

ORACLE E-BUSINESS SUITE (ERP) & ENTERPRISE CLOUD INTEGRATION USING ORACLE FUSION

Service Definition
G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Drawing upon Business Outcomes Oriented Enterprise Architecture, we meticulously design, develop, and deploy a Digital Architecture that aligns with GDSS standards, seamlessly integrating Oracle e-Business Suite (ERP) and Enterprise Cloud through Oracle Fusion technology. Leveraging AWS, Azure, Oracle, IBM, and GCP clouds, our methodology guarantees smooth integration and delivery.

Our specialist team excels in crafting and implementing Oracle Fusion-based integration solutions specifically tailored to Oracle e-Business Suite (ERP) and Enterprise Cloud environments. We grasp the intricate details of integrating these platforms and utilise Oracle Fusion technology to ensure seamless communication and data flow between your ERP and cloud systems.

With our expertise, your organisation can optimise processes, enhance efficiency, and drive business value through the seamless integration of Oracle e-Business Suite (ERP) and Enterprise Cloud. We offer end-to-end services, from initial design and development to deployment and ongoing support, ensuring that your integrated solution operates flawlessly and delivers tangible results.

Furthermore, our approach is cloud-agnostic, enabling us to seamlessly integrate Oracle e-Business Suite (ERP) and Enterprise Cloud with a variety of cloud platforms, including AWS, Azure, Oracle, IBM, and GCP. This flexibility ensures that your integration solution is scalable, adaptable, and future-proof, regardless of your preferred cloud environment.

By partnering with us, you can achieve a unified and future-proof integration strategy specifically tailored to Oracle e-Business Suite (ERP) and Enterprise Cloud using Oracle Fusion technology. Our comprehensive approach ensures that your integrated solution meets your unique business requirements, drives innovation, and enables you to stay ahead in today's dynamic business landscape.

Service Features

Technology Agnostic Enterprise Cloud and Internet First Architecture: Our integration solutions are built upon a technology-agnostic enterprise cloud architecture, prioritising internet-first design principles. This ensures seamless integration across various cloud platforms and enhances accessibility and scalability.

Design, Implementation, Migration, Testing, and Managed Support Services: We provide end-to-end services encompassing the entire lifecycle of integration projects. From initial design and development to migration, rigorous testing, and ongoing managed support, our team ensures the seamless operation of your integrated solution.

Cloud Integration Outcomes and Business Outcomes Focused: Our focus is on achieving specific business outcomes through cloud integration initiatives. By aligning integration efforts with broader business objectives, we ensure that your investment in Oracle e-Business Suite (ERP) & Enterprise Cloud integration delivers measurable value to your organisation.

Local Resource Upskilling and In-House Capability Development: We offer training and support to enhance the skills of your in-house team, enabling them to effectively manage and maintain the integrated solution. This approach fosters self-sufficiency within your organisation and reduces reliance on external support.



Aligning Cloud Strategy, including IoT, Omnichannel, Cloud/as-a-Service to Business Value: Our cloud strategy is tailored to align with your business objectives, incorporating emerging technologies such as Internet of Things (IoT), Omnichannel solutions, and Cloud as a Service (CaaS) to maximise business value derived from the integration.

GDSS and Regulatory Compliance by Design: Integration solutions are designed with compliance in mind, ensuring adherence to regulatory standards and Government Digital Service Standard (GDSS) requirements from the outset. This approach minimises the risk of non-compliance and ensures data security and privacy.

Deployment of ICT Programme Governance IP and Design-Authority-as-a-Service: We implement robust governance frameworks and design authority services to ensure effective management and oversight of ICT programmes. This includes defining clear roles, responsibilities, and processes to ensure consistent and efficient execution of integration projects.

Integrating GCP, AWS, Azure, Oracle, IBM, Bespoke, and Private Clouds: Our expertise extends to seamlessly integrating various cloud platforms, including GCP, AWS, Azure, Oracle, IBM, bespoke solutions, and private clouds. This ensures interoperability and data exchange across diverse cloud environments.

Selection of ESB/Middleware, Tools, Software, and Services: We assist in selecting the most suitable ESB/middleware, tools, software, and services tailored to your specific integration requirements. This includes evaluating various options based on functionality, scalability, cost-effectiveness, and compatibility with existing systems.

Define the CoE Charter with the Principles, Roles, and Responsibilities: Establishing a Centre of Excellence (CoE) for integration involves defining guiding principles, roles, and responsibilities within your organisation. This fosters collaboration, innovation, and best practices in integration efforts, ensuring consistent and effective execution of projects.

Service Benefits

Engaging with our services offers a multitude of strategic advantages for your organization. We ensure that your API strategy is meticulously aligned with your overall business strategy, providing a roadmap that not only drives Return on Investment (RoI) but also ensures that the API solution delivers tangible outcomes. By seamlessly integrating with your wider architecture, we significantly reduce complexity, enabling a more streamlined and efficient operational environment.

Our commitment to Agile and Scaled Agile (SAFe) methodologies, coupled with Velocity Based Costing, facilitates the rapid delivery of Minimum Viable Products (MVPs). This not only accelerates your time-to-market but also directly contributes to reducing infrastructure and management costs. As a result, you benefit from a comprehensive reduction in complexity, mitigating Information and Communication Technology (ICT) and Cloud Service risks.

Furthermore, our services are designed to de-risk IT transformation and digital service/cloud adoption, ensuring a smooth transition that aligns with your organizational objectives. We prioritize compliance, achieving GDSS compliance from the outset, and adhere to an Internet First Strategy, Policies, and Approach to enhance your digital presence securely.



Our expertise extends to integrated business change through IT projects, delivering new cloud capabilities and features effectively. We tailor our services to provide minimal yet highly integrated solutions, precisely aligned to your organizational purpose. With our comprehensive approach, your organization stands to gain not only technological prowess but also the strategic advantage needed to thrive in a dynamic digital landscape.



ONBOARDING

Kick-Off Meeting

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Account Management

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented where appropriate to provide additional continuity.

Access to Data

Ensuring secure access to client data upon exit is paramount to maintaining confidentiality and integrity. We begin by conducting a comprehensive inventory of all client data stored within our systems, encrypting it both in transit and at rest using industry-standard protocols. Strict access controls and authentication mechanisms are implemented to restrict access to authorized personnel only, with permissions regularly reviewed and updated. Client data is segregated from other data within our systems, ensuring isolation and protection. Upon exit, all access rights to client data are promptly revoked, including user account deactivation and permission removal. If requested, we securely delete or anonymise client data in accordance with retention policies and regulatory requirements. Detailed documentation and audit trails of data access are maintained, providing transparency and accountability. Before exiting, we verify with the client that all necessary data access has been revoked. Finally, we adhere to legal and regulatory obligations regarding data protection and privacy, ensuring compliance with contractual agreements and applicable laws such as GDPR or HIPAA. Through these measures, we ensure that client data remains secure throughout the exit process, mitigating the risk of unauthorized access or data breaches.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

We enable customer teams throughout delivery by embedding knowledge transfer alongside implementation activities. Training is aligned to organisational roles, ensuring relevance for finance users, operational staff, and system administrators.

Knowledge transfer is delivered through:

- A train-the-trainer approach to establish internal subject matter experts.
- Technical training for administrators covering configuration, security roles, and integrations.
- Walkthroughs of system design, data structures, and operational processes.
- Provision of comprehensive documentation, including user guides and runbooks.

Formal training is supported by ongoing access to expert guidance during delivery and early life support. Where required, refresher sessions or additional enablement can be provided to support organisational change or onboarding of new users.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, there are no specific technical or client-side requirements that would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your goals and objectives and the level of depth you require. These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations