streamlined processes and the introduction of improved validation, guidance and automation alongside a vastly improved user experience. Our Agile delivery approach will help deliver the best applications suited to your needs in the shortest amount of time.

FACES will provide you with pre-configured building blocks or 'accelerators' to enable faster delivery of enhanced HTML5 browser based Oracle eBS applications that combine transactional processing alongside dynamic and responsive reports. The accelerators take care of the underlying logic and database transactions leaving the agile delivery team free to concentrate on design and process improvements that deliver maximum benefits to the Authority.

Our FACES accelerators include:

- Authentication and Authorisation schemes which will use the Oracle eBS user credentials to ensure compliance with all security models set up in your Oracle instance

- Wrappers for Oracle eBS API to include logic for data management of key processes. E.g. Personal Address details [Create, Read, Update and Delete]. These are designed sympathetically to allow a simpler future transformation to micro services
- Use of secure views to ensure all security related to Oracle responsibilities is observed.
- Device agnostic streamlined processes and simplified UI design across a broad range of Oracle eBS functions that can be modified to reflect specific requirements. All of our accelerators use Oracle's Universal Theme. This ensures that the application will resize dynamically to any device [desktop, tablet, smartphone etc.] providing a quality and consistent user experience
- Re-use of existing eBS configuration and security models. Our accelerators are designed to work with the underlying Oracle Applications configuration and security. This means that the FACES application can respond dynamically to changes in your Oracle solution such as extensions to value sets or changes to a security profile or user's responsibility
- Proven agile delivery methodology which promotes collaborative working, reduces testing cycles and delivers robust low maintenance applications that are suited to your requirements and business processes.

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.

Contact: government.frameworks@fujitsu.com

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