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Inoapps GCloud 10 Framework Service Definition Document

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2 DOCUMENT CONTROL

2.1 AUTHORISATION

Document Authorisation	
Document Reference	Inoapps GCloud 10 Service Definition
Document Version	V1

2.2 DISTRIBUTION

Distribution		
1	Bid Team	Inoapps
2	GCloud 10	GCloud 10 Users

2.3 CONTACT DETAILS

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2.4 COPYRIGHT

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2.5 FREEDOM OF INFORMATION ACT

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3 SERVICE DEFINITIONS

3.1 LOT 1 – CLOUD HOSTING

Inoapps Hosting Service

Our range of Oracle Hosting and Managed Services enable you to leverage maximum benefit from an ‘always on’ Oracle solution and focus on your organisation, rather than management of your Oracle systems.

Business Benefits

- Lifetime Management – Hardware Lifecycles and Warranties are no longer concerns.
- Industry leading SLAs - From Hosting Services to Oracle Applications and End User Support.
- Security – Our hosting centres are ISO 27001 and ISO 9001 accredited for security and quality assurance.
- Resilient infrastructure - Providing highly available, always-on systems.
- Support 24x7 – Our hosting engineers and Oracle Support Consultants are available to provide round the clock support.
- Cost Efficiency – Full system management at the fraction of a cost of internal hardware costs, and hiring support staff and Oracle professionals.

Operational Not Capital Expenditure

Inoapps Hosted Services negate the ongoing Capital Expense associated with regular hardware and infrastructure refreshes and ensure your systems are hosted on up-to-date, optimised equipment within a fixed OPEX cost. We’ll provide a highly efficient and resilient solution with fixed, predictable payments and no hidden surprises.

These services are aligned to the following GCloud Listings

- *Inoapps Cloud Hosting Service*

3.2 LOT 2 – CLOUD SOFTWARE

Inoapps InoHub Integration Tool

Inoapps have been one of the leading providers of Oracle Cloud ERP and HCM solutions in the UK, and have had significant success in delivering solutions to organisations across a wide range of sectors. The continual pressure of Public Sector budgetary cuts means that the business benefits that Oracle Cloud ERP & HCM solutions can offer in terms of functionality, speed of deployment and cost of ownership will offer significant rewards.

In our experience of delivering Cloud ERP and HCM Projects of this type, we have found that the challenge of system integration between Cloud ERP & HCM and external systems is one of the biggest challenges to the success of such projects. As a result, Inoapps have developed a solution for this problem that we believe

is flexible, efficient and cost effective. This solution, InoHub, therefore offers any organisation that is looking to implement Cloud ERP & HCM solutions an alternative approach to system integration.

Inoapps is therefore pleased to offer its flagship InoHub Cloud Integration product offering for Oracle® Cloud ERP and HCM Applications and Taleo deployed as Software as a Service (SaaS) or on premise through the government digital marketplace.

Our InoHub solution can be accessed commercially on a risk and reward, fixed-price, time and materials and use utility based consumption commercial pricing models. This provides our clients with the widest range of options in helping them to understand, identify, de-risk and implement Oracle Cloud ERP and HCM and Taleo based solutions, using our Integration solution.

The Inoapps InoHub integration solution has been designed specifically to facilitate system integration challenges using the latest Oracle Platform as a Service technology, combined with Inoapps proprietary code.

We look forward to introducing our InoHub Integration framework to you and providing you with greater understanding as to how Oracle Cloud ERP and HCM and Taleo Applications, implemented with the InoHub integration framework can transform and support your business.

Overview of Inoapps InoHub Integration Solution

Efficient business processes typically span across multiple applications and when deploying Cloud based solutions, it is essential to avoid the creation of “silos” of data, contained within these individual applications that are unable to talk to each other. The ability to integrate and interface these applications can be a critical factor to the success of Cloud projects but, because Cloud based solutions are housed “off-premise”, traditional integration approaches are unsuitable.

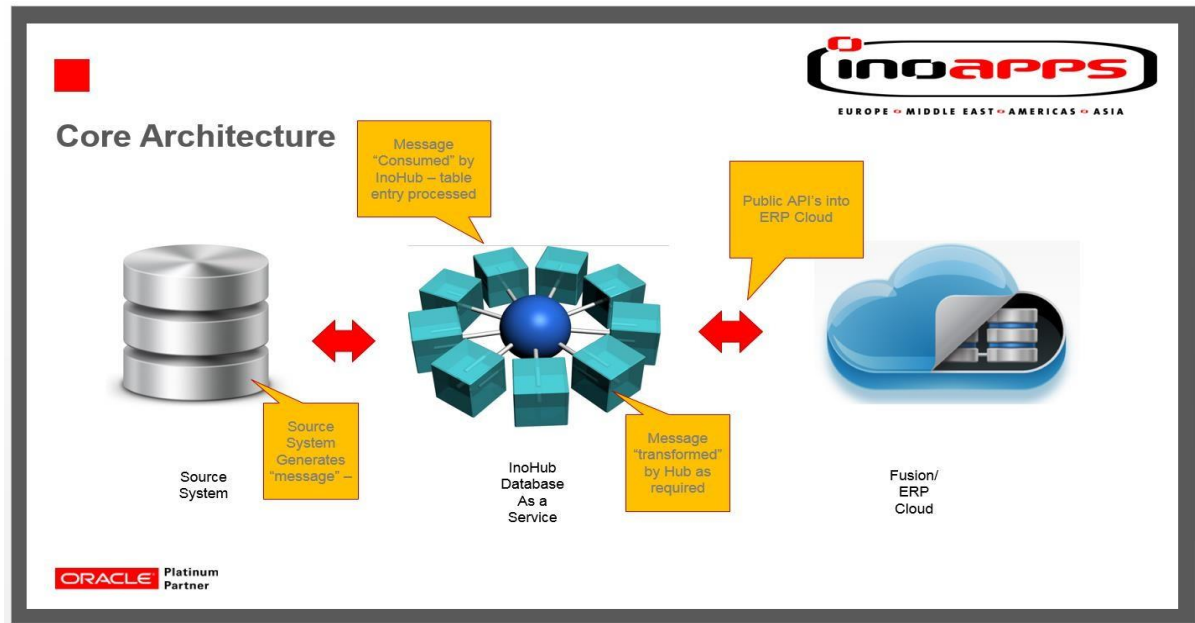
There are several middleware solutions that offer integration and Service Based Architectures – however, these tools require significant effort to design, plan, implement and manage. The Inoapps InoHub tool offers a low cost, rapid deployment alternative to the implementation of a “best of breed” solution, that could incur significant cost and effort. It also removes the reliance on IT departments manually managing data transformation in-house which is expensive and prone to errors.

Core functionality

The core functionality of InoHub is as follows:

- InoHub can be used to deliver integrations between a wide variety of source system into and out of Cloud ERP and HCM
- InoHub will “consume” an inbound message from source system in a wide variety of formats and standards
- InoHub will validate that inbound message to ensure all business logic is adhered to.

- InoHub will transform that message into the format that the target system, Cloud ERP & HCM will expect
- InoHub will invoke the Oracle support REST API's to integrate that message into Cloud ERP & HCM



Supported Business Flows

The InoHub Integration framework comes pre-packaged with a wide variety of pre-built Adaptors that support the most common ERP & HCM business flows. The Adaptors provide a flexible solution to allow the integration of the majority of the core business processes that organisations require as part of the implementation process for ERP & HCM applications. These Adaptors can then be configured by the Inoapps implementation team to meet the specific requirements of an individual customer or requirement.

The following are the principle business flows that are made available as part of the standard InoHub deployment:

Business Flow	Comment
Inbound AR Invoice Creation	Customer Invoice is created in external system, duplicate AR Invoice created in Cloud ERP
Inbound AR Receipt Creation	Customer receipt is processed in external system, duplicate AR receipt created in Cloud ERP
Inbound PO Creation	Purchase Order request invoked from external system. Cloud ERP to create PO.

Inbound AP Invoice Creation	Supplier Invoice is received from external system, duplicate AP Invoice created in Cloud ERP
Business Flow	Comment
Bank Statement Import	Automated import and processing of multiple Bank Statements
Timecard import	Automated import of Timecard record into OTL
Payroll Integration	Inbound and outbound pre-built automated integration into a variety of Payroll formats from Cloud HCM
Master Data Management framework for Supplier, Customers, Addresses, Items and related items	Inbound and outbound synchronisation of Master Data records across disparate systems.
GL Journal posting	Automated upload of GL postings into Cloud ERP
Oracle HCM to Taleo integration	Extension of standard HCM to Taleo integration to include further data elements

Development of Custom Business Flows

InoHub also has the capabilities to be tailored to fit additional Business Flow requirements to meet specific needs of an individual projects. The Inoapps Professional Services team can provide assistance in the provision of such services on an ad-hoc basis.

Features

- Integrates 'out of the box' Oracle Cloud solutions with legacy systems
- Transforms data between platforms enabling multiple systems to 'talk' to each other
- Can deal with large scale master data management – creating and changing data across platforms
- Performs a wide variety of audit and exception handling
- Provides a robust and secure platform for data transmission
- Hosted via the Oracle Database as a Service platform, using the same infrastructure as the Oracle Cloud solutions
- Provides a full audit trail and exception log for all integration activity

Benefits

- Available on a 'software as a service' model. When you don't need it anymore, you stop paying for it
- Very low cost of ownership
- Installed in a short timescale

- Removes the barriers/concerns of moving to Cloud e.g. cost and/or complexity
- Secures for your data, both in transit and “in situ”
- Scalable to meet the changing needs of your IT environment
- Available as part of a ‘service wrapper’ agreement to pre-empt or avoid upgrade problems in advance

Challenges of Cloud ERP & HCM Integration with alternative approaches

One of the key considerations for any Cloud ERP & HCM solution is the manner by which those Applications can be fully integrated with other applications with the organisation.

Oracle have recognised this and do offer a wide range of integration components such as:

- File based loaders
- Spreadsheet Loaders
- Integration Cloud Services
- SOA Cloud Suite.

These are all excellent solutions, and offer customers a comprehensive portfolio of functionality. However, in Inoapps experience of previous Cloud projects, there are some circumstances when these tools are not suitable for the business requirements:

- If integration is required to be fully automated (meaning the File and Spreadsheet loaders would not be suitable)
- If the Integration Cloud Service solution does not offer a connector or adaptor to fit the requirements
- If the budget available to the project will not cover the cost of the Oracle solution

If any of these circumstances arise, then the Inoapps InoHub solution can offer an alternative approach.

InoHub Solution Components

The InoHub solution comprises of a number of components:

- InoHub Administration Console – The administration console of the InoHub allows management of users, interface default settings and data mapping details.
- Interface Scheduler - The scheduler allows admin users to control the status and frequency of the interfaces. The scheduler shows the jobs that have been set up and shows their status. Jobs can be enabled or disabled and they can also be run on demand or the frequency of the job can be altered.
- Auditing and Exception Handling – For each integration point that is managed by the InoHub a number of reports and logs are provided. Activity logs provide a summary of the integration point activity. Reports show all interface activity and show validation and interface results. Error logging screens provide clear reasons for any failures. Logs specific to each individual record that is interfaced are available. Failed records can be viewed and can be reset and processed again if required (e.g. if the underlying issue has been resolved).

Architectural Components

The InoHub solution is deployed using the Oracle Database as a Service solution.

Further details of this product can be found here:

<https://cloud.oracle.com/database>

The Oracle DBaaS provided by Oracle is summarised as follows:

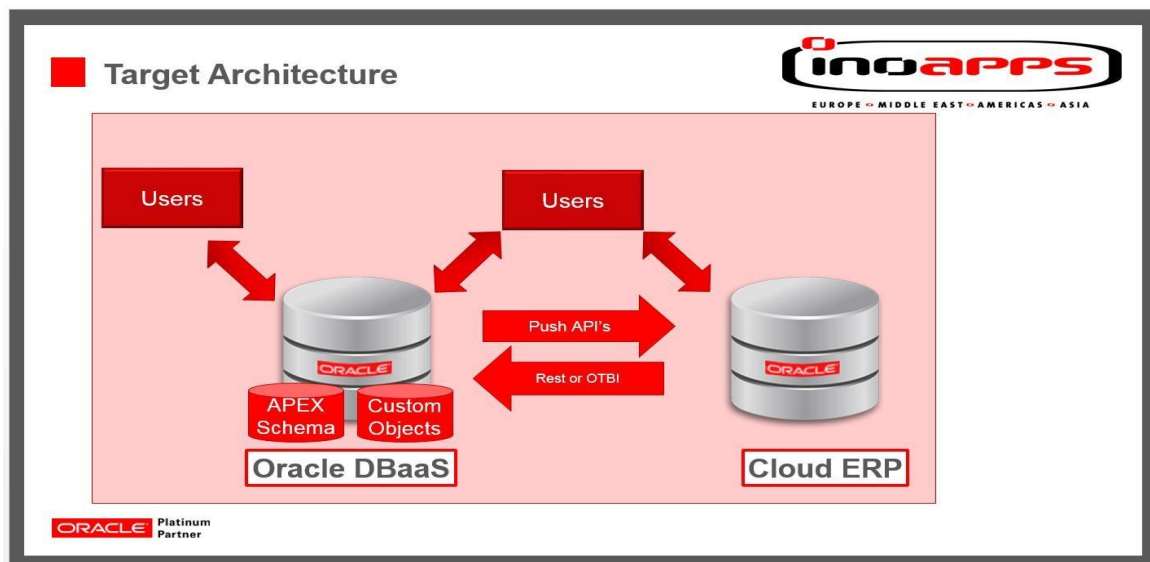
“Oracle Database Cloud Service provides the power and flexibility of the Oracle Database in the cloud with your choice of a dedicated database instance with full administrative control, or a dedicated schema with a complete development and deployment platform managed by Oracle. Database as a Service provides dedicated virtual machines with fully configured and running Oracle Database instances. Database Schema Service offers dedicated database schemas, RESTful Web Services for access to data, and a powerful declarative development and deployment environment for custom applications. Oracle Database Cloud Service enables businesses to reap all the benefits of the cloud including subscription-based, self-service access to reliable, scalable, and secure cloud environments.”

The InoHub solution uses the Oracle Application Express development platform

Further details of this product can be found here:

<http://www.oracle.com/technetwork/developer-tools/apex/overview/index-155186.html>

The Target Architecture of the InoHub solution can be considered as follows:



Reporting as a Service (RaaS)

Huge amounts of time, effort and cost are consumed every year as organisations try to build and maintain the same, or very similar, reporting solutions to enrich the standard reports available in Oracle Cloud. They often struggle to do this due to a lack of specialist in-house skills and we believe this is an inefficient and unnecessary use of resources. To support our customers with this challenge, we have developed Inoapps Reporting as a Service solution so that everyone can access the insightful reporting needed to turn their data into actionable insight.

Many ERP and HCM Cloud projects fail to deliver against expectations in the area of reporting and Business Intelligence (BI).

This happens for a variety of reasons:

- Project reporting requirements are often not considered until the late stages of the project.
- Standard Oracle "out of the box" reports do not always meet customer requirements.
- Industry or regional requirements are not met by standard reports.
- Training requirement to be able to deliver complex reports.
- Lack of available resources to meet the needs of the business.

Customers often have the same or similar reporting needs and we repeatedly deliver the same reports to meet these. Now, so everyone can benefit from these reports, we have packaged them into our Reporting as a Service solution, which manages many of the challenges commonly associated with standard Oracle Cloud reporting.

The solution combines a comprehensive gallery of reports available to enrich your current reporting from your Oracle Cloud solutions, with the provision of Inoapps expert implementation services to make those reports work for your organisation. We have created Reporting as a Service packs for Finance, Procurement, Human Capital Management (HCM) and Payroll.

Key Features

Our Reporting as a Service subscription model gives you:

- Access to a complete library of pre-built report content available to deploy and apply including; reports, dashboards, analysis and extracts, across Oracle ERP and HCM Cloud.
- Rapid deployment.
- An online gallery of report previews and extracts, which allows users to swipe through all the available reports and select, at a glance, those to be added to their environment.
- A continuously updated library of reports which is searchable by Oracle Modern Best Practice and functional area.
- A complete managed service around the reports. Including keeping the reports updated to latest releases.
- Localised and industry – specific content to fully meet your organisation's needs
- A low – cost report building service
- Automatic updates to HR and financial legislation so you are always compliant.

Built on Oracle Platform as a Service:

- The safest, fastest and most cost-effective way to extend Oracle SaaS Applications.
- Provides a seamless end-user experience through single sign-on and shared roles and responsibilities.
- Delivers unmatched security, scalability, availability and performance.

Benefits



SecurePass

SecurePass is a secure service that allows employees to manage their Oracle Cloud password reset, even if they do not have a corporate email account — and without having to contact your IT Helpdesk.

Manually resetting user passwords via a helpdesk incurs a high cost of ownership. Inoapps self-service password reset application will enable your organisation to reduce this cost, as well as the administrative burden placed on your helpdesk team.

SecurePass provides employees without a corporate email account with a self-service option for resetting their Oracle password using their mobile phone.

When an employee's login attempt fails, the work station takes them to a simple landing page where they click on a link. This link quickly takes them to an easy to use, intuitive user interface where they enter some basic personal information, including their mobile phone number. The application then generates a new password, which automatically updates in the Oracle system and sends this in a text message to the employee's mobile phone.

The application integrates with various SMS providers for international support. All account operations are logged in the administration console for regulatory compliance and easy access by IT personnel interested in monitoring password management activity.

The application is built on the Oracle Cloud Platform, ensuring it is built to the same security, performance and governance standards as your Oracle Cloud solution.

Built on Oracle Platform as a Service

- The safest, fastest and most cost-effective way to extend Oracle SaaS Applications.
- Provides a seamless end-user experience through single sign-on and shared roles and responsibilities.
- Delivers unmatched security, scalability, availability and performance.



Benefits



Subcontractor Management Cloud

Many organisations work with their subcontractors on an "Application and Certification" basis to manage the payment cycle for their subcontracted work. This can often be a complex and inefficient process, with little audit, control and governance to control the business flow. However, the management of subcontracted work becomes immeasurably easier with the right kind of construction software.

With the Inoapps Subcontractor Management module for Oracle ERP Cloud, organisations can keep track of every aspect of their subcontractor lifecycle. Standard Oracle ERP Cloud does not cater for every aspect of the process — but Oracle ERP Cloud, combined with the Inoapps Subcontractor Management Cloud, delivers an end to end business process in a single, fully integrated solution.

Inoapps has developed the application using its experience with numerous construction industry clients. With functionality that covers Applications and Certification, Retentions, Contra Charges, and Withholding Tax, the Inoapps Subcontractor Management Cloud will enable your organisation to automate its subcontractor management process, helping you to reduce time spent on administrative tasks, save money and work smarter with your valued subcontractors.

The Benefits



Financial Directors

- Greater visibility of the financial performance of your subcontractors
- Accurate reporting against budget
- Increased efficiency from your teams
- Automated processing of Withholding Tax (CIS in UK)
- Efficient, prompt invoice management



Subcontractors

- Create and manage Applications for Payment
- Full visibility of the application review cycle
- Detailed reporting on work to date, budget remaining and estimate to complete
- Manage retentions and retention release payments
- Automatic generation of invoices
- Ensure accuracy in the calculation of payments and expedite the payment process



Commercial Directors

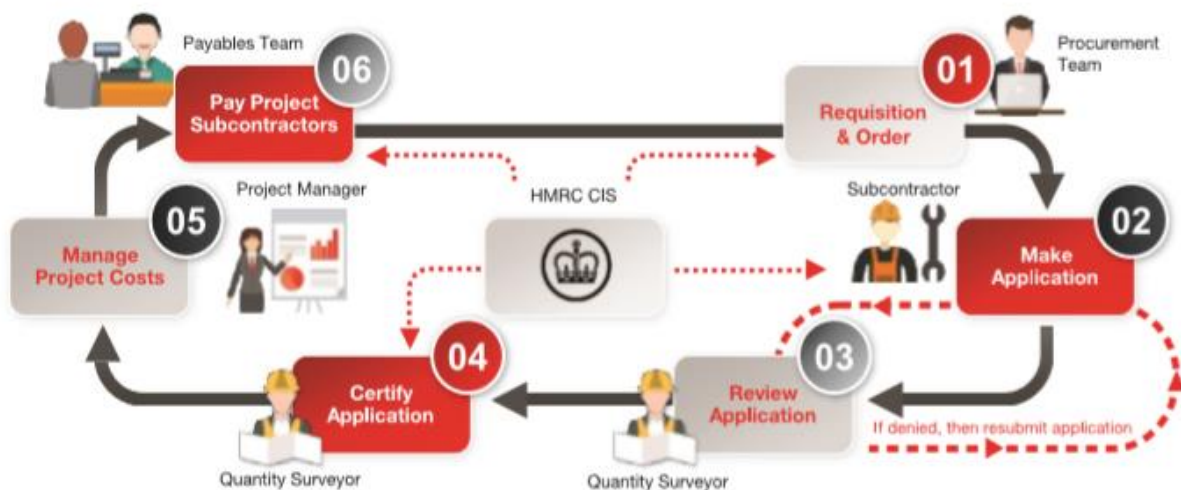
- Fully compliant with the UK Construction Act
- Simple payment application processes
- Complete visibility of subcontractor payment applications
- View the status of new and existing projects
- See subcontractor costs at a glance



Corporate

- Reduce corporate risk from unknown or understated subcontractor costs
- Avoid costly fines by addressing HMRC requirement for CIS payments
- Concentrate on value-added tasks by reducing the time spent on admin

Subcontractor Management Lifecycle



Key Features

Any UK organisation that subcontracts packages of work to external suppliers must be fully compliant with Her Majesty's Revenue and Customs' (HMRC) regulations relating to the Construction Industry Scheme (CIS). This can be a time consuming and labour intensive task - but failure to enforce the necessary controls can lead to incorrect payments, poor supplier relationships, and ultimately the risk of HMRC fines and penalties.

The Inoapps Subcontractor Management Cloud can mitigate these risks providing an end to end solution for CIS payments, fully integrated with your Oracle ERP Cloud environment. This will help to manage your CIS responsibilities in the following ways:



Using Inoapps Subcontractor Management Cloud allows organisations to manage the CIS lifecycle of their external suppliers with greater efficiency, effectiveness and accuracy than would otherwise be possible.

Subcontractor Management Lifecycle

Inoapps Subcontractor Management Cloud provides a structured and controlled framework through which subcontractors can make "Applications for Payments".

These applications will then undergo an iterative cycle of review and amendment until an agreed and negotiated position is reached between the prime contractor and the subcontractor.

The application, developed using Inoapps' experience with numerous construction industry clients, builds upon the core functionality of Oracle Cloud, and delivers specific stages of the business process which are not addressed by the standard Oracle solution:

- Subcontractors can make applications based on Measured Works or % Complete.
- Previous submissions, work to date, original budget and remaining forecast can all be viewed for each submission.

- Separate submissions can be made for Prelims, Measured Works, Materials used and Variation based activities.
- The subcontractor can upload supplementary documentation to justify or support a submission.

Once a subcontractor has successfully submitted an application, this passes to the relevant Quantity Surveyor for review:

- The Quantity Surveyor (QS) can view all details for this and previous submissions.
- Submissions can be compared to original budget and remaining effort.
- QS can review, amend or reject submission, back to the subcontractor for resubmission.
- Once satisfied, the application will be certified for onwards processing.

Additional Features

Inoapps Subcontractor Management Cloud also offers:

- **Retention / Retainage** – This module caters for the full lifecycle of Retention processing, including the processing of "Retention Release Payments" on project completion.
- **Deductions and Contra Payments** – Where Contra charges need to be made to the subcontractor to cater for damage, subsidiary claims, equipment rental or other charges, then these can be incorporated into the subcontractor payments for net calculations.
- **Insurance** – Additional charges can be raised for subcontractor insurance costs.
- **Subcontractor Certificates** – The module will produce automated Subcontractor Certificates for HMRC filing.
- **Automated Workflow Engine** – Emails and alerts generated from the system to notify the QS and subcontractor that applications have been processed.
- **Reporting Engine** – Comprehensive suite of reports to allow multi-dimensional analysis of applications.
- **HMRC Certified Processing Calendar** – Capabilities to define a range of payment and processing calendars to ensure compliance with HMRC guidelines.
- **Valuation calendar** can be used to control application lifecycle.
- **Supports users in tracking the applications and certifications** related to a specific contract, by the individual line items in the contract.
- **Allows subcontractors to login to a Subcontractors' Portal** to see only the projects they are working on and create and submit Applications for Payment.
- **Sends automatic notification** of the submission to the main contractor for further review.
- **Calculates and tracks the number of applications** that have been entered for the contract, the original amount of the contract, the amount for which the subcontractor must still apply and the amount remaining to certify.

Available Anytime, Anywhere

The application is fully mobile-enabled, providing on-site employees such as Quantity Surveyors, with the ability to enter and review data through tablets and other mobile devices directly into the application.

3.3 LOT 3 – CLOUD SUPPORT

Inoapps Oracle Human Capital Management (HCM) Cloud Specialist Services Inoapps Award Winning Implementation Services for Oracle HCM & Taleo Cloud.

Inoapps Inversion® Implementation Services is a purpose built Cloud methodology designed specifically to facilitate the rapid delivery of Oracle® Cloud Applications (HCM, Benefits, Payroll, Talent, Learning Management, Compensation, Performance Management, Taleo Recruitment, Taleo Learn) as Software as a Service. This service is designed to meet your specific customer requirements and framed in line with the SFIA rate card.

Features

A Consumer-Grade Experience

Oracle Human Capital Management (HCM) Cloud is the transformational Cloud service that delivers great employee experiences and powers HR's contribution to the service. Oracle HCM Cloud offers ease of use across both mobile and desktop solutions with world class functionality to deliver innovative solutions across your enterprise. Employees can access Oracle HCM Cloud at any time, on any device, while enjoying an engaging User Interface that truly engages the workforce driving productivity and ownership of data.

A Complete Solution

Unlike first-generation SaaS solutions from niche vendors, Oracle HCM Cloud is a complete and integrated Cloud solution that provides flexibility, rich global functionality, and business intelligence without sacrificing data security or integrated business processes. With Oracle HCM Cloud, you can realise the promise of the

Cloud to meet the demands of your human capital strategy. Our solution spans the entire lifecycle of the employee, including innovative solutions for recruitment, core HR, training and rich reporting.

Social Capability

Our solutions incorporate Social capability as standard. Our Social tools allow employees to work together collaboratively just like real life to bring context to transactions, real time feedback and content to every interaction. It's simple, it's powerful and it's embedded across everything we do.

Benefits

- Oracle Award Winning delivery of Cloud Services utilising knowledge from multiple implementations.
- Inoapps uses Oracle HCM internally – we practice what we preach!
- Rapid return on investment - realising benefit immediately.
- Usage of Inoapps HCM User community for peer-to-peer intelligence.
- On-going Support Service available - protecting customers' investment.
- HCM thought-leadership using Modern Best Practices.
- Knowledge transfer and support throughout the project and contract term.

Inoapps Oracle Cloud Wellness Specialist Cloud Services

Inoapps Award Winning Implementation Services for Oracle Wellness Cloud.

Inoapps Inoculate® Implementation & Transformation Service is a purpose built Cloud methodology designed specifically to facilitate the delivery of Oracle® Cloud Wellness Applications as Software as a Service. This service is designed to meet your specific customer requirements and framed in line with the SFIA rate card.

Features

Wellness is part of the Work/Life set of Human Resource applications serving Employees, Benefits Professionals & Individuals in care. Employee Wellness allows employees to set wellness goals and gives employee feedback on progress towards their goals. It gives recommendations to employees on behaviours that can increase their well-being. Occupational professionals can create games and competitions to foster adoption and increase participation in wellness programs allowing employees, benefits providers and the deploying company to jointly participant and jointly take responsibility for employee well-being. Wellness programs can also be deployed to individuals in social care, allowing participation and tracking of goals by activity to help increase wellbeing.

Workplace Wellness Initiatives

As populations in industrialised countries operate in societies that are aging, enterprises face increasing pressures to find ways of promoting wellness and improving the health of their employees.

There is a high interest by employees to launch or grow wellness initiatives, and employees generally see these initiatives as beneficial to their own health. Many employers now offer some level of incentive to employees who participate in a wellness program.

Employees who participate in workplace wellness programs are generally regarded as fitter, more productive, and have better morale.

Oracle Cloud Employee Wellness (Wellness) provides the tools to implement, administer, and manage wellness programs.

Social Care Wellness Program

This provides the personal wellness profile and goals, personal activity tracking, the opportunity to create and join wellness teams and wellness prompts and notifications, to focus on care home participation and engagement in these programs.

Employee Wellness Foundation

This provides the framework for the enterprise wellness program goals, wellness contests, lifestyle leader's scoreboards, and participations incentives. This foundation enables organisations to easily launch and administer wellness programs.

My Employee Wellness

This provides the personal wellness profile and goals, personal activity tracking, the opportunity to create and join wellness teams and wellness prompts and notifications, to focus on employee participation and engagement in these programs.

Enterprise Employee Wellness

This enables Occupational managers to track the overall effectiveness of the wellness program by providing visibility to wellness program activity, including wellness profiles and goals attained.

Benefits

- Oracle Award Winning delivery of Cloud Services utilising knowledge from multiple implementations.
- "We use Oracle Wellness internally ourselves"
- Usage of Inoapps Wellness User community for peer-to-peer intelligence.
- On-going Support Service available - protecting customers' investment.
- Wellness thought-leadership from Award Winning Internal HR Thought Leader
- Knowledge transfer and support throughout the project and contract term.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud Wellness*

Inoapps Oracle Cloud Transformation Services

For many Public Sector organisations, the transition to a Cloud first organisation can be a daunting process. Public Sector organisations are increasingly under pressure to deliver public services fit for the digital age. This pressure expands beyond front line services with phrases such as 'digital downgrades in the workplace' now common. There are pressures to be better, faster and slicker, more mobile, more agile for less.

When starting your Cloud journey, not only do you need to navigate the range of 'as a service' solutions available, ensuring that services align to applicable security standards, you also need to think about the process of embedding the 'as a service' model into your organisation's culture. One of the key principles behind 'as a service' is that much of service you consume will be commoditised, taking the best practice and repeatable procedures and incorporating these components as key features/business solutions. This means that the Cloud and 'as a service' models will bring a paradigm shift to the traditional project management and business transformation methodologies.

The key focus is no longer on designing a custom solution to meet your specific organisation's needs, it's about aligning your service model to tried and tested industry standard best practice and bringing your organisation with you on the change journey. We will show you how to leverage the opportunities that the cloud brings such as mobile applications to make your organisations decision makers, budget holders, line managers and service delivery experts more effective and better equipped to assist their service users.

At Inoapps our experts have a wealth of experience of Public Sector transformation, particularly in the corporate services space. This combined with our Cloud as a service credentials in the Oracle space make us the ideal partner of choice to deliver, facilitate and manage your change journey.

Our Enterprise Change Team offers a range of project delivery and business transformations services designed to optimise your Cloud journey, reducing ROI timescales and maximising outcomes. You will be working with a team of experts who have transitioned many Public Sector organisations to the Cloud, ensuring the right level of project delivery focus from our project leaders and evangelising key stakeholders with effective and influential change agents.

The Inoapps Enterprise Change Team is designed and structured to ensure the success of your Cloud journey, be it SaaS, IaaS or PaaS. We offer the following services with a Cloud first focus:

Business Case and Benefits Realisation

- a. Cloud Strategy and Business Case Development.
- b. Cloud benefits modelling, outcome assessments and benefits realisation services.

Business Augmentation for the Cloud

- a. Cloud business process augmentation and policy alignment.
- b. Cloud Target Operating Model Design

Cloud Assurance and Assessments

- a. Cloud Readiness Assessment services.
- b. Cloud security and architecture services aligned to Public Sector protocols.
- c. Checkpoint reviews and operational readiness assessment services.

Stakeholder Engagement and Business Change

- a. Packaged training services including training needs analysis and training plans.
- b. Cloud Stakeholder Engagement Services incorporating stakeholder mapping and engagement strategies.

Cloud Transition Services

- a. Packaged Project Management Services
- b. Packaged test management solutions including test strategy and test scripts.
- c. Packaged data management services including data strategies and ETL services.
- d. SaaS alignment, functional configuration and integration services.

Our services are aligned to the achieving maximum success from the Oracle Cloud. Our teams are designed to ensure that we deliver our services to the highest possible standard, we ensure that we combine knowledge and experience of the Cloud services with relevant subject matter expertise and sector specialist knowledge - in our experience, both are needed to secure impactful and meaningful business change.

When it comes to delivering corporate transformation, we are well versed in implementing business change initiatives across Finance, HR, Payroll in both the Public Sector and the private sector - particularly in service based organisations with a project focus.

We offer a range of flexible services models including commodity based work packages and outcome focused services which can be procured on either a CAPEX module or on a subscription basis.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud Delivery SaaS*
- *Inoapps Oracle Cloud Delivery Generic*
- *Inoapps Oracle Cloud Transformation SaaS*
- *Inoapps Oracle Cloud Transformation Generic*
- *Inoapps Oracle Cloud Configuration Services for SaaS*

Inoapps Oracle Cloud Training Service

Informed and supported employees can often be the key to achieving improved efficiency, improved performance and increased cost effectiveness, so we create training programmes that do just that.

Programmes which identify and fulfil training requirements, reach every user and communicate those important messages in a way that's engaging, informative and will deliver real, measurable results to your organisation.

Our training and knowledge transfer approach is tailored to your company's needs but founded upon the following 3 stage methodology:

Understanding the Client's Culture

When it comes to implementing large transformation programmes, we believe it is critical to the success of your overall implementation that we know and understand your company's culture and ascertain the different knowledge transfer pathways required. We spend time listening to you and your users so that our training solutions are effective and attuned with how your users work.

Documenting Knowledge

In order for your users to be assured they are working in alignment with the organisation and each other, we work hard to document your system processes, workflows, integrations and best practice. Therefore, when it comes to the training and knowledge transfer stage, your users have access to information which helps them understand where their role fits in the wider adoption of Oracle Cloud as well as supporting cross knowledge transfer and organic learning. This can be implemented using sustainable, online learning solutions held in a single repository enabling easy version control and update handling.

User Knowledge Adoption

It may be that your training delivery approach includes a blended approach of both face to face and online learning.

We believe there are three key elements to ensure successful user adoption, whichever delivery approach is adopted:

- Interactive, real life scenarios with a hands-on approach. Allowing your users to use and test the system removes fear of the unknown – helping users trust the system.
- Support material needs to be easily accessible when a user strikes a 'point of need' – this approach helps breed self-sufficiency.
- Ensuring users are involved at the beginning of the process allows us to utilise their knowledge as well as clearly demonstrate the benefits of Oracle Cloud.

These services are aligned to the following GCloud Listings

Inoapps Oracle Cloud Training Services

Inoapps Oracle Cloud SaaS Transformation Services

Please see section Inoapps Oracle Cloud Transformation Services (Page 19)

Inoapps Oracle Cloud SaaS Managed Service

Inoapps Cloud Managed Service

Inoapps offer a range of Service Wrappers which may be applicable to the client depending upon the level of skills within the organisation.

One of Inoapps standard approaches to this is summarised as follows:

Support Component	Included in Service	Comments
24 x 7 Access to Online Service Desk	Yes	UK Business Hours Support delivered 8am-6pm, Mon-Fri.
Expert Services	Yes	A pre-purchased number of hours per annum.
Testing – Monthly Patching	Yes	Monthly Patch releases.
Testing – Upgrades	Yes	2 x new releases per year.

24x7 Access to Online Service Desk

Named users at the client have constant access to Inoapps' Service Management Portal in order to raise, review and update incidents, problems and changes as appropriate.

The manned service desk can be contacted within supported hours either by telephone, e-mail or directly by alert from the supported systems. The service offered is limited to fixed activities and does not include training or consultancy services which are outside the scope of this agreement.

Inoapps will manage all Oracle technical issues and Service Requests (SRs) and escalate to Oracle where applicable. All support calls are tracked internally on Inoapps' Service Management tool suite, ServiceNow.

Business as Usual (BAU) Support

BAU Support includes managing and maintaining the status quo of an unchanged state despite difficulties or disturbances.

Cloud support is different to the traditional on – premise model. The infrastructure and environment is delivered by Oracle as a “one-size fits all”. The Inoapps service is a personalisation that provides the client with the practical benefit from our knowledge of the solution and its application at the client.

Expert Services

- Functional User Support and How-To questions?
- SR Management with Oracle and assistance with escalation.

Expert Services are delivered On-demand enabling the client to ‘call off’ against a flexible pre-purchased amount of services time deducted from the total in minimum increments of 30 minutes (1 unit). Inoapps will provide a regular monthly report of usage. Refreshes are available throughout the contract period to purchase additional hours.

Expert Services can be used for activities up to 8 hours in effort. This will allow for work to be undertaken without the need for an additional PO. The 8-hour limit is alterable or can be removed completely, but is often used to help control changes that should be project expenditure not operational expenditure.

Expert services can be used for any type of change requests including (but not limited to)

1. Creation of a new entity or organisation
2. Specific training request
3. Creation of ad-hoc reports
4. Setup of a new functionality

Testing Support

The testing and release service is where Inoapps perform a level of testing on the Oracle Cloud release prior to the customer needing to perform final acceptance testing.

The service is a set of procedures to accommodate prompt, efficient testing of:

- Monthly patches, and
- Bi-annual Upgrades.

Upon notification by Oracle of the next availability, Inoapps will work with the client to agree a testing timetable and schedule of activities to perform testing.

Inoapps will perform all testing following a pre-agreed schedule, using pre-agreed test scripts. All findings will be documented. Issues identified as part of the tests will be assessed by Inoapps and addressed where possible. In the event that the support consultant cannot resolve the issue, they will raise and manage an SR with Oracle. Fixes to issues will be worked on in the staging pod and will be documented. This documented fix will be provided to the customer for sign off prior to the fix being applied to the production pod.

The scope is as follows:

- Testing of Upgrade and Monthly Patch cycles.
- Test the solution using pre-agreed test scripts.
- Test areas of specific configuration.
- Test specific solution areas that the Upgrade is known to have changed from the previous release.
- Document test findings.
- Issue fixing following Inoapps Testing.
- Where possible, resolve issues that have arisen from the Testing. This resolution will be performed in the staging pod and will be documented so that it can either be configured by Inoapps in the production pod or can be passed to Oracle to apply.
- Identified fixes will be documented and will go through the Change Control process prior to being applied to the production pod.

Where the Inoapps team cannot resolve an issue, Inoapps will raise and manage an SR with Oracle.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud PaaS Managed Services*
- *Inoapps Oracle Cloud SaaS Managed Services*

Inoapps Oracle Cloud SaaS Delivery Services

Please see section Inoapps Oracle Cloud Transformation Services (Page 19)

Inoapps Oracle Cloud Readiness Assessments

The Government's Cloud First Strategy for the public sector has resulted in many organisations reviewing their Application and Technology roadmaps with fresh eyes. Whilst adopting a cloud first policy can simplify your service architecture and reduce associated costs, there are many early considerations that may at first appear daunting. Our Cloud readiness assessments are designed to focus on the key components of any cloud journey in order to assist you in simplify what may at first appear to be insurmountable.

They are:

- Architecture & Security
- Business Alignment & Augmentation
- Transition Planning & User Adoption
- Data Management & Business Intelligence
- Business Case and Benefits Management.

Every organisation's cloud journey is different, it will be influenced by factors such as your current organisation's readiness for new ways of working, the services you provide and your current cloud modernisation maturity levels. Here are some scenarios where customers have sought Inoapps expertise in assessing their cloud readiness and preparing for their cloud journey.

1. Your organisation may be transitioning all of your services to a cloud first model and have an active transformation programme in place seeking to modernise your service delivery and secure SaaS applications for all of your business needs.
2. You may be taking an opportunistic approach to transitioning to the cloud by undertaking an E-Business Suite Cloud conversion at your next upgrade points.
3. Your cloud journey may be driven by a need to reduce both the cost and risk profile of your underpinning technology stack, focusing on a transition from traditional on premise or hosted data centres to a utility based model utilising Oracles IaaS or PaaS services to increase resilience and reduce operating overheads.

The status quo has shifted, as an industry, we no longer architect an IT landscape as a collection of disparate applications and services. IT Directors and CIOs must now build an IT fabric for the entire company but architecting a “Cloud” solution requires careful planning, deploying and administering so to ensure a quick, tangible ROI.

Inoapps are able to help businesses change, improve efficiency and lower costs in the deployment of their infrastructure. At Inoapps, we have developed the skills and experience to help accelerate your journey to the Cloud.

We offer a range of packages which we will align to your specific cloud readiness requirements. Our package prices are estimated utilising the SFIA rate card. Our packages can be aligned to a range of customer requirements:

- Existing Oracle Customers E.g. E-Business Suite or PeopleSoft Customers looking to covert to the Cloud
- New to Oracle /New to Cloud Customers

Business Alignment Workshops

Using a range of facilitated workshops and structured interviews complete an assessment of the As Is Business flows (inc policy) and align these to the Industry standard modern business flows within the Oracle Cloud. Gaps will be identified and impact assessed.

Security, Architecture & Access

Assess the peripheral technical & security implications for your organisation associated with moving to the cloud e.g. network bandwidth, user access and mobile devices.

Data Management and Integration Workshops

Provide a high-level review and outline approach to data management including:

- Interfaces
- Management of legacy data
- Migration of active data

Stakeholder Profiling

Identification of the cultural impacts associated with the transition to cloud. This will incorporate high level stakeholder mapping and channel messaging.

BI Assessment

Whilst many solutions are designed from a process perspective, the underlying driver behind the systems is to manage the flow of data in order to provide meaning information to key stakeholders. We will run a number of structured workshops designed to re-position your perspective in relation to BI and map out the high level KPIs and associated dashboards your organisation will need as part of its cloud transition. This

early introduction to BI thinking will be invaluable to positioning your organisation to make the right decisions when structuring and scoping your cloud implementation.

Customisation Detangling

For Oracle customers with an existing on-premise ERP footprint, there will be a number of legacy customisations and personalisation's that have been introduced to your current solution. We will review these customisations with you and provide you with guidance on how these customisations are managed by the Modern Best Practice Business Flows within the Oracle Cloud SaaS solutions. Where residual gaps remain, we will work with you to create a recommended course of action to minimise business disruption.

Business Case Review

Our Oracle Cloud experts will work with you to review your outline business case and incorporate key components identified during the cloud readiness assessment. This will include outline cost and benefit estimates along with any associated assumptions. Inoapps can also offer a fully packaged business case service whereby we will create your cloud business case for you.

Pricing examples for our Cloud Readiness Assessments can be located within our pricing document or calculated on a time and materials basis using the SFIA rate card.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud Readiness Assessments*

Inoapps Oracle Cloud Planning Budgeting and Forecasting (PBCS) Services

Inoapps have designed our packages to offer business value with a rapid start delivery. We set out to deliver a project within a mutually agreeable scope without hard limits to the dimensions and functions within PBCS or BICS. By not limiting these but agreeing them up front, you will receive a PBCS & BICS solution that's tailored for your organisation. BICS can offer value analytics and actionable insight into Sales, Service, Marketing, Risk, Financial, Manufacturing and Operations. Inoapps will work with you to highlight key areas of your service that will benefit from a BI solution and deliver value within weeks not months.

Inoapps' approach to delivering a robust PBCS or BICS solution is to involve the client from the beginning. The majority of the work and effort is focused on the Scope, Analysis and Design. This is fundamental to a successful implementation. Inoapps will lead the workload at this stage to ensure the requirements and scope are documented correctly and the design of the application meets your needs and adheres to best practices.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud PBCS*

Inoapps Oracle Cloud Delivery Services

Please see section Inoapps Oracle Cloud Transformation Services (Page 19)

Inoapps Data Management and Integration Services for Cloud

For many public sector organisations, the transition to a cloud first organisation can be a daunting process. Public sector organisations are increasingly under pressure to deliver public services fit for the digital age. There are pressures to be better, faster and slicker, more mobile, more agile for less.

However, as part of that Cloud Journey, it is essential that the underlying data that supports those Cloud Applications remains accurate, robust and of a high quality. That is a requirement that is a challenge for many projects, and Data Migration is often seen to be one the highest risk workstreams of an ERP or HCM project.

This is an area that the Inoapps Cloud Data Migration services can assist. Working closely with the key customer Stakeholders, the Inoapps Data Migration team can assist in reducing the risk, cost, duration and complexity of Data Migration activities into Cloud ERP applications.

The Inoapps Cloud Data Migration service provides organisations with a comprehensive solution to ensure that the Data Migration workstream of their Cloud Application project is effectively executed and fit for purpose.

For many public sector organisations, data migration to a cloud application is a resource-hungry project activity that is not required regularly enough for them to become efficient.

Through our long track record of ERP and Cloud projects, Inoapps has developed strong capability in all aspects of data migration and has a Centre of Excellence dedicated to quality assurance and the people, processes and tools required to fully support clients in this activity.

Scope of Service

Our Data Migration engagements typically take the form of the following scope:

- Service Engagement
- Planning Phase
- Project Close Out

Service Engagement

To ensure satisfactory kick off of projects of this type, a structured project Service Engagement model is used.

Depending on the nature and scale of the project, this will commence with an initial meeting with the client's representatives to:

- Meet key client representatives and ensure all parties are bought in to the project.
- Clarify their understanding of the requirements and focus on the achievement of the project's objectives
- Obtain a solid understanding of each party's individual responsibilities.
- Define Project objectives, scope, method of approach and Project deliverables

Planning Phase

Our Project Planning Phase will typically involve the following activities:

- Analysis of Legacy Systems
- Define 'To Be' data model
- Defining cross references key
- Define data migration strategy
- Defining criteria to support cleansing, standardisation, matching and merge, de-duplication, synchronisation of data
- Defining new physical data model 'To Be'.

Build Phase

During the Build Phase, the Inoapps team will work closely with the Customer representatives to carry out:

- Data extraction from legacy system
- Data synchronisation with legacy systems
- Design and deploy of software migration in line with data migration strategy
- Develop data reconciliation reports to confirm success of exercise.

Execution Phase

During the Execution Phase, the Inoapps Team will work closely with the Customer team to carry out the following

- Execute all Migration scripts in Test environments
- Carry out reconciliation of all migrated data
- Carry out remedial work as required to fix issues
- Execute migration in Production Systems.

Close Out Phase

The Inoapps team would work with the customer team to carry out

- Final project close out
- Complete and finalise all documentation
- Handover project completion to customer
- Close out project

Conclusion

Our services are aligned to the achieving maximum success from the Oracle Cloud. Our teams are designed to ensure that we deliver our services to the highest possible standard, we ensure that we combine knowledge and experience of the cloud services with relevant subject matter expertise and sector specialist knowledge - in our experience, both are needed to secure impactful and meaningful business change.

These services are aligned to the following GCloud Listings

- *Oracle Data Management and Integration Services for Oracle Cloud*

Inoapps Oracle Cloud Inclusive ERP Finance & Procurement Implementation

Please see section Inoapps Oracle Cloud Transformation Services (Page 19)

Inoapps Cloud Architecture and Security Assessment Service

For many Public Sector organisations, the transition to a Cloud first organisation can be a daunting process. Public Sector organisations are increasingly under pressure to deliver public services fit for the digital age. There are pressures to be better, faster and slicker, more mobile, more agile for less.

However, as part of that Cloud Journey, it is essential that those Cloud based solutions retain the same standards of Data Security and Governance that traditional on-premise solutions have always adhered to. The move to Cloud means that security considerations are a fundamental pre-requisite of the migration, and every organisation needs to be assured of the security arrangements for their Cloud service.

But what are the key criteria for a security policy for a Cloud based application – how does an organisation gain the assurance that their Cloud service provider is meeting their security obligations, and how does an organisation ensure that their communication to and from their Cloud instance is secure and robust?

The Inoapps Cloud Security Assessment service provides organisations with a comprehensive solution to ensure that their Cloud Application is fully secured and fit for purpose.

Scope of Service

The Inoapps Cloud Security Assessment is a comprehensive audit of all aspects of the security considerations for the implementation of Oracle Cloud Applications.

Taking the format of a series of meetings and workshops, the Cloud Security Assessment will step through all of the key areas of concern, and identify risks and issues that may impact the integrity of the implementation.

The outcome from the exercise will be a comprehensive report detailing all of the findings, and making a series of short, medium and long-term recommendations for improvement.

Key Topics for Consideration

The following list provides an overview of the key topics and agenda items:

- Data Centre and Service Provider considerations
- Physical Security
- Security standards compliance
- Connectivity Considerations Methods of connectivity from core sites to Data Centres
- External connectivity, remote workers, third party access o
- Account Considerations Joiners, movers, leavers management

- Segregation of duties o Password and account policy
- Environment management
- Application Considerations Applications roles and access rights o “Confidential” data considerations
- Integration Considerations Methods of integration
- Usage of VPN, SSH, T1 Connectivity
- Data encryption at rest/ in transit
- Modification of data in transit o
- Reporting Considerations Reporting tool access
- Data security considerations for reporting
- Report distribution policy

Our services are aligned to the achieving maximum success from the Oracle Cloud. Our teams are designed to ensure that we deliver our services to the highest possible standard, we ensure that we combine knowledge and experience of the Cloud services with relevant subject matter expertise and sector specialist knowledge - in our experience, both are needed to secure impactful and meaningful business change.

These services are aligned to the following GCloud Listings

- *Inoapps Oracle Cloud Architecture and Security Assessments*

4 WHY INOAPPS?

4.1 ABOUT INOAPPS

Established in 2006, Inoapps has experienced exponential year on year growth, establishing itself as a trusted Oracle Global Platinum Partner. Global platinum partner status is the highest level of partnership with Oracle.

Our expert teams will be able to support you in your Cloud journey, providing advice, guidance and hands on delivery expertise. In addition, we have over a decade of experience in delivering innovative and transformational solutions via the Oracle platform, to create a number of best practices wrapped around Specialist Cloud services. These include our cloud readiness assessments, digital transformation services and innovative products including our Inohub data integration framework.

As a trusted and award-winning Oracle Platinum Partner, Inoapps is delighted to provide offerings across the full range of the Oracle Cloud Suite of Services. These include our Digital Transformation services, Cloud Readiness Assessments, and innovative suite of products designed to expedite implementation, such as our InTake Data Migration tool, InoHub integration and Reporting as a Service (RaaS) offering.

4.2 AWARD WINNING ORACLE PARTNER

Inoapps recent awards & accolades include:

- 2018 Oracle Cloud First Partner of the Year
- Accredited Member: Oracle Managed Service Provider Programme
- Member: Oracle Cloud Excellence Implementer Program
- 2017 Most Innovative Managed Service Provider Partner
- 2017 London Stock Exchange 1000 Companies to Inspire Britain
- 2017 Oracle UKI Partner of the Year: Oracle DBaaS
- 2017 First Oracle IaaS Specialised Partner
- 2016 Oracle Global Partner of the Year: Cloud SAAS Transformation
- 2016 Oracle Specialised Partner of the Year EMEA: Oracle SaaS
- 2016 Oracle Specialised Partner of the Year UK: Oracle SaaS
- 2015 Oracle Specialised Partner of the Year UK: Oracle Cloud





































These awards are in recognition of the exceptional quality of service, innovation and project success.

4.3 EXPERIENCED ORACLE CLOUD IMPLEMENTER

Inoapps is proud to be the first UK Oracle Partner to implement Oracle Cloud and also to adopt the solution to run our own internal operating procedures.

To date we have transitioned over 30 organisations to Oracle Cloud and the following image provides a summary of some organisations we have supported and their associated Oracle Cloud Footprint.

SOME OF OUR CLOUD PROJECTS

	INDUSTRY	GEOGRAPHY	BAU SUPPORT	FINANCE	PROCUREMENT	PROJECTS	HCM	TALEO	CX	PBCS	Inoapps Products	FAHRCB	BICS	EPM	IAS/MSP
	IT Services	UK/US/KL	Inoapps	✓	✓	✓	✓	✓		✓	✓		✓	✓	
	Financial / Insurance Services	UK	Inoapps	✓											
	Oil & Gas	UK/US	Inoapps	✓	✓		✓		✓		✓				
	Digital Media	28 countries	Inoapps	✓	✓		✓	✓		✓	✓				
	Shipping & Logistics	6 countries	Inoapps	✓	✓										
	Low cost Airline	UK/Africa	Inoapps	✓	✓							✓			
	Telecommunication	Singapore	Inoapps	✓	✓										
	Logistics	Bangladesh	Oracle										✓		
	FS	11 countries	Inoapps	✓	✓					✓	✓				
	Trading/ Manufacturing	Bangladesh	Oracle		✓							✓			
	Oil & Gas Engineering	USA	Inoapps												✓
	Business Services (Credit Reference)	UK	Inoapps	✓	✓		✓	✓		✓	✓				
	Healthcare	UK	Inoapps	✓	✓		✓	✓		✓	✓				
	Grocery Delivery	Singapore	Oracle	✓											
	IT / Digital services	8 countries	Oracle	✓	✓	✓				✓					
	Construction	30 countries	Inoapps	✓	✓	✓	✓	✓	✓	✓	✓				
	Agriculture	UK	Inoapps							✓					
	Drinks Distribution	USA	Inoapps							✓				✓	
	Industrial Services	USA	Oracle				✓								
	Gaming	UK	Inoapps	✓	✓		✓	✓		✓	✓				
	Consumer Goods	Malaysia	Oracle	✓											
	Construction	UK	Inoapps	✓	✓	✓	✓			✓	✓				
	Car Hire	UK	Oracle							✓					
	Property Rental/Housing	US	Inoapps	✓	✓	✓	✓	✓		✓	✓				
	Offshore Drilling	US	Inoapps				✓	✓						✓	
	Public Legal Aid	UK	Inoapps	✓	✓		✓	✓							
	Examination Board	UK	Inoapps	✓	✓		✓								
	Digital Printing	US	Inoapps				✓	✓							
	Commercial Automotive	Malaysia	Oracle							✓					
	Property Services	UK	Inoapps								✓		✓		
	AV/IT	UK	Inoapps												✓
	Construction	UK	Inoapps												✓
	Financial Services	Indonesia	Inoapps	✓											
	Construction	Malaysia	Inoapps												✓
	Oil & Gas	US/Africa	Inoapps	✓	✓	✓	✓	✓			✓				
	Oil & Gas Services	France/ Global	TBD				✓								

4.4 INOAPPS IN THE PUBLIC SECTOR

Inoapps has been delivering value for money Oracle services to the Public Sector for a number of years and have established relations across both central and local government. Both company level and subject matter expert level experience spans across Bluelight, local government, health, education, defence and central government. We operate at all levels from CFO/S151 officer to business process owner to influence better ways of working.

Our people, particularly our team of Enterprise Change experts, have real world examples of supporting the Public Sector to innovate and transition to the Cloud.

4.5 THE INOAPPS DIFFERENCE

As a business, we are driven by a set of values, which will help us to reach our objectives and operate successfully as an organisation. These values represent what we stand for and will drive the service levels we deliver.

- We are **Innovative** in all that we do
- We are **Nimble**, so we are able to move quickly
- We are **Open**, honest & enthusiastic
- We are **Assured**, so we always do the right thing
- We are **Passionate** about what we will achieve
- We are **Professional** in our relationships at all levels
- We are **Successful**

Inoapps is a one-stop-shop for all things Oracle. We only work with Oracle solutions and cover the entire Oracle solution set. We understand that any IT project is about more than the technology. It's about the business pressures and challenges your organisation faces and the impact on the individuals and the culture that are the essence of your success.

5 INOAPPS SERVICES

5.1 SPECIALISED ORACLE PRACTICE

Inoapps is at the forefront of the provision of Oracle services in the UK, ASEAN and USA. We are fully capable and resourced to deliver consultancy, service, hosting and implementation of the full Oracle 'Red Stack'. Inoapps is fully aligned to the Oracle Cloud platform and we provide an extensive range of services in line with the Organisational Chart below. Inoapps has structured itself in this way so as to work in the most efficient manner for our customers and as a result can offer real business benefits due the depth and breadth of knowledge within the organisation.

We are more than a technology company and known throughout the industry for our innovative, transformational and cost-effective solutions and services.

Further information on Inoapps Sectors and management team is available on our website <http://www.inoapps.com/>



6 PRICING

6.1 SFIA RATE CARD

All of our consultancy services are priced by a common set of rates tables, based on the 'Skills for the Information Age (SFIA)' Definitions & Rate Card, as shown below. This gives day rates for consultants of different levels of experience undertaking different types of roles in different types of projects. Further details can be provided if required, but we would normally expect to agree what level of supporting resource(s) were required for a given project with a client, which will enable us to determine what rate(s) are appropriate.

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£350	£350	£350	£350	£350	£350
2. Assist	£500	£500	£500	£500	£500	£500
3. Apply	£650	£650	£650	£650	£650	£650
4. Enable	£850	£850	£750	£750	£750	£750
5. Ensure/Advise	£975	£975	£850	£850	£850	£850
6. Initiate/ Influence	£1050	£1050	£950	£950	£950	£950
7. Set Strategy/ Inspire	£1500	£1500	£1200	£1200	£1200	£1200

Standards for Consultancy Day Rate card

- **Consultant's Working Day** – 8 Hours exclusive of travel and lunch.
- **Working Week** - Monday to Friday, excluding national holidays.
- **Office Hours** - 09:00 - 17:00 Monday to Friday.
- **Travel and Subsistence** - Included in day rate Within M25. Payable at department's Standard T&S Rates outside M25.
- **Mileage** - As above.
- **Professional Indemnity Insurance** - Included in day rate.

6.2 PRICING FOR G-CLOUD OFFERINGS

Please see the individual pricing documents per GCloud Offering for information regarding the specific pricing for items within Inoapps' listings.

6.3 PAYMENT TERMS

In line with the terms and conditions of G-Cloud 10 Inoapps

6.4 CONTRACT PERIOD

The minimum contract period is 12 months, rolling renewal, arrangement. However, we will honour and work to support other arrangements in the event that existing client contracts and/or governmental policy changes dictate variations to our stated terms.

Please note that example models provided have been estimated based on a 24-month agreement.

6.5 TERMINATION

After agreed initial term, termination is possible with 3 months' prior notice with payment for any unpaid months.

6.6 TERMS AND CONDITIONS

- Inoapps Terms and Conditions will apply with regards to implementation services.
- Prices exclude VAT.
- Prices exclude expenses which will be charged as incurred in line with GCloud terms.

6.7 PRICING FOR IMPLEMENTATION

Where we are providing implementation of a system/solution (as opposed to consultancy), with one of our partners, this is generally presented as a separate service offering in our GCloud portfolio, highlighting the particular product concerned. For products which are not listed separately, we would be pleased to discuss how we might incorporate these as part of our ERP implementation service and or provide a quote.

7 ADDITIONAL INFORMATION

7.1 ONBOARDING AND OFFBOARDING SERVICE

ERP Onboarding

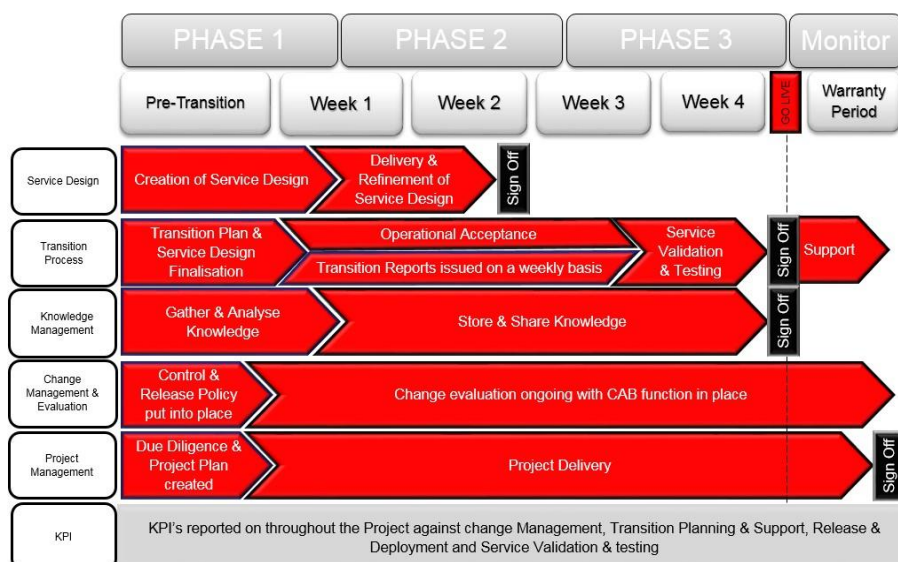
Inoapps believe that our Project methodology blends Inoapps' proven model for ERP implementations to date with the Phasing and elements of Oracle Unified Methodology with PRINCE2 Project methodology.

This approach is recommended to our clients to provide standard out of the box functionality based upon configuration, not customisation, to drive a rapid and predictable implementation and rollout. Onboarding is charged in line with our SFIA Rate Card.

Project Phase outline

- Project Kick Off
- Global design Workshop
- Solution Design Workshop
- Detailed Design
- Configuration
- Conference Room Pilot
- SiT testing
- Acceptance Procedure
- Sign Off
- Go Life and post Go Live Support

All other Onboarding



All Offboarding

All Offboarding is done in line with Oracle best practice. Processes are defined per client in line with the relevant security parameters. Offboarding is charged in line with our SFIA Rate Card.

7.2 SERVICE MANAGEMENT

Oracle Products are accredited to ISO9001 quality standards and delivered in line with the ITIL Framework and according to a proven PRINCE2 based project management methodology. We are accustomed to working in close collaboration with clients, often onsite, against agreed work and deliverable schedules.

7.3 SERVICE CONSTRAINTS

Maintenance Windows

Maintenance windows will be pre-agreed in line with the scope of the services purchased. The Oracle maintenance window is approximately every quarter.

Permitted Customisation

Inoapps GCloud listings are costed with the Out of the Box functionality. Clients may request as much customisation as they feel is required but this will be subject to additional consultancy charges in line with the SFIA rate card.

Depreciation Schedule

The Oracle Schedule for depreciation of features/standard support is issued 12 months in advance of any changes being made.

7.4 SERVICE LEVELS

Inoapps Consultancy Service Levels

Inoapps services are offered via the Cloud Store and comply with the GCloud framework terms and conditions. These GCloud terms and conditions are accompanied by Inoapps' own Terms and Conditions, which are available on the Cloud Store.

- Service levels will be defined in the PID and agreed at service on-boarding and will cover the following aspects of consultancy service delivery:
- Time, as defined in the Project Plan. For example, a consultancy project to define the requirements for the procurement of a new system may be constrained by the target date for publishing an OJEU notice to the market.
- Cost, as defined in the Initial Business Case. For example, the client may wish to impose limit of liability on the work, or agree a fixed price.
- Quality, as defined in the Quality Plan. For example, the work is to be carried out to a specific level of detail e.g. technical design, level of detail surrounding functional and non-functional requirements specifications.

Inoapps Cloud Managed Service Levels

Availability to be discussed as part of overall contractual discussions.

Inoapps Hosting Service Levels

Availability to be discussed as part of overall contractual discussions.

7.5 SERVICE CREDITS

Any diminution of service away from the agreed Service Levels will be the subject of recompense in accordance with the GCloud framework terms and conditions.

7.6 TRAINING

Inoapps always aims to provide skills transfer to client staff throughout assignments. We are also offering to provide more formal training services to client staff on the new products, systems and processes that may be associated with a Cloud solution implementation.

7.7 ORDERING AND INVOICING

Inoapps is an experienced framework contractor. Orders through the G-Cloud framework would involve discussion of requirements, agreement and completion of a Call Off contract, and submission of a Purchase Order. We would then set up a mutually acceptable start date and commence work.

Invoicing would be based on whatever is most appropriate for the type of service being delivered, from the submission of monthly timesheets and any expenses, or staged payments for the consultancy tasks, through to milestone payments based on acceptance of deliverables for system implementations. Payment terms are 30 days.

7.8 TERMINATION TERMS

Where there is no licencing agreement for the consultancy services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and the Call Off contract. Where software licencing terms are included for product delivery, then these would apply, in conjunction with the Framework Agreement.

7.9 CUSTOMER RESPONSIBILITY

For any given call off requirement, the dependencies on the customer associated with the work (which would differ in each case) would be discussed and agreed before commencement, and form part of the Call Off contract.

7.10 TECHNICAL REQUIREMENTS

Prior to any commercial agreements being made, any technical requirements would be discussed in detail and form part of the Call Off contract.

7.11 INFORMATION ASSURANCE

Inoapps Ltd are committed to the principles of ISO27001 and strive to be a force for best practice data management and security. The data centres that we use for our Cloud services are ISO27001 certified or equivalent. All Oracle Products are also certified to ISO27001.

7.12 BACKUP AND DISASTER RECOVERY

Backup and Disaster Recovery procedures and invocation remain the responsibility of the client. Inoapps are however in the position to offer consultancy in this area.

7.13 DATA MIGRATION AND INTEGRATION

Unless specifically stated as in scope within the relevant Service Definition section, Data Migration and Integration will be scoped and costed on a case by case basis and in line with the SFIA rate table.

8 ORACLE CLOUD SAAS OVERVIEW

This section provides an overview of the Oracle SaaS solutions available. Inoapps offer cloud implementation and transformation services to compliment the Oracle SaaS product set. We are also well versed in public sector procurement and can provide guidance and assistance on procurement Oracle SaaS.

8.1 ORACLE CLOUD HCM

Modern HR empowers the individual by leveraging easy to use tools that are personalised, social, deliver insights and cover the full employee lifecycle. With Oracle HCM Cloud, you can find, grow, and retain the best talent, enable collaboration, provide complete workforce insights, increase operational efficiency and make it easy for everyone to connect on any device.

Global HR

A global and unified HR platform with in-context direct access and collaboration services, mobile technology, embedded and predictive analytics, workforce modelling capabilities, and deep country localisations can meet the needs of modern HR organizations. A system such as this eliminates information silos, letting you use consistent, real-time workforce data embedded throughout HR management and talent solutions to lower costs and drive better operational decisions. And if your HR services are delivered in the Cloud, you can gain the breadth and depth of an end-to-end HR solution, with the ease and speed of Cloud delivery. Based on Oracle's customer experiences, as much as 30 to 60 percent of HR IT costs can be shed by leveraging Cloud solutions and you can deliver human capital management (HCM) business functionality 95 percent sooner than previously possible. Cloud delivery lets you quickly adapt as your company grows and changes—so you can attain operational excellence and increase global agility.

Talent Management

Oracle has rethought the business of talent management and has designed a system to support HR's shift from administrative to strategic. Areas such as performance management have been redesigned away from the tracking of papers, forms, and ratings and moved toward strategic growth and development activity with kudos, feedback, and ongoing goals.

Oracle Talent Management Cloud provides end-to-end talent management in a single system so that HR can:

- Find, grow, and develop key talent with modern talent management.
- Align individual goals with corporate goals.
- Drive a strategic, end-to-end talent management strategy with a single, integrated system for all talent-related activities.
- Leverage social media and mobile technology to broaden recruiting reach, generate high quality employee referrals, and increase employee engagement.
- Analyse talent information to make better decisions.

A Complete, Integrated Solution

Only Oracle HCM has the workforce insight for superior talent management, as well as the breadth and depth to provide the global HR foundation that companies need to support current business goals. Oracle's comprehensive, end-to-end system lets companies apply best practices to processes across the entire employee lifecycle rather than just to a single, isolated process.

Understanding and influencing talent is critical to the success of an organisation. Reviewing talent, aligning individual goals to business strategies, rewarding top talent, and providing easy-to-use social tools are key steps. With Oracle Talent Management Cloud, HR leaders can provide the strategic insight and workforce planning to attract and retain the best talent and stay ahead of the competition.

Workforce Rewards

Benefits of Oracle Workforce Rewards:

- Provide a complete compensation picture to workers and administrators.
- Deliver online benefits statements to diverse populations.
- Enable employees to customise rewards packages.
- Integrate compensation and benefits with payroll.
- Link individual rewards and corporate goals.
- Comply with industry standards, and local customs and regulations.
- Provide visibility into overall compensation trends.
- Enforce compensation business rules.
- Monitor and manage global total rewards.
- Analyse, model, budget, and allocate compensation pools.

Segment your way to success

In a decade when global unemployment numbers have remained stubbornly high, it may seem paradoxical that employers across all industries are having a tough time filling key positions. The fact is, though, that not all talent is equal, and the first step in creating a successful rewards program is identifying the roles and skill sets that are most critical to your organisation, and then providing the compensation packages that will allow you to hire and retain them.

Link pay with performance to provide differentiated compensation

With salary-increase budgets averaging below 3 percent, it's hard to attract and reward top performers with base pay alone. Variable compensation plans provide a flexible alternative, allowing organisations to tie rewards directly to the metrics that best drive their success.

Deliver clarity and transparency

Rewarding top performers as a strategy, is fine— as long as everyone understands what it takes to be a top performer. Make better-informed decisions about compensation by using HCM technology to access real-time data, decision support, and analytics. And use the employee portals and online compensation

statements that are part of that system to ensure that every employee understands the pay, benefits, and incentives available to them through your total rewards program.

Provide a flexible technology platform.

Choose solutions that enable you to navigate the dizzying array of global compensation plan components and their associated regulatory requirements with ease. Adapting your total rewards offerings to employees' changing preferences keeps you ahead in the increasingly tight race for talent. An integrated total rewards system can automate compensation allocation across the workforce and provide you with insight into benefits and compensation trends, employee performance, pay history, and more via advanced analytics and embedded dashboards.

Make it social; make it mobile.

Ensure a continuous feedback loop with employees by making all of their compensation, benefit, and payroll information available on the mobile devices they use every day. Then incorporate social media tools to provide real-time interaction and immediate feedback.

Workforce Management

Benefits of Oracle Cloud Workforce Management

- Reduce data-entry errors through self-service time reporting and automated time capture.
- Monitor absences against schedules to gauge productivity lapses in near real-time.
- Provide rules-based calculation of gross pay and absence accruals.
- Reduce the administrative costs of manually scheduling employees.
- Reduce overstaffing costs through utilizing employees to the best of their ability and availability.
- Align employees to the demands of the organisation.
- Reduce productivity loss due to unplanned absences.

Standardise processes.

When it comes to how time is tracked, pay is calculated, and vacation and leave are distributed, consistency and transparency are key. Employees need to understand the processes and policies behind these calculations, and see that they're being applied fairly. And external parties need visible proof that employers are executing policies in compliance with all applicable laws and regulations. A good integrated workforce management system facilitates both by allowing administrators to implement and configure policies according to the rules, validations, and definitions of their organisation.

Automate time, labour, and leave-tracking.

You would be hard-pressed to find a manager in any organisation who wouldn't rather be managing employees than managing time sheets. By automating time, labour, and leave management processes, you not only free HR and management personnel for more-strategic tasks, you also improve data accuracy (meaning fewer payroll errors) and reduce labour costs (through improved timetracking). Offering self-service capabilities for both employees and managers, automated workforce management translates to increased productivity across the board.

Communicate flexibly.

All the self-service time, absence, and leave management functionality in the world will not be enough to yield the error reductions and productivity gains your HR department dreams of if your employees and managers aren't able to enter and view this information on the devices of their choosing. It's not enough to provide web self-service for office and home computers; you must also make it available on the smart phones and tablets that have become so ubiquitous. Interestingly enough, few organisations have caught on to this fact— barely 10 percent allow managers to view, modify, or approve time sheets via mobile devices. Clearly, an opportunity exists for those that do.

Integrate to add insight.

The information you glean from your workforce management system doesn't have to stop with hours worked and vacation earned. By integrating workforce management with payroll, scheduling, and other core HR functions, you can yield a treasure trove of data about project and employee performance.

8.2 PBCS

Oracle Planning and Budgeting Cloud Service has enabled over a thousand organisations of various sizes to quickly adopt world-class planning and budgeting applications with no CAPEX infrastructure investments, driving market-leading functionality across lines of businesses in the enterprise with flexible and customisable deployment options and virtually no learning curve.

Complete Planning, Budgeting and Forecasting Solution in the Cloud

Oracle Planning and Budgeting Cloud Service is a planning, budgeting, and forecasting solution used by many large, medium and small companies worldwide to solve enterprise-wide business planning use cases. Oracle Planning and Budgeting Cloud Service provides a rich web and Microsoft Office work environment that has solved a wide variety of financial, sales and operational planning use cases across multiple industries.

Integrated Enterprise-wide Planning and Budgeting Process

Planning and budgeting in most organisations tends to collaborate by exchanging spreadsheets between and within operations, lines of business, and finance teams.

Oracle Planning and Budgeting Cloud Service facilitates both enterprise level and departmental level planning process by providing both Excel-based and web-based Excel-like modelling, planning and approval capabilities within one collaborative scalable solution. Sales, operational and strategic plans can be linked to long-term and near-term financial plans. The solution is easy to implement within a few weeks for a bottoms-up or top-down planning process using driver-based or conventional planning methods. Oracle Planning and Budgeting Cloud Service uses a powerful calculation engine that can be used to express a range of business logic with fast in-memory aggregation and instant analysis and reporting. Oracle Planning and Budgeting Cloud Service provides user defined task and navigation flows that can be customised based on usage needs of different groups of users.

Key Business Benefits

- No hardware or IT investments
- Fully customizable and owned by Lines of Business
- Migrate from disconnected planning tools and spreadsheets
- Work with latest version of the software
- Multiple environments and global data centres for deployment
- Seamless monthly patching
- Low cost and time to implement
- Customise solution to your specific business need

Key Features

- Intuitive, role-based web and MS Office interfaces
- Flexible driver based 'what if' modelling capabilities
- Built in financial intelligence and spreading logic
- Built-in commentary and annotation capabilities
- Flexible workflow and plan management capabilities
- Robust reporting and ad-hoc analysis with formatting and charting support
- Automated integration from Oracle and other ERP systems
- Oracle security and reliability of all Oracle Cloud deployments

8.3 ORACLE FINANCIALS CLOUD SERVICE

Oracle Cloud Financials revolutionises productivity and information access with native, real-time intelligence. Oracle Cloud Financials is a complete financial management solution. It includes a broad suite of capabilities including general ledger, accounts payable, accounts receivable, fixed assets, and cash management that all sit on top of a 100% open, standards-based platform to help customers increase business agility and standardize business processes.

Feature	Benefit
Unique reporting platform that is natively built on top of a multi-dimensional data model	<p>Gain real-time information to live financial data</p> <p>Store large quantities of data that can be accessed quickly for intuitive and immediate decision support.</p> <p>Quickly analyse data across multiple business dimensions, complete with drilldowns across hierarchies and to the underlying transactions.</p>
Simultaneous accounting of multiple reporting requirements	Comply with global accounting standards and multiple legislative, industry or geographic requirements.

Role-based dashboards and Work Areas across all Cloud Financial products	<p>Automatically push work and transactions that require attention to users from a central location.</p> <p>Immediately take action to resolve issues without having to navigate to separate pages.</p> <p>Eliminate the need to run multiple queries or search for data; users know exactly what they need to do the moment they log on.</p>
Embedded transactional intelligence	<p>Complete transactions with greater accuracy and efficiency with access to the most current information within the context of the transactions.</p>
Extensive spreadsheet integration across finance functions	<p>Save on training costs because users can work in a familiar environment that is highly efficient.</p> <p>Increase productivity when handling large data volumes</p> <p>Export results from transactional tables or reports to more easily view large amounts of data for easier analysis.</p>
Embedded Collaboration	<p>Instantly communicate with initiators or approvers with a single click to send an instant message or email and obtain other contact information, such as their location and phone number.</p>

Oracle Expenses Cloud Service

Oracle Cloud Expenses, a component of Oracle Cloud Financials, is a robust travel and expense solution that automates the management of travel spend and establishes policy driven controls for expense reimbursement. Increase employee productivity and satisfaction with multiple data entry, such as spreadsheet templates, web-based templates, mobile device entry and approval, and integration with corporate card transactions—all to expedite expense entry.

- Adapt to the always-on-the-go, mobile workforce with Cloud Mobile Expenses that allows you to record expenses using smartphones. Capture photos of receipts or use voice capture to record expenses to eliminate paper receipts tracking.
- Enforce enterprise-wide policies for travel expenses with proactive metrics, automated audits and analysis of expense trends.
- Flexibly view expenses by management hierarchy, expense category, or policy violation types and frequency to gain immediate visibility to the top spenders in your organisation, complete with drill downs so you can review detailed expense receipts and expense policy violations.

Oracle Advanced Collections Cloud Service

A complete solution to improve cash flow, increase collection efficiencies, optimise customer relationships and instil corporate and fiscal discipline Oracle Cloud Advanced Collections, a component of Oracle Cloud Financials, allows you to collect more money faster and with less effort by providing all the information a collector needs to manage delinquent customers.

- Increase collectors' productivity with prioritised work lists and interactive work status that makes it easy for collection agents to spend more time collecting and resolving account payment issues and less time organising their work.
- Gain complete visibility of customer information with summarised and detailed views of transactions, correspondence, payments, disputes and adjustments, notes, and key contacts.
- Streamline customer payment disputes and adjustments with definable amount tolerances, integration with Cloud Receivables for fast processing, and automatic notification of approved or rejected requests.
- Speed customers' payment approvals and keep key stakeholders in the loop by sending dunning notices automatically to multiple contacts.

Oracle Automated Invoice Processing Cloud Service & WebCenter Forms Recognition

Cloud Automated Invoice Processing and Cloud WebCenter Forms Recognition together support out-of-the-box invoice imaging integration. Supplier invoices can be scanned with intelligent document recognition and then automatically routed to the appropriate finance personnel for faster completion, approval, and payment processing. You can view the invoice image directly within Cloud Payables while creating an invoice – so it is easy to complete the task quickly and accurately. Upon saving, the invoice images are automatically linked to the invoice so you can easily view them throughout the invoice's lifecycle, such as during approval and audit.

With the integrated imaging solution and optical character recognition (OCR) capabilities, you can make invoice entry faster, reduce errors and help your company dramatically reduce invoice processing costs, eliminating the need for costly third-party solutions.

Oracle Financial Reports Centre Cloud Service

Oracle Cloud Financial Reports Centre a component of Oracle Cloud Financials delivers a unique multidimensional reporting and analysis platform that provides real-time access to financial information. Users can quickly report and analyse data from different perspectives from the same system that is used for operational accounting.

Feature	Benefit
Reporting Platform with Embedded Multidimensional Data Model	Store and organise large quantities of data in a very efficient way that can be accessed and analysed quickly for intuitive and immediate decision support.
	Perform multi-dimensional analysis from the same system used for operational accounting.
	Eliminate the need for a separate, costly data warehouse where data is only as up-to-date as the last-time data was transferred.
Real-time Updates to Multidimensional Balances	Always work with the most up-to-the-second data; multidimensional balances are updated when transactions and journals are posted.
	Ensure queries, reports, and analysis are extremely fast as balances are pre-aggregated at every possible summarisation level.
	Eliminate the need for dual maintenance of chart of accounts; whenever users create or modify chart of accounts and hierarchies, the changes are automatically updated in the corresponding cube.
Self-Service Reporting	Get the right information when you need it
	Securely distribute and access live or pre-published financial reports from a central location.
	Reduce dependence on IT.

Feature	Benefit
General Accounting Dashboard	Obtain comprehensive view across functional areas from a central page (i.e., journals requiring attention, intercompany transactions that are incomplete, account balances that have exceeded their thresholds, close status of sub ledgers and ledgers, etc.).
	Increase user productivity by reducing multiple searches and the need to navigate to multiple pages.
	Track the status of self-monitoring processes to help you quickly resolve exceptions, garner approvals and focus on analysing results.
Account Monitor	Continuously be alerted to sudden changes in account balances based on thresholds you define so you can take corrective action sooner.
	Quickly drill down through multiple levels of summarised balances, view different perspectives of the balance, and even drill back to the originating transaction to investigate the root cause.
Account Inspector	Quickly perform ad hoc ledger queries, multidimensional analysis, pivoting, and drill down--all within a web page.
	Make faster, more informed decisions; any changes made to query criteria are Instantaneously refreshed with the latest data.
	Manipulate and analyse data within a highly interactive user experience.
Oracle Hyperion Financial Reporting (FR)	Create boardroom-ready financial statements using a robust, easy-to-use report writer.
	Enrich the understanding of financial results by embedding charts and graphs within reports.

Flexible Report Outputs and Integration with MS Office	Analyse results in the output of your choice (HTML, PDF, and MS Office) and quickly change the output on-the-fly to address your varying reporting needs.
Feature	Benefit
	View the most up-to-date financial information by refreshing report results directly from MS Office products (e.g., Excel, PowerPoint, and Word).
Oracle Hyperion Smart View	Expedite analysis by interactively slicing and dicing data and drilling down to originating transactions within a spreadsheet environment where accountants spend most of their time.
	Perform ad hoc balance queries without the need for IT assistance.
	Analyse data from multiple data sources into the same worksheet (i.e., report and query on data from not only Cloud Financials, but also Oracle Essbase cubes and budget data from Oracle Hyperion Planning).
Allocation Engine and Wizard	Intuitively create complex allocation formulas with the graphical allocation wizard that helps users step by step.
	Significantly improve performance by allocating pre-summarised balances.
	Retain control and an audit trail.

Oracle Transactional Business Intelligence for Financials Cloud Service

Real-time Transactional Business Reporting

Cloud Transactional Business Intelligence for Financials is a real time, self-service reporting solution for Oracle Cloud Financial transactions. With Oracle Business Intelligence Enterprise Edition (Oracle BI EE) as the standard Oracle query and reporting tool, users are provided an easy-to-use interface to perform current state analysis in Cloud Financials. In ad-hoc reports, users can also easily drill on predefined hierarchies, enable action links, compose a dashboard, schedule reports or export the data or reports – all in real-time.

- Real-time access to transactional data self-service reporting.
- Hundreds of business views to easily create ad hoc queries on transactional data.
- Consistent user experience providing identical tabular, graphical and visualisation components.
- Drill downs to live transactions.
- Integration with Data Warehousing metadata.

Feature	Benefit
Build Once, Share Everywhere	Build dashboards, graphs, or reports and share them with identified users from a single information repository.
Report from One place	Report on all financial information from a single place.
Finance Professionals or IT	Both IT and finance professionals maintain the ability to create, modify or distribute reports.
See It How You Want It	Whether a user prefers pie charts, funnels or pivot tables they can choose how information is presented, graphically or tabular.

8.4 ORACLE PROCUREMENT CLOUD SERVICES

Oracle Purchasing Cloud Service

An integral part of Oracle Cloud Procurement, Oracle Cloud Purchasing provides the next generation application for smarter procurement automation.

Oracle Cloud Purchasing enables you to automate purchasing transactions and provides a robust work area for buying professionals to manage exceptions. You can execute routine transactions without manual intervention, increase productivity, and enforce compliance at every step. You can leverage supplier and agreement controls to automate purchase order creation from requisitions and communicate purchase orders to suppliers. This allows you to spend less time processing paper and spend more time discovering and exploiting new savings opportunities.

By enabling Centre Driven Procurement, Oracle Cloud Purchasing gives you the flexibility to centralise and decentralise procurement activities based on business need. It enables you to balance the competing

objectives of scale and specialisation while enforcing compliance with organisation policies. It enables you to balance the competing objectives of scale and specialisation while enforcing compliance with organisational policies.

Oracle Cloud Purchasing also enables you to protect organisation's interests by enforcing negotiated pricing and workflow approvals. It generates purchase orders that automatically use negotiated pricing and terms from supplier agreements. And embedded order and agreement approval rules close compliance gaps while simplifying exception management.

You can be confident that you are maximising efficiency and getting the right price without compliance gaps.

Oracle Supplier Portal Cloud Service

Part of Oracle Cloud Procurement, Oracle Cloud Supplier Portal improves the way you interact and collaborate with suppliers. This dynamic, secure solution provides superior supplier and performance management. Oracle Cloud Supplier Portal enables smarter supplier interactions. It is a browser based, supplier self-service solution that brings a holistic approach to supplier management by removing communication barriers between you and your suppliers. Improve Supplier Communications with Oracle Cloud Supplier Portal, your suppliers gain access to a secure, integrated work area that provides full visibility to transactions, offers closed loop collaboration, and enables electronic invoicing. Instead of struggling with disparate systems, faxes, emails, or voice messages, suppliers can access a secure work area that provides a complete summary of all transactions that require attention. With just a few clicks, suppliers get the most current status of negotiations, agreements, purchase orders, advance shipment notifications, and invoices. By providing instant access to the most current information -, you can enable them to better serve your organisation.

Key benefits of Oracle Cloud Supplier Portal include:

- Improve communications with suppliers
- Deliver best in class supplier collaboration
- Easy supplier setup and support
- Reduce errors and inquiries
- Faster issue resolution

Oracle Sourcing Cloud Service

Part of Oracle Cloud Procurement, Oracle Cloud Sourcing provides for smarter negotiation by leveraging negotiation best practices, driving strategic savings initiatives and achieving bottom-line results.

Driving sustainable savings is a common goal of procurement organisations. To achieve this goal, you need better tools to manage an increasing number of complex strategic sourcing initiatives. Oracle Cloud Sourcing delivers the structure, tools and information you need to maximise the value of supplier negotiations. As part of the integrated Oracle Cloud Procurement suite, you can negotiate enforceable agreements that comply with policies and deliver realised savings.

Key Features of Oracle Cloud Sourcing include

- Negotiation planning with sourcing calendar, recent activities and recommended actions
- Guided negotiation creation with reusable negotiation styles and templates
- Online supplier negotiations
- Collaboration with key stakeholders
- Consolidated view of sourcing activities for buyers and suppliers
- Spreadsheet support for supplier responses and award analysis
- Award analysis

Oracle Procurement Contracts Cloud Service

Part of Oracle Cloud Procurement, Oracle Cloud Procurement Contracts enables organisations to gain complete visibility into agreements, shorten cycle-times, and manage contract compliance.

Standardise Contract Processes

Oracle Cloud Procurement Contracts helps you create quality contracts faster and reduce risk with consistent enterprise standards, policies that govern their use, and flexible tools. You can boost contract quality by ensuring that your contract creators adhere to established contracting policies. You can use flexible approval rules to ensure that every contract gets the right amount of review. Oracle Cloud Procurement Contracts expedites the contracting process by automating these rules and policies, enabling your contract authors and legal department to focus energy on higher-value and higher-risk areas while streamlining routine agreements. Oracle Cloud Procurement Contracts allows you to execute best practices consistently across all of your contracting activity by establishing a library of standard contract terms and preapproved templates. Regional administrators can tailor standards for local regulations and translate them to a local language. Templates also provide consistent style and layout. Completed contracts may be output in PDF, hardcopy, or Microsoft Word format for consistent printing or email transmission.

Gain Complete Visibility to Contracts

Having visibility and staying on top of contract activity helps you maximize the value of negotiated agreements. Oracle Cloud Procurement Contracts allows you to quickly find contracts and related documents through structured search terms, free-text string searches, contract tags, as well as through enterprise-wide search engines. In addition to tracking the legal contract document, you can connect to the underlying purchasing agreement transaction in your execution system. This allows you complete visibility both to the contract itself and to its usage activity.

Maximise Compliance and Reduce Contract Risk

You will undoubtedly encounter situations in the course of negotiating where you or the supplier needs to change the terms. Oracle Cloud Procurement Contracts captures these updates easily in Microsoft Word and, more importantly, recognises them as requiring special attention during the review and approval process. You can automatically add additional approvers and summarise the important deviations from

standard policy. Also track the deliverables and service level agreements captured in the contract the contract over its life, ensuring you're realising the benefits you negotiated.

Oracle Self Service Procurement Cloud Service

Part of Oracle's Cloud Procurement suite, Oracle Cloud Self Service Procurement provides a user-friendly approach to managing employee requests for goods and services. Oracle Cloud Self Service Procurement provides the best capabilities of an e-commerce web site with the tools to control spend.

This increases the level of satisfaction for your employees, reduces your support cost, and ensures the highest level of compliance.

Broaden Self Service Adoption

Oracle Cloud Self Service Procurement delivers a user-friendly experience that is similar to the best consumer web sites. With little or no training, employees can easily search, use shopping lists, browse categories, and find what they need. This means that for most use cases, there's less for employees to learn and fewer barriers to success. You can also leverage advanced capabilities for instances where there are requirements such as one-time delivery, accounting splits and project accounting. Cloud Self Service Procurement's user experience and embedded training changes the dynamics of user acceptance. Ultimately this has a major impact on user satisfaction, which helps drive broader adoption, compliance, and savings.

Motivate Good Choices

Oracle Cloud Self Service Procurement features embedded Oracle Procurement and Spend Analytics in the context of self-service requisitioning. This gives employees visibility into the quality and performance of approved alternatives at the time of purchase. For example, information on item popularity and lead-times can help users make selections with the highest satisfaction and lowest cost. Likewise, embedded analytics improve visibility to help avoid expediting costs, returns, and provide motivation for improved supplier performance. Catalogues can be partitioned based on item category, browser category, and agreement; ensuring that the best prices and preferred suppliers are easy to find. By providing requestors with the data needed to make informed buying decisions, Oracle Cloud Self Service Procurement motivates users to make smarter choices.

Enforce Negotiated Terms and Policy Compliance

Oracle Cloud Self Service Procurement helps you enforce compliance with negotiated terms and approval policies. Catalogue management tools help improve compliance with supplier agreements by directing users to preferred suppliers and negotiated prices. Flexible rules can be used to simplify financial accounting using attributes such as amount, commodity and cost centre. Approval workflow rules help enforce controls, close compliance gaps, and simplify exception management. With Oracle Cloud Self Service Procurement, the savings you negotiate with suppliers consistently reach your bottom line.

Oracle Enterprise Contracts Management Base Cloud Service

Oracle Enterprise Contracts Management Base provides a foundation solution for managing sales, procurement, projects and other contracts.

It is a comprehensive offering for standardising corporate contract policies, improving internal controls, and complying with all contractual obligations and regulatory requirements Oracle Cloud Enterprise Contracts Cloud Base enables you to create legal clauses and templates for both “Buy” and “Sell type contracts. It allows you to create contracts with item lines or without item lines. This service underpins both Oracle Procurement Contracts Cloud Service and also Oracle Project Contracts Cloud service.

Oracle Transactional Business Intelligence for Procurement Cloud Service

Real-time Transactional Business Reporting

Cloud Transactional Business Intelligence for Procurement is a real time, self-service reporting solution for Oracle Cloud Procurement transactions. With Oracle Business Intelligence Enterprise Edition (Oracle BIEE) as the standard Oracle query and reporting tool, users are provided an easy-to-use interface to perform current state analysis in Cloud Procurement. In ad-hoc reports, users can also easily drill on predefined hierarchies, enable action links, compose a dashboard, schedule reports or export the data or reports – all in real-time.

- Real-time access to transactional data
- Self-service reporting
- Hundreds of business views to easily create ad hoc queries on transactional data
- Consistent user experience providing identical tabular, graphical and visualisation components
- Drill downs to live transactions
- Integration with Data Warehousing metadata

Feature	Benefit
Build Once, Share Everywhere	Build dashboards, graphs, or reports and share them with identified users from a single information repository.
Report from One Place	Report on all of procurement information from a single place.
Procurement Professionals or IT	Both IT and procurement professionals maintain the ability to create, modify or distribute reports.
See It How You Want It	Whether a user prefers pie charts, funnels or pivot tables they can choose how information is presented, graphically or tabular.

8.5 ORACLE PROJECT PORTFOLIO MANAGEMENT CLOUD SERVICES

Oracle Project Costing Cloud Service

Part of Oracle Cloud Project Portfolio Management Cloud Project Costing provides a one stop Cost Processing solution for the project environment.

Managing project costs is an administrative burden. Oracle Cloud Project Costing relieves the stress with an integrated solution delivering highly automated and streamlined project costing processes. Project-centric organisations can capture and account for project costs and commitments across Cloud applications and third-party integrations for standardised cost collection processes.

Standardised Project Cost Capture

Cloud Project Cost Collection Centre delivers a common standard for project cost collection across all applications, through a consistent user interface for collecting costs across other Cloud and third-party applications, which is easily configurable by end-users to meet business needs. Whether capturing costs for purchase requisitions, purchase orders, expense reports or supplier invoices, the cost capture elements are defined consistently across applications, while providing the flexibility to support the needs of each individual document type, for example whether costs captured may be billable or can be capitalised upon.

Cloud Project Costing allows project accountants to work the way they like to work and is optimised for their needs. Integration with Microsoft Excel provides a familiar interface for capturing project costs with a smooth integration and data transfer to Oracle Cloud Project Costing, or project costs can be automatically imported from third-party systems. Out-of-the box delivered integration with Microsoft Project supports the pushing of actual costs collected in Cloud Project Costing to the project plan in Microsoft Project. User-configured rules control and regulate the types of expenditure which can be charged against a project task and are easily managed using optimised user interfaces. Additionally, cost rate schedules for both labour and non-labour resources can be easily maintained through a single simple user interface.

In Summary:

- Gain faster visibility into validated project costs
- Lower enterprise integration costs
- Close the books faster
- Reduce time spent on identification and resolution of cost transaction processing errors
- Import, validate, price and burden transactions simultaneously

Oracle Project Control Cloud Service

Part of Oracle Cloud Project Portfolio Management, Oracle Cloud Project Control takes a user-oriented approach to the critical activity of managing the financial and budgeting aspects of projects, leveraging the strengths of an intuitive interface to provide simplified planning and budgeting for superior financial control. It forms the core of the project lifecycle, supporting efficient project initiation, while delivering full-function

project planning, progress management, budgeting and forecasting, along with out-of-the-box integration to Microsoft Project.

Oracle Cloud Project Control delivers highly automated planning and financial control processes with a focus on ease of use and guided activities, while providing full-function capabilities.

Rapid and efficient project creation and development ensures the project team “hits the ground running” with repeatability and accuracy supported by leveraging standards and templates. The administrative burden of managing project budgets and forecasts is eased through guided processes and a simplified user interface that shields users from the complexity of the project financial planning process. Lastly, the project progress and forecasting cycles are designed to facilitate and encourage early corrective action to ensure that any underlying issues are quickly remedied.

In summary

- Gain visibility and control over project resources and costs.
- Drive faster project plan development and handover.
- Ease administrative burden of managing project budgets and forecasts.
- Facilitate early corrective action.

Oracle Project Billing Cloud Service

Part of Oracle Cloud Project Portfolio Management Cloud Project Billing allows faster customer billing and rapid project revenue recognition.

Bill Customers Faster and Recognize Revenue Sooner

Too often project managers find that the definition and execution of their project is constrained by inflexible billing systems that place rigid constraints on the allocation of project funding. Oracle Cloud Project Billing provides an innovative solution allowing faster customer billing and rapid project revenue recognition.

Recognise Project Contract Revenue Accurately

Revenue recognition compliance is critical to project-centric businesses, and project contract revenue can be recognised as needed in line with financial accounting regulations, independently of how customers are billed. Project contract revenue is generated automatically for the scope of work according to the contract terms, whether it's external, inter-project or intercompany revenue.

Real-time business intelligence enables graphical comparison of planned and actual revenue by contract and by project, as well as analysis of revenue trends, allowing project accountants to quickly drill down to the transactions to investigate any discrepancies. At any point in the billing and revenue processes, key information about related contracts and projects are immediately available.

In Summary

- Lower invoice processing costs and release invoices more quickly.
- Reduce amount of billable project expenses that go unbilled.

- Lower invoice error rate.

Oracle Project Contracts Cloud Service

Part of Oracle Cloud Project Portfolio Management Cloud Project Contracts maintain flexible project and contract relationships.

Oracle Cloud Project Contracts allows for compliance with customer contract terms and conditions, allowing faster customer billing and rapid project revenue recognition.

Bill Customers Faster and Recognize Revenue Sooner

By establishing the customer contract billing structure independently of project planning and execution, costs and revenue can be managed through the project while enforcing contractual compliance for billing purposes. By associating any project or task to any contract or line, customer billing terms and conditions can be managed in the contract, giving the freedom to plan and execute project work independently using preferred project management processes, while still using project costs and progress as input into the billing process.

Ensure Compliance for Project Contracts

Billing controls enforced by the contract ensure that billing is maximized but within the terms and conditions agreed with the customer. Contract administrators can establish hard and soft limits at contract and contract line levels to control what and how much is billed to a customer. Contract limits and consumption status are highlighted for the project billing specialists and accountants as customer invoices are created and revenue is generated. Revenue can be recognised or invoices created regardless of whether or not project costs have been accounted. Any part of an active customer contract can be amended with a date when the changes become effective, either in the future or retroactively. If a contract amendment is effective on a retroactive basis and affects prior transactions, for example with a billing rate change, transactions are automatically adjusted to reflect the new contract terms.

Oracle Project Performance Reporting Cloud Service

Part of Oracle Cloud Project Portfolio Management Cloud Project Performance Reporting provides the right data at the right time for project managers Cloud Project Performance Reporting offers real-time information access that delivers accurate and timely operational insight into the health of a set of projects through a graphical and configurable role based dashboard.

Users can oversee and compare key performance indicators (KPIs) side-by-side across multiple projects to focus on projects that require immediate attention. Comparison of current and past project performance is easy through historical KPI trends, which highlight improvements or degradation in performance and bring to attention projects with ongoing or escalating issues, along with any trends you need to be aware of. Out-of-the-box graphical charts and analytics lets users carry out comparisons and variance analyses of budget to forecasts, non-billable costs, labour effort, margin, costs and revenue to quickly spot anomalies for any project. By focusing on exceptions, project managers are freed up to focus on more strategic work.

An intuitive user interface, with single-click action designed for quick access to key information about each project, including project progress, related contracts or underlying KPI details. Without leaving the dashboard, users can quickly drill to the originating project transactions and even take corrective action.

Oracle Project Performance Reporting

Oracle Cloud Project Performance Reporting delivers a unique multi-dimensional project reporting platform— embedded inside Cloud PPM and leveraging Oracle Essbase for industry-leading online analytical processing, to provide specialised analytics for the project manager. This platform provides rapid and flexible analysis capabilities on project performance information, based on live project transaction data, with the benefits of a single source of truth and full project transparency, for informed business decisions.

Self-Monitoring Projects Alert you to Exceptions

With Cloud Project Performance Reporting, users are proactively notified of potential project issues without having to hunt for information. Projects are managed by exception, allowing managers to focus on what matters.

Oracle Project Management Cloud Service

Part of Oracle Cloud Project Portfolio Management, Oracle Cloud Project Management extends planning and scheduling to the “occasional” project manager; to those who manage projects infrequently and not as their primary role. No longer is planning a specialised skill, only performed by experienced personnel, as more and more people are given projects to manage. Not all planning and scheduling solutions have kept up with this evolution.

Planning Made Easy

Managing projects is often a secondary responsibility, undertaken when needed. For these part-time project managers, scheduling a project can be confusing and inefficient; it is hard to quickly enter tasks where the detail is not fully known, tasks move unexpectedly, and scheduling tasks both manually and automatically is not easy, requiring too many steps. Oracle Project Management Cloud Service addresses these problems by offering scheduling capabilities in an interactive Gantt while hiding the complexity seen in many planning tools.

Tasks can be easily created with minimal data, for example starting only with a task name and adding effort, dates, and dependencies later. Simply entering a start or finish date holds the task where it is placed unless it becomes dependent on other work, in which case just link it to another task to schedule it; no additional steps are needed and no longer do tasks seemingly move at random.

Feature	Benefit
Plan all projects from simple to complex	Build dashboards, graphs, or reports and share them with identified users from a single information repository.
Plan & schedule work in an interactive Gantt, dragging and dropping to create dependencies	Simplify project planning for all participants.
Request project resources and assign work incorporating additional work identified by team members	Collaborate with your team to quickly develop the plan. Accelerate development of project plan.
Schedule using dependencies, leads and lags, constraint dates	Monitor progress and review plan changes.
Exception-based progress and thresholds, raising and tracking project issues.	Manage and control project issues.
View project status anywhere	Adopt an agile project management approach.

Oracle Project Resource Management Cloud Service

Part of Oracle Cloud Project Portfolio Management, Oracle Cloud Project Resource Management enables organisations to optimise the allocation and utilisation of their most precious resource: their people. Innovative and intuitive tools let resource managers and project managers ensure that the best-fit resource is identified and placed on each and every project assignment, to the benefit of the organisation, the project resource, and the end customer, whether it be for internal or external billable projects. Highly visual, real-time dashboards allow resource managers and executives to monitor resource-related metrics at every level of the organisation, and take action to maximise utilisation by allocating unassigned resources promptly and effectively.

Use the Right Resources on the Right Projects

To help resource managers staff each project assignment with exactly the right resource, Cloud Project Resource Management delivers an industry-leading user experience with powerful search tools to match resource demand against the skill profiles and calendars of project resources, drawing from resource pools which can extend beyond the employee workforce to include contingent labour from outside the organisation.

Users can browse and explore project resources using a familiar search user interface consistent with today's e-commerce web sites. Search scores factor in a candidate's skills and qualifications, including desired proficiency levels, and their available capacity, which considers non-project time such as vacation or training as well as existing project commitments.

Feature	Benefit
Find the right resources for project work based on skills and availability with easy-to-use search capabilities including keyword matches	Optimise deployment of project resources. Maximise resource utilisation for reduced costs and increased revenue.
Shortlist preferred candidates and compare them side-by-side	Single source of truth with global repository of resource profiles and skills. Increase productivity through next-generation user interface.
Actionable dashboards to monitor performance and meet utilisation targets	Improve project delivery success. Increase employee and customer satisfaction.
Gantt view of availability includes project assignments and other commitments	Know, grow and retain your project talent.

Oracle Task Management Cloud Service

Part of Oracle Project Portfolio Management, Oracle Cloud Task Management lets organisations manage all work in a consolidated place. Team members, challenged by the quantity of tasks they own, no longer have to track administrative and project work in different places since all tasks are managed and progressed in a single view. Project management is now extended to team members; to the people who do most of the work on the project and yet whose project needs have generally been overlooked.

Collaborate on Work

With Cloud Task Management, sharing work with others is simple; add followers, re-assign tasks or add tasks for consideration by other team members and the project manager. It is easy to monitor the progress of the work since you are automatically assigned a participant role for any tasks you assign to others.

Manage all your work

Cloud Task Management provides consolidated task management: Team members see the work they own or follow and can filter tasks by their priority, by the projects they are working on, and by dates; knowing what is due today, in the next 5 days, or upcoming. And, since they can manage all their work in one place, team members can focus on what's important rather than urgent; avoiding the distraction of that latest email.

Real-time Progress

Cloud Task Management provides easy and intuitive real-time progressing; team members simply progress tasks with a single click as the work progresses, either marking them as started or finished, providing immediate insight into their progress.

Team members using the collaboration capabilities as an integral part of their work output are more likely to progress their work in real-time; taking an administration burden off the project manager, providing a more accurate and up-to-date project status and offering more effective project management.

Oracle Transactional Business Intelligence for Projects Cloud Service

Real-time Transactional Business Reporting

Cloud Transactional Business Intelligence for Projects is a real time, self-service reporting solution for Oracle Cloud Projects transactions. With Oracle Business Intelligence Enterprise Edition (Oracle BIEE) as the standard Oracle query and reporting tool, users are provided an easy-to-use interface to perform current state analysis in Cloud Projects. In ad hoc reports, users can also easily drill on predefined hierarchies, enable action links, compose a dashboard, schedule reports or export the data or reports – all in real-time.

- Real-time access to transactional data.
- Self-service reporting.
- Hundreds of business views to easily create ad hoc queries on transactional data.
- Consistent user experience providing identical tabular, graphical and visualisation components.
- Drill downs to live transactions.
- Integration with Data Warehousing metadata.

Feature	Benefit
Build Once, Share Everywhere	Build dashboards, graphs, or reports and share them with identified users from a single information repository.
Report from One Place	Report on all of project information from a single place.
Projects Professionals or IT	Both IT and projects professionals maintain the ability to create, modify or distribute reports.
See It How You Want It	Whether a user prefers pie charts, funnels or pivot tables they can choose how information is presented, graphically or tabular.

8.6 ORACLE CLOUD SUPPLY CHAIN MANAGEMENT CLOUD SERVICES

Oracle Inventory Management Cloud Service

Oracle Cloud Inventory Management offers a complete materials management solution that enables companies to successfully manage the inbound flow of goods, inventory storage management and outbound order fulfilment. This ensures that the flow of material is optimised to meet customer demand in a cost-effective manner. The advanced Cost Management capabilities allow cost professionals to capture, track, and analyse costs associated with inventory items as they move through the supply chain.

Complete Inventory and Cost Management Solution

Oracle Cloud Inventory offers an integrated inventory and cost management suite that is designed to automate, streamline, and control inventory and cost processes end-to-end without expensive hardware and system management overhead costs.

Proactively Monitor Warehouse Operations

Oracle Cloud Inventory, brings pending work to the forefront, guiding managers and operators through the system based on their roles and responsibilities as well as the outstanding workload.

Oracle Cloud Inventory provides warehouse managers with native embedded analytics that allow them to track and resolve potential problems in the warehouse.

Oracle Cloud Inventory provides a single and common view of outbound shipping, picking, and inbound receiving. Warehouse managers can quickly see problem areas, drill down into the details, and resolve issues. Managers can compare metrics from the current-period with the prior-period to gauge whether problems exist.

Comprehensive Materials Management Visibility and Control

Oracle Cloud Inventory helps organisations ensure that material is effectively managed from receipt through the point of consumption, in order to meet customer demand. Oracle Cloud Inventory streamlines the flow of inbound material by providing centralised, proactive monitoring mechanisms that efficiently manage both expected receipts and received lines by supplier & document type. Users are guided through essential receiving, inspection and put-away tasks ensuring receipts are processed quickly and easily, and exceptions are promptly identified and resolved. Seamless communication with trading partners provides easy management of receipt advices and receipt confirmations.

Cloud Inventory Management provides integrated inventory, replenishment and counting tasks in a central inventory work area and simplifies review of inventory balances within and across inventory facilities. From the centralised view of balances, users can easily see and manage different material statuses and lots and serial numbers enabling proper stocking and handling of different types of materials. Additionally, users can initiate issue, receipt and transfer of material within an organisation and across organisations.

Oracle Product Hub Cloud Service

Oracle Product Hub allows organisations to take control of their product master data across their entire portfolio of applications, both Oracle and non-Oracle. Oracle Cloud Product Hub collects product information from heterogeneous systems, stores it in a centrally managed repository, consolidates, cleanses and enriches the data, and then shares it across systems as well as with other internal and external parties. The result is reduced maintenance, improved accuracy and faster new system and product introductions.

Establish a Foundation for Rapid Innovation and Growth

Oracle Cloud Product Hub. Oracle Cloud Product Hub centralises product information from heterogeneous systems, creating a single yet extensible view of product information that can be leveraged within and beyond the enterprise.

Consolidate and Enrich Critical Product Data

Oracle Cloud Product Hub provides multiple mechanisms for on-boarding product data including a rich set of APIs, Web Services and Excel. Furthermore, CSV or XML files containing product data in supplier specific formats can be on-boarded via a simple transformation map defined through an intuitive drag and-drop interface. Data stewards can also review product data, perform data quality checks and ensure data accuracy prior to importing data into the hub.

In Cloud Product Hub, users can create and manage both structured and unstructured product information such as specifications, features, product structures, images, documents, as well as establish business relationships with other products or trading partner items. The extensible product data model, with associated validations, allows customers to master their enterprise product data in the context of their unique business needs, systems and a wide array of use-cases.

Feature	Benefit
Product consolidation via rich APIs/Web Services, Excel, CSV, XML and intuitive user interface	Cleanse, standardise, and transform product data for multiple languages.
Data on-boarding and publication of products and catalogues.	Consolidate product information from multiple sources.
Product definition and hierarchy management, predefined and user defined attributes, product relationships, taxonomy	Unified administration and definition of products.
Data discovery and access through integrated product dashboards, search, product comparison, role based and data level security	Disseminate accurate and up to date product information internally and externally to operational systems and business processes Securely access and search product information across enterprise.
Enterprise integration using publication services and SOA based web services	Leverage standards based IT investment (SOA).