

Service Definition

Oracle Database As A Service

FUJITSU



G-Cloud 15

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Oracle Database As A Service Overview

Fujitsu has been delivering Oracle Managed Services to clients for more than 20 years in the Public Sector with great success. Fujitsu is a **Global Oracle Cloud Service Provider**, with access to more than 3,500 Oracle professionals and more than 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.

Applications are core to organisational efficiency, empowering users with the tools they need at their fingertips. However, applications are only as effective as the database underpinning them. Achieving a responsive and reliable database tier involves significant expenditure, it requires a great deal of experience and continuous commitment to the management of the database, especially as demand grows.

Fujitsu's Oracle Database as a Service (DBaaS) leverages the efficiencies of the cloud to provide a comprehensive solution for organisations wanting to remove the resource overhead of deploying and managing a database environment.

Oracle Cloud Infrastructure (OCI) allows Fujitsu to manage and support for the following database releases:

- Oracle Database 12c
- Oracle Database 18c
- Oracle Database 19c

We provide:

Around the clock management	Gain peace of mind with a service that is backed 24x7x365 with experienced Oracle DBA's looking after your database environment.
Performance Management	Our consultants are driven to optimise the performance of your database using the latest tools and years of tuning experience.
Access to UK Database Experts	Managed by a UK based support team; Database Consultants are available with Security Check (SC) Clearance.
Up to 99.xx % Availability	Fujitsu offers a range of database architectures which are backed by Oracles OCI availability SLAs.
Free up resources to drive your business forward	Our services provide to customers a reduction in their operational costs by allowing resources and cost savings to be repurposed into transformational projects that drive the business forward.
Delivered from the UK's first Pan Government accredited cloud	The entire platform inclusive of hardware, software and network is PSN accredited for a multi-tenanted environment and Oracle OCI is a compliant PSN service provider.

Benefits of Choosing Fujitsu

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

Oracle DBaaS enables customers to provision Oracle environments without the need to purchase hardware or manage complex database deployments.

Fujitsu will provision the environment to fit your application, performance tune it and then manage the solution on a 24x7 basis. DBaaS will provide everything you need to deploy a mission critical application through one simple model. Database experts ensure that all areas from administration and backups to tuning and security have been taken into consideration to deliver a true “enterprise class” database environment.

Customer On-Boarding

Prior to the service live date Fujitsu shall provide a DBaaS On-Boarding Service in order to address a range of development, design, configuration and data migration requirements subject to any conditions specifically agreed with the customer.

The initial review that is provided will incorporate the following:

- Environment Familiarisation (Data Model, Application Understanding)
- Operational Needs (Patching, Backups, DR Tests, Escalation)
- Architecture Review
- Database Migration (charged additional as a professional service)
- Business Requirements (Understand critical business processes and impact on IT)

Event & Incident Management

Database as a Service operates a mature event and incident Management methodology to sustain our solutions, enabling detection and management of issues that arise through alarms (events), proactive health-checks or contact from customers. Our support team work 24x7x365 to analyse the health of your environment and monitor the operating environment. Our proactive approach ensures best practice service assurance and maximised availability.

Proactive Monitoring

Our advanced monitoring service combines the best of breed commercial tools with internally developed technology. Having managed customer databases for over 25 years our highly tuned platform contains all our experience, base-lining the optimal threshold alerts and performance criteria.

Oracles highly resilient architecture is built to maximize uptime and offer extendibility to monitor customer systems in third party or on-premise locations. This hybrid approach to monitoring allows Fujitsu to provide a proactive service for our customers regardless of where your systems are and whether they sit on physical servers or the cloud.

Performance Tuning

Over time as configuration changes are made and data workloads grow our DBAs will work to ensure the database performance doesn't degrade and is tuned to deliver optimum performance out of the platform for the application. Working from an initial performance benchmark we continually measure our progress and challenge the DBAs to improve the speed of interaction of the database with the application layer.

Back Up Management

Popular with customers looking for sub daily log retention, as addition to the standard server backup process, Fujitsu are able to configure the native backup and log shipping capabilities (e.g. RMAN) to provide customers with a more granular solution. The Database as a Service pricing allows for monitoring and management of the backups, however additional charges will apply for the associated compute and storage.

Enhanced Patching

With emergency patching to address security vulnerabilities being delivered via the Event & Incident Management service, this patching module is intended as a quarterly service covering the following:

CPU Patches (Cumulative Patch Updates)

Quarterly Patches: Oracle recommendations for the customer apply these patches to have proactive rather than reactive maintenance.

RUP Patches (Roll-Up Patches)

Oracle release of occasional Patches to resolve bugs. Fujitsu will identify the suitability of these in the context of our understanding of the customer environment.

Disaster Recovery Testing

Ensuring that your database is operational and retains its data integrity in the event of a disaster is key to any recovery plan. For customers who have a disaster recovery plan which includes the Database as a Service, this module provides a DBA to assist with a failover test once per annum.

Service Deliverables

The service incorporates a number of Service Management components as standard. These include but are not limited to escalations, change management, new service requirements, road mapping and future proofing, risk and issue management.

When this service is taken with any other Fujitsu Oracle services then the service management is combined to provide a seamless and consistent service to the Customer.

Fujitsu is able to provide optional Service Management components as requested by the customer. These could include service reports, service reviews – either on the phone or face-to-face, Customer CAB participation, continual service improvement program, account communication beyond that of the account manager, and committed Service Delivery Manager days for other Customer requirements. All these optional processes, activities and tasks would be subject additional charges.

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 service in scope.
- 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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