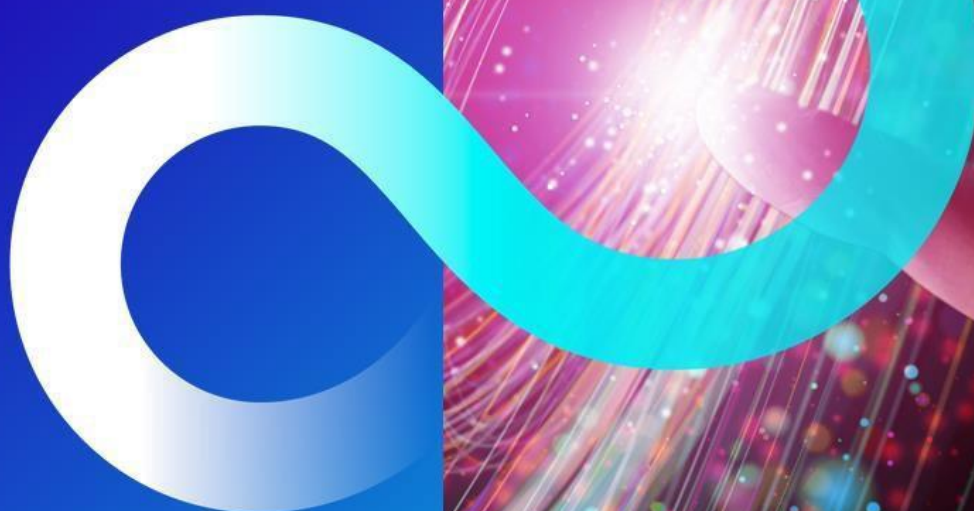


Service Definition

Migration to Oracle Linux Operating System

FUJITSU



G-Cloud 15

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Migration to Oracle Linux Operating System

Fujitsu understand customer’s choice of Linux and virtualization have a big impact on your business for both on-premises and in the cloud. Oracle Linux and Virtualization help you improve security, reduce downtime, simplify your operations AND save you money at the same time.

United Airlines has found Oracle Linux a game changer, enabling them to enforce security compliance and roll out updates 87% faster, with zero downtime. And Oracle Linux and Virtualization have enabled Epsilon to deliver solutions Up to 20X Faster.

What’s more everything at Oracle runs on Oracle Linux. They use it to develop Oracle Databases and applications, to run our Engineered Systems and to run Oracle Cloud with over 60 billion transactions a day. As a result, Oracle Linux, which is 100% binary compatible with Red Hat Linux, is the most optimized and best supported Linux for your business critical applications, on premises and in the cloud.

Fujitsu are able to help customer implement Linux on-premise or on Cloud infrastructure and provide ongoing support.

The Oracle Linux operating system is engineered for open cloud infrastructure. It delivers leading performance, scalability, reliability and security for enterprise SaaS and PaaS workloads as well as traditional enterprise applications. Oracle Linux Support offers access to award- winning Oracle support resources and Linux support specialists, zero-downtime updates using Ksplice, additional management tools such as Oracle Enterprise Manager and lifetime support, all at a low cost. Unlike many other commercial Linux distributions, Oracle Linux is easy to download and completely free to use, distribute and update.

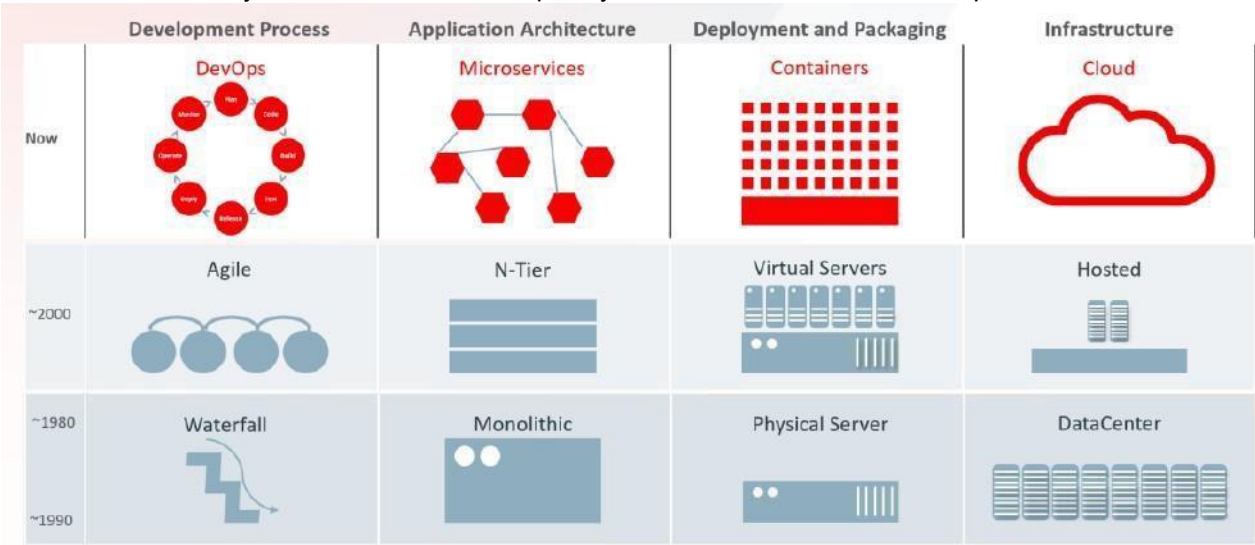


Figure 1: Overview

Oracle Linux Key Features

- Free to use, free to distribute, free to update
- Zero-downtime kernel and user space updates with Ksplice
- Comprehensive kernel and application tracing with DTrace
- Linux management and high availability included at no additional charge for Oracle Linux Support customers
- Optimized for Oracle, including Oracle Database, Oracle Applications

Key Benefits

- Increase security by adding layers of defense with Ksplice zero downtime patching and non-disruptive security updates.
- Simplify operations with flexible, simple, non-restrictive contracts
- Improve your SLAs with single vendor full stack support
- Reduce risk and improve time to market with out-of-the-box optimizations for the Oracle stack
- Deploy new services up to 10X faster by leveraging Oracle Linux certified packages, OVM templates and OEM services
- Improve your OPEX with flexible cost effective contracts and simplified management
- Leverage the latest technologies at no additional cost, for example Docker and Kubernetes are included in Oracle Linux Premier support

Enterprises are looking for technologies that can help them achieve faster time to market and keep ahead of the competition. Cloud native microservices-based applications can provide the agility and increased productivity needed.

However, most IT operations are overwhelmed with the changing cloud native technology landscape. One option is to build your own cloud native environment from open source software. But, that requires dealing with the complexity of picking the right software and getting it all to work together, without any vendor support. The other approach is to use a stack or distribution from a software vendor. This option offers support but that could mean lock-in with that vendor, which may also not be up to date with the latest technologies.

Oracle offers a better alternative—one that can give you the best of both worlds by delivering software that supports the open standards, specifications, and APIs defined by the Cloud Native Computing Foundation® (CNCF®).

Benefits of selecting Fujitsu:

- A Partner who will focus on the total lifecycle of the solution, the business transformation and ongoing business operations, rather than just the IT implementation.
- The experience that comes with decades of delivering business improvements in back office systems, over 600 Oracle implementations globally.
- To work with the Oracle partner who delivered the first cloud back office solution in the UK.
- A low risk of delivery. Our proven and unique approach is based on real-world experience.
- End-to-end expertise in cloud and hybrid solutions: from business change to information management.
- A company who can call upon a wide range of internal expertise for digital business transformation, mobile, security, document management, testing and compliance.
- A more secure network connection, as our Hybrid Cloud Connect links Oracle Cloud with our data centre.
- To work alongside an Oracle Diamond and Cloud Premier partner with deep access into Oracle.
- The benefits of our 30-year long partnership with Oracle, bringing product expertise.
- Access to a truly global blended on/offshore team of Oracle experts.
- Reduced risk to the customer as fewer suppliers are responsible for the service provided to implement the successful project.

Global CSP Partner

Fujitsu is one of only four Global Oracle CSP Partners which allows us to leverage our global capabilities in Oracle expertise as well as the power of additional discounting and rebates on standard Oracle pricing.

Service Delivery Approach

As part of Fujitsu's Cloud Support Offering for Linux Cloud Native Environments the customer receives a detailed transformation plan to start the migration, which includes:

1. A definitive IT asset view of their current IT estate
2. A high level design of how their future state would look
3. A transformation plan to move from their current state into the recommended future state
4. And a detailed cost (or, optionally, a return on investment projection [this option is rarely asked for]).

Once the customer gives the go ahead to implement Oracle Linux a detailed plan will be delivered and worked on with the customer to agree timelines and milestones for a successful delivery.

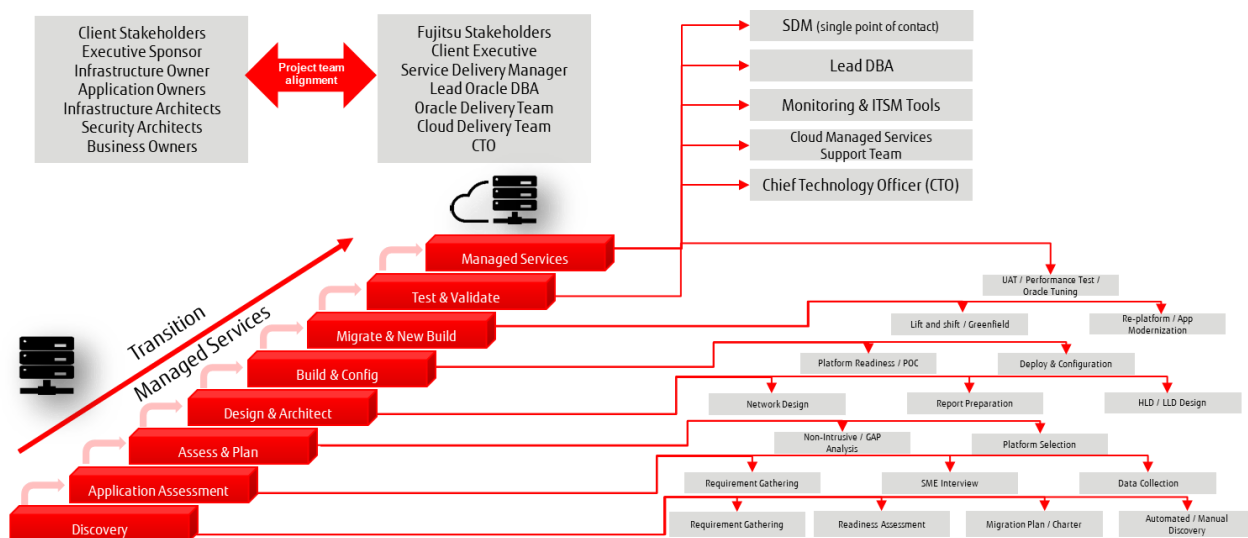


Figure 2: Service Delivery Approach

Service Delivery

Fujitsu's deliverables for an Oracle cloud Linux migration and/or an upgrade project can incorporate workshops to understand new functionality and its impact on existing features and how new functionality may be exploited to help add value to the organisation. Technical activities may include migration to or upgrade of some or all of the components, typically: Suitable IaaS cloud provider, operating system, the database layer, applications layer and existing data as necessary. Cloud migrations and upgrades also include testing of new systems and functionality and a migration path to the live system.

The assessment of our buyer's existing application landscape assists Fujitsu in making an informed basis to agree whether an upgrade will be sufficient or a modernisation considering a cloud migration is required. Fujitsu can perform an assessment based on factors comprising of:

1. Set-Up & Strategy – does the existing implementation meet business requirements as they have evolved over time?
2. Module Redundancy – have the currently deployed application modules significantly changed or has complicated configuration significantly changed their original vanilla functionality?
3. System State – how comprehensive and clean is the application data and how much of it is still important?
4. Scalability and Resilience – Does the existing infrastructure meet the current business needs, is a move to new infrastructure or a move to the cloud as an IaaS service need to be considered.

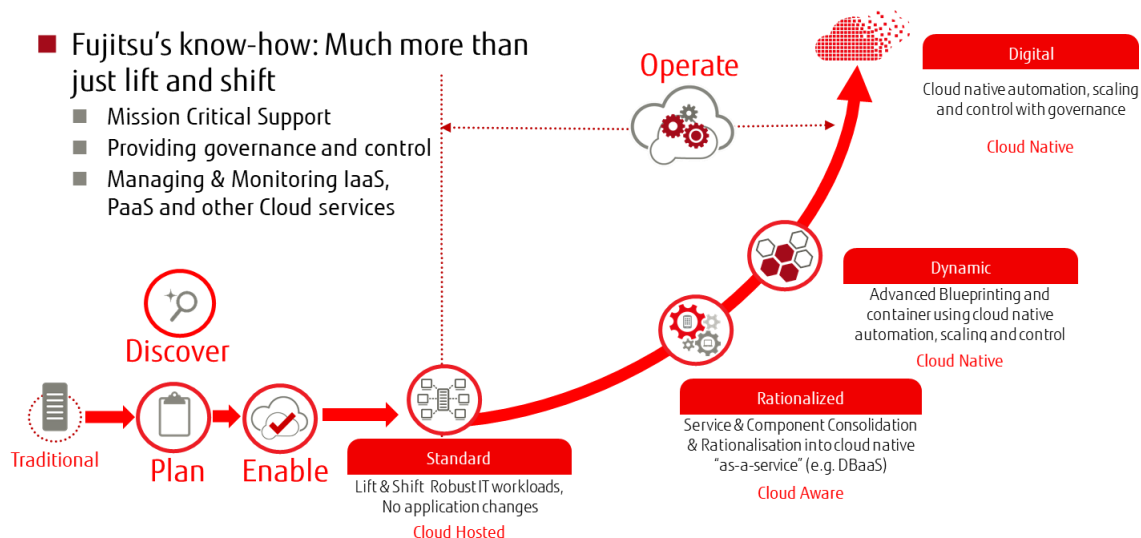


Figure 3: Delivery Process

Pricing

The charge for the Oracle Linux Cloud Native Environment Support will be dependent on a number of factors, for example:

- Your readiness for cloud Infrastructure
- The Oracle footprint required
- Any hybrid components
- Your business structure complexity and whether transformation of operating model is required
- The degree of Cloud support you want us to perform
- The complexity of your legacy estate and support needed for data migration
- Any additional ongoing support services needed e.g. Service wrapper or testing service.

The day rates for the grades of Fujitsu staff that may be used are set out in the separately published rate card. However, the overall cost of any Implementation is dependent on the requirements of each individual service and this will be captured in the Statement of Work.

Should any additional effort be required in order to complete work or carry out additional work which is out of the scope of this Service then such additional effort and any applicable charges will be agreed by both parties in the form of a new statement of work.

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 that the payment applies to.

Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of an Oracle Cloud Implementation Service opportunity. 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 SoW/Cal Off Form, 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 any 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 an Oracle Cloud Implementation Service is subject to the following dependencies upon the Customer:

- Procurement of the Oracle SaaS environments and application support licenses
- Provide any licenses needed for third party applications
- Participating in the initial scoping and planning activity
- Participation at workshops to support the solution process
- Participation as Cloud Adoption workshops
- Providing a suitable middleware solution to support the integration design

- Providing empowered resource to participate in any knowledge transfer sessions/workshops required, making decisions around the solution in a timely manner as indicated in the SoW/Call Off Form
- Provide expert resource to extract and convert legacy data into the required format
- Provide expert resource to deliver interfaces design and configuration activities
- Provide testing resource to test the solution during the project implementation cycle
- To provide training resource to support the roll out of the solution
- Providing resources to complete and sign off transition deliverables, acceptance into service and plans to the timescale agreed in the plan
- Affording Fujitsu staff all reasonable access to available information describing the future state operating model
- Providing expert resource around the customer's specific data security and governance requirements.
- Provision of a suitable working environment to support the project team

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.

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Oracle Cloud Implementation Service. 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 Solution Design.

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:

- Existing Oracle solution upgrades
- Legacy decommissioning
- Data archive creation
- Enterprise reporting outside of Oracle Transactional Business Intelligence standard reports
- Detailed design and implementation of any add on services outside of the solution scope
- First line and second line support post implementation

- 3rd line support unless specifically included in the Statement of Work as part of the ongoing support service
- Fourth line support that would be provided by Oracle
- Service desk provision
- Cloud machine on premise implementations.

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.
- Financial recompense model for not meeting service levels This is not relevant for these Professional Services.
- Training

Outside of train the trainer support, plus training needs analysis is this option is taken, this is not relevant for these Professional Services.

- Trial Service

This is not relevant for these Professional Services.

- Data restoration / service migration

This is not relevant for these Professional Services.

Definitions

Term	Definition
1st Line Support	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 2nd Line support group.
2nd 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.
3rd Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via 2nd Line. The primary responsibility of the 3rd Line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
4 th 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.
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.

Table 1: Definitions

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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