

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

Oracle Consulting and Support

Service Description

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Foreword

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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About HCLTech

HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

Service Description

With a formidable alliance of 20+ years, industry-focused excellence, diversified offerings and multilayered collaboration, our partnership with Oracle delivers unparalleled results. HCLTech's extensive experience and technical expertise coupled with Oracle's cutting-edge technologies and solutions create a winning combination for global enterprises.

As a trusted Global System Integration Partner, HCLTech focuses on creating value from each client's existing investments while laying the foundation for the future by reinventing the core and reframing the future. This approach has been our driving force in delivering exceptional value to our joint clients.

Enterprises globally endeavour to stay relevant in their industries by constantly investing in digital transformation initiatives. However, the desired returns on such investments are possible only with appropriate domain-centric solutions. At HCLTech, we understand this theme and keep investing consistently to develop cutting edge solutions supported by Oracle certified tools, frameworks and accelerators.

With thorough comprehension of the typical challenges our clients encounter, we follow an industry-specific consultative approach to design and deliver solutions to resolve their critical pain points. Our Oracle solutions are proven industry game changers that augment client delight, promote innovation and improve operational excellence.

Oracle SaaS applications

We provide robust and proven functionalities spanning end-to-end business processes - including Enterprise Resource Planning, Supply Chain Management, Human Capital Management, Customer Experience and more.

Oracle's SaaS applications provide robust and proven functionalities spanning end-to-end business processes, including enterprise resource planning, supply chain management, human capital management and customer experience.

HCLTech's cutting-edge Oracle SaaS applications capabilities help customers innovate with agility and react immediately to dynamic market conditions. It is built on a single unified data model with a reliable user and developer experience that guarantees a smooth digital transformation journey. Our 5D (Discuss, Design, Develop, Disseminate, Deploy) cloud implementation methodology for Oracle Cloud applications is aligned to the Oracle SaaS applications for ensuring a rapid, adaptive and business-focused approach.

HCLTech offers complete services across the entire Oracle SaaS applications, comprised of:

- Oracle Enterprise Resource Planning (ERP) Cloud

Enterprises have benefitted from end-to-end automation and reliable data for timely actionable insights. HCLTech offers a complete package of Oracle Financial transformation services across industries.

- Oracle Supply Chain Management (SCM) Cloud

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An integrated suite of applications that automates supply chain processes as per the needs of the enterprise. HCLTech offers a comprehensive package of Oracle Supply Chain transformation across the entire value chain.

➤ Oracle Enterprise Performance Management (EPM) Cloud

It enables organisations to prototype and plan across finance, HR, supply chain and sales. HCLTech offers a unique Oracle EPM in a Pod offering, which enables transformation of financial and operational processes to ensure accurate business decisions.

➤ Oracle Human Capital Management (HCM) Cloud

It delivers the most comprehensive HCM solutions on cloud, across Oracle HR, Talent Management, Workforce Management and Oracle Payroll. HCLTech's Oracle HCM in a Pod brings the unique capability to unify and automate HR processes for 360-degree workforce visibility.

➤ Oracle Advertising Customer Experience (ACX) Cloud

The suite is designed to fulfil the needs of modern-day digitised customers, addressing all major gaps in a traditional CRM product, and managing all CX touchpoints from CPQ, Sales, Marketing and Commerce to field service.

Oracle Cloud Infrastructure

It is a broad platform of cloud services - including Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS) - for building and running a variety of applications in a highly scalable and secure environment.

Oracle Cloud Infrastructure (OCI) is a broad platform of cloud services, including Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS), that enables building and running a variety of applications in a highly available, greatly scalable, tightly secure environment. With 50-plus cloud services, OCI combines the elasticity and convenience of the public cloud with close control, security and reliability of on-premises infrastructure to deliver high-powered and economical infrastructure services.

HCLTech's experienced Oracle Cloud Infrastructure and platform consultants help enterprise transition to Oracle IaaS and implement the right Oracle Cloud PaaS services to build a combination of engineered solutions that meet the unique needs of the customer.

HCLTech's Oracle Cloud Infrastructure and platform offerings include:

- Database and infrastructure migration, lift and shift capabilities, customer applications, Oracle Cloud extension solutions, mobile solutions and automation solutions
- Assessment and roadmap services prior to deployment
- Implementation of integrated or standalone PaaS application (co-existence)
- Move and improve of Oracle EBS, PeopleSoft, JD Edwards, Siebel and other custom applications to OCI
- Integration with legacy systems and third-party vendors
- Managed services offerings

Oracle services include:

➤ Oracle Infrastructure-as-a-Service (IaaS)

This offers core consumption-based infrastructure capabilities that enable your organisation to run any workload in an enterprise-grade cloud that is managed, hosted and supported by Oracle.

➤ Oracle Platform-as-a-Service (PaaS)

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It enables building new Oracle cloud applications that extend your existing Oracle investment and helps you achieve maximum IT return on investment (ROI). HCLTech's wide range of Oracle PaaS expertise helps enterprises in their unique development and integration requirements.

Oracle On-Premises products

These products allow you to create a robust and high-performing environment through Oracle's E-business suite, on-premises database, engineered systems and more.

HCLTech provides comprehensive support for Oracle On-premises Applications and Technologies with specialisation in 'Applications Unlimited,' which includes E-Business Suite, JD Edwards, PeopleSoft, Siebel, Hyperion and On-premises technologies, encompassing database, middleware and engineered systems.

Our extensive experience in global support services and beta testing partnership for Oracle Database ensures customers stay updated with the latest innovations and provides support in customising Applications Unlimited products to Oracle Cloud Infrastructure when needed. Our Services include the following:

- Oracle E-Business Suite

Supporting implementations, upgrades, global rollouts, Oracle application development and consulting services.

- Oracle PeopleSoft

Enhancing the value-delivery of the PeopleSoft Enterprise Suite, including PeopleSoft Campus solutions, while streamlining business operations across industries.

- Oracle JD Edwards

Empowering enterprises with real-time integration, data consolidation and integrated service deliveries for unparalleled success.

- Oracle Hyperion

Helping enterprises eliminate manual processes and adopt sensible and informed business planning.

- Oracle Siebel

Empowering enterprises with tools and functionality to enhance customer interactions, improve sales effectiveness and deliver superior customer service.

- Oracle Database Technologies

Empowering customers with demonstrated expertise, deep database knowledge and a customer-centric approach for comprehensive On-premises Database Management Services.

Oracle industry applications and Oracle NetSuite

We offer comprehensive industry expertise, enabling you to tackle operational and regulation challenges effectively. As a global system integrator alliance partner with Oracle NetSuite, HCLTech extends a full spectrum of NetSuite solutions, aiding organisations across industries in modernising their technology and streamlining processes.

Awards and Recognition

- HCLTech positioned as a Leader in IDC MarketScape: Worldwide Oracle Implementation Services 2023 Vendor Assessment
- HCLTech Recognised as Leader In ISG Provider Lens™ Oracle Ecosystem - Implementation and Integration Services - US 2022
- HCLTech Positioned As A Leader In Avasant Oracle Cloud ERP Services 2022–2023 RadarView
- HCLTech Recognised as Leader In ISG Provider Lens™ Oracle Ecosystem - Managed Services - US 2022

Features

Implementation & Support across multiple modules:

- Design, implementation, upgrade, migration, testing and support services for Oracle
- Oracle Cloud implementation services
- Setup, configure and integrate Oracle Cloud applications
- Migration of master data into Oracle Cloud Services App
- Support on cloud applications of development activities
- Automate integration between Oracle ERP Cloud and other applications
- Migration of master data into Oracle Cloud Services
- Oracle Financials, Procurement, HRMS, Payroll, SCM, CRM, Projects
- Oracle DBA Services
- Oracle development services.

Benefits

- Provision of AMS shared services across all the areas required
- Support provided from a multi-disciplinary team, with years of expertise on technologies
- Extended resource pool available for new requirements or short-term demand
- Access to all Oracle ERP skills
- Dedicated team of in-house Oracle experts
- Offsite consultancy SMEs expertise available to advise and guide on emerging technologies and development of strategic roadmap
- Flexibility to deploy resources for planned major change and project work
- Access to local UK Service Delivery and Account Management teams
- Competitive Time and Materials rate card
- Technical and development support for operational and minor change provisioning
- Enables cross - enterprise business transformation
- Proven experience of migration to hybrid cloud driving business value
- Pre-configuration, accelerators and tools support for rapid deployment
- Utilises Design Thinking, automation and agile for rapid value acceleration
- Real-time analytics to provide more business insight.

Technical Specifications

Transition & On-boarding

In HCLTech, we follow the ASSET Transition Enablement Framework as shown in the diagram below.

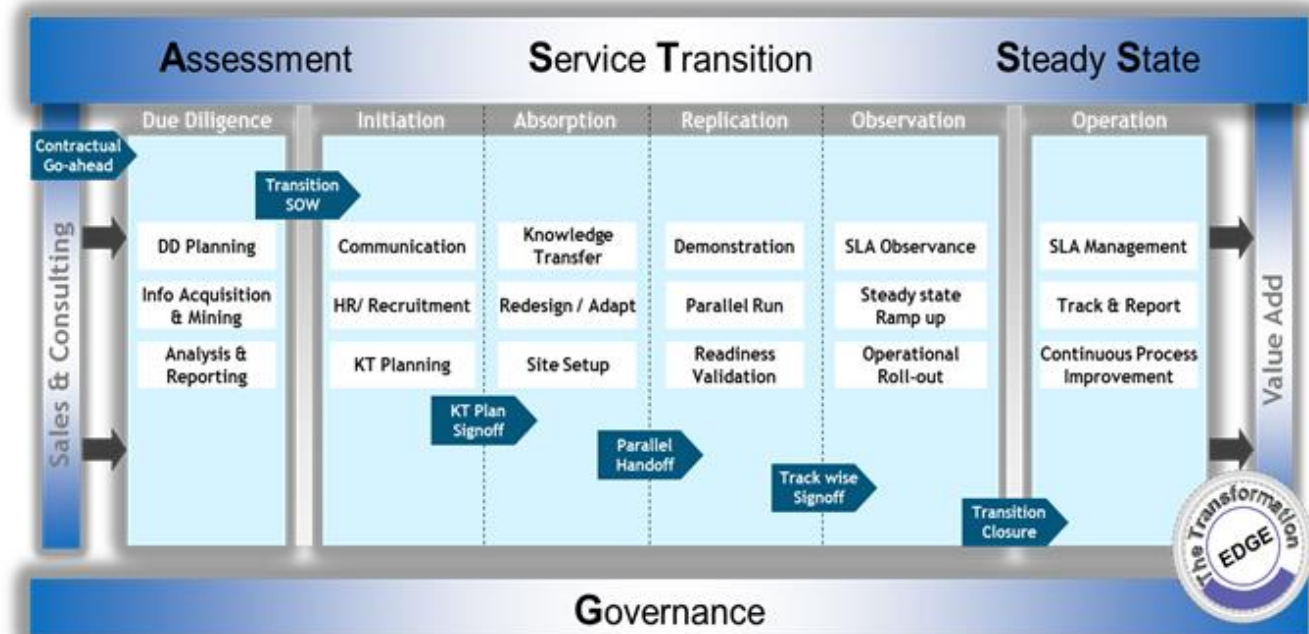


Figure: HCLTech's ASSET Transition Enablement Framework

The Transition method involves three stages namely:

1. Assessment
2. Service Transition
3. Steady state

In the assessment stage, due diligence is performed by transition team. In this phase, the nature of transition required is identified.

The Service transition phase has four sub phases as follows:

Initiation

In the initiation phase, all preparatory work for the transition is done. This involves identifying resources for the transition, defining a transition management plan, setting up connectivity to the customer's application.

Absorption

It is in this phase that the actual Knowledge Transfer (KT) is performed. Knowledge transfer sessions are conducted via workshops.

Replication

In the replication phase, a reverse KT would be performed by the support team.

Observation

In the observation phase, the support consultants would work on tickets under supervision from the existing support team.

The acceptance criteria for starting support is evaluated and on successfully meeting the acceptance criteria, the account goes into standard support mode (under an SLA observation period).

Implementation

On the commencement of our relationship with a customer, HCLTech would work within a Transition framework during the On Boarding and Knowledge Transfer stages, making sure the transition from the existing project/ support supplier to its in-house team is effective and executed in a planned and controlled manner, with a shadowing period and a set of acceptance criteria to be agreed and signed off prior to the service go live.

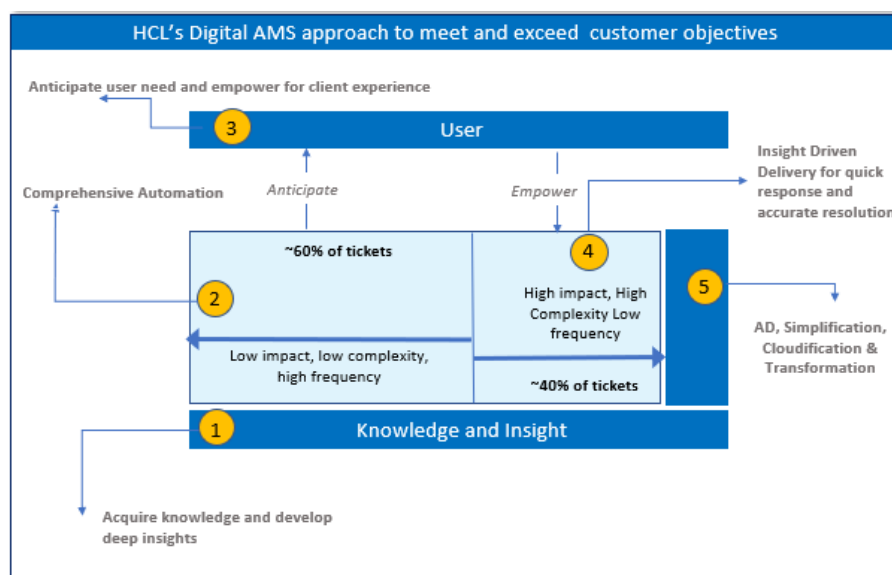
In a similar manner, in any service exit event, HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer of services.

Support Arrangements

HCLTech's support arrangements are based on the following:

- Anticipate User Need
- Empower User
- Automate Low Impact/ High Frequency Incidents
- Faster/ Accurate Response to High Impact
- High Complexity Incidents.

Also, the HCLTech approach to meeting and exceeding customer objectives is shown in the diagram below:



HCLTech's improvement arrangements are:

- Relevant Knowledge at the Right Time**
 Automated NLP, ML driven knowledge extraction and Insight development
Lower Risk – Anticipate User Need – Faster Response
- Comprehensive Automation**
 Integrated E2E, Ready to Deploy automation
High Productivity Gain – Empowered Users – Team Up-skilling
- Improve User Experience**
 User activity, event monitoring and correlation. Business / IT KPI monitoring and analysis. Persona based reporting – Digital experience
Proactively Address User Needs – Empower Users to Meet Own Needs

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Resolve Faster and Accurately

- 4 Cutting Edge Visualization and Autonomics enable faster and more accurate resolutions
Faster Diagnosis – Better Collaboration across Teams - Accurate Resolution

Core Flexi Model – Application Development

- 5 Tool driven assessment, Service Catalogue driven estimation, Factory model development, Knowledge Retention, HOTS
Faster Analysis – Industrialized Approach

Support Hours

Our standard support hours are 0800 – 1800 HRS for all Priority 2, 3 and 4 incidents. Support on Priority 1 incidents are provided 24/7.

IT Service Management

Requests can be raised in HCLTech's IT Service Management (ITSM) tool (Service Now) and - where required - we could arrange for a Service Desk for callers to speak to someone to have requests raised. Where the customer has their own ITSM tools, we would be happy to use them for all ITSM requirements. There are a variety of modules which can be configured in the ITSM tool for the customer, such as:

- Incident Management
- Change request management
- Service Request Management
- Problem Management.

Business Continuity/ Disaster Recovery

We provide Business Continuity/ Disaster Recovery/ High Availability solutions for many of our public sector customers. Based on the requirement, we will be able to provide a bespoke solution.

HCLTech has the delivery location model with focus on key objectives listed below:

- **Right Shoring:** The right shore delivery model has been drafted to drive maximum benefit in terms of cost of operations, scalability and access to skills. The added advantage of tapping talent pools in varied locations is on the business continuity side, as leveraging different locations for support has an inherent people disaster recovery built into the delivery structure.
- **Business Continuity:** To ensure minimal impact on day-to-day operations in an emergency.

HCLTech recommends dual node converged/ hyper converged solution which will enable full redundancy in terms of failover and avoid a single point of failure. In the event of a node failure, the clustered node would take over thereby ensuring business continuity with negligible downtime.

Data Backup/ Restore

We can offer a range of options for back up and Disaster Recovery solutions. The solution can be designed to meet customer specific requirements on a case-by-case basis.

HCLTech will provide a dedicated Storage & Backup Management team depending on requirement. The L2/L3 specialist team for storage and backup consists of Subject Matter Experts (SMEs) for different storage and backup technologies. The Business Cockpit will provide the 24x7 monitoring and the first level of support to the Storage and Backup infrastructure.

Any issue that does not get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team. For example, a Storage performance issue gets triaged to the L3 Storage Analyst. The L2/L3 storage and backup team will perform key activities, such as incident resolution, storage tiering, configure and manage data replication, backup and recovery, problem management and Root Cause Analysis (RCA).

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HCLTech's solution aims at implementing a unified set of backup policies in line with the SLA requirements. HCLTech's proposed solution is aimed at standardising backup policy by providing homogeneous backup and retention policies across the organisation.

Security

HCLTech has been delivering Security & GRC (Governance, Risk and Compliance) implementation for various customers and ensures that each release meets the goals as defined in the scope activities requested in the Service catalogue.

Security Services include:

- Supporting user authorisations, missing access and maintain roles and responsibility matrix.
- Administer user authentication, Security & Compliance, user profile management, supporting daily incidents, service requests and working with business teams to adhere to guidelines for security recommendations, as per requirements.
- Licensing
- Centralised User Administration (CUA), monitoring and automation.
- Security Design strategy
- Security upgrade management
- Interface compatibility management
- Role re-design
- Security reporting – monitoring, SOD analysis, compliance and audit, security changes according to EWA, user checks and inactivity, risk mitigations and remediations.

GRC Implementation, includes:

- Emergency Access Management
- GRC management, AC and PC implementation
- SOX compliance
- Audit
- Access risk analysis
- Business role management
- Report development for five reports to be defined and complexity agreed upon during the blueprinting phase.

Exclusions

- Infrastructure and associated infrastructure support
- Remote connectivity to enable shared support
- Load balancer configuration
- Third party software licences
- External system connectivity
- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
- Webservice schema for external systems to retrieve details for different business processes.

Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

The location and extent of their involvement will depend upon the level of the engagement.

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