

Service Definition

Oracle PAAS Development Service

FUJITSU



G-Cloud 15

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Oracle PAAS Development Service Overview

Fujitsu has been delivering Oracle Implementation 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.

Platform as a service (PaaS) is getting very popular among the customers as it not only accelerates their software as a service (SaaS) adoption, but also ensures that ever-changing integrations are quicker and require reduced effort.

With the adoption of PaaS, the setup cost is reduced considerably and customers can focus on the business solution than investing time and money on the infrastructure and software management. Customers need a strong system integrator (SI) partner with a proven solution framework who can help them adopt a PaaS platform speedily.

Fujitsu has extensive experience in successfully executing large programs that deliver complex integration solutions based on the Oracle Fusion Middleware products. Fujitsu Oracle PaaS CoE is continuously helping our customers leverage key Oracle PaaS services like oracle integration cloud (OIC), mobile cloud enterprise (OMCE), integration cloud service (ICS), process cloud service (PCS), SOA cloud service (SOA CS), database cloud service (DBCS), Oracle Data Integrator Cloud Service (ODI CS), API management (API Platform) and java cloud service (JCS) for building tailored integrations to speed up their cloud adoption with minimal risks.



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.

Service Delivery Approach

Fujitsu has Oracle Integration Competency Centre which offers various capabilities for the clients. We have vast experience in execution of several projects with multiple clients in diverse business verticals. The nature of these projects range from tactical integration, to multi-channel integration and partner integration.

Fujitsu has a wide range of service offering and below mentioned are some of them.

- Consulting Services
 - Cloud Maturity Assessment
 - Product Adoption strategy
 - Proof of concept and technical prototype
- Integration Strategy
 - Architecture Advisory
 - Migration roadmap and planning
- Implementation
 - Cloud integration solutions
 - Business Process Management solutions
 - Shared services setup
- Operational Support
 - 24X7 Production Support (L1, L2 , L3)

Fujitsu has extensive experience in successfully executing large programs that deliver complex integration solutions based on the Oracle Service-Oriented Architecture. Fujitsu Oracle PaaS CoE continuously helping our customers leverage key Oracle PaaS services listed above for building tailored integrations to speed up their cloud adoption with minimal risks.

Here are key features of the Fujitsu Oracle PaaS CoE:

- A team of 150+ consultants for the Oracle PaaS platform who have been trained through Oracle's online and classroom training and Oracle Partner Network (OPN) certifications
- Dedicated architects for each service area who focus on co-development, rapid skill-building through internal training, thought leadership, value-added services, and demonstration of PaaS capabilities
- A full-blown stack on Oracle PaaS services, which will be available for building and maintaining various solutions, proof of concepts, and client demos for presales functions, and will be managed independently in-house under the supervision of senior architects
- Prototypes which we have already built in-house for integrating cloud applications and enhancing features to achieve bigger business goals

The Fujitsu Oracle PaaS CoE is on the path to becoming the number one systems integrator for PaaS platforms, and it has created a wide range of solution offerings that serve many clients across the globe.

Our key solutions available on the Oracle PaaS platform are aimed at enhancing customer experience (CX) SaaS, human capital management (HCM) SaaS and Oracle cloud ERP SaaS.

We have built the following CX PaaS solutions based on real-time customer engagements such as:

- Mobile field service app to extend the capabilities of Oracle Service Cloud, by leveraging Oracle's Java Cloud Service, Mobile Cloud Service, and SOA Cloud Service
- Customer support service solution, by leveraging Oracle's Oracle Integration Cloud Service Mobile Cloud Service, SOA Cloud Service, Java Cloud Service, and Database as a Service (DBaaS)
- Cloud integration with Oracle Enterprise Resource Planning (ERP) using a connectivity agent of Oracle Integration Cloud Service, which is used to integrate the cloud and on-premises services
- Service Procurement to enable rate card and time card entry and approval using java cloud service, soa cloud service and database cloud service.
- Accounts Payable on Cloud solution to provide clients with an end to end platform for no touch invoice processing.

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.

Definitions

Any terms used in this Service Definition have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Definition and the other documents that comprise the Agreement, the provisions of this Service Definition shall prevail.

Description	Description
	Covers those activities undertaken by the service desk in the receipt of a call, the initial analysis of the call, the application of a known resolution and, where a known resolution does not exist, the assessment of the Priority of the call and the escalation of that call to a second Line support group.
Second Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application source code. This service is typically provided by the customers Subject Matter Expert or a local support team made up of resource that gained experience during the project.
Third Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via Second Line. The primary responsibility of the third line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
Fourth Line Support	Involves complex investigation of code and provision of code changes - fixes and new releases.
Core Service	The above described service that can be contracted for.
Customer Organisation	The organisation to which a User may belong.
ERP	Enterprise Resource Planning.
Service Component	An element of the Core Service which can be selected as in or out of scope depending on customer requirements.
Service Desk	A function that provides the first point of contact for end-user enquiries and fault reporting for applications.
Oracle Cloud Service Agreement	Agreement signed by the customer during their initial negotiations with Oracle to procure the service from Oracle.
SaaS	Software as a Service.
PaaS	Platform as a Service.
IaaS	Infrastructure as a Service.
Hybrid	Refers to a solution that is part hosted in the cloud and part either on the customer's premises or hosted by a third party.

SLA	Service Level Agreement
KPI	Key Performance Indicator

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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