beyond
www.wegobeyond.co.uk
Oracle Cloud Support Services
Service Definition
G Cloud 12 – Lot 3
ORACLE
Partner

Service Definition

Introduction

Assisting the move to cloud-based Oracle Solutions. Incorporating on-premises training, hybrid cloud solutions including Software as a Service (SaaS) and support services focused around Oracle Cloud Services including Oracle Analytics Cloud. Helping clients explore their data using Data Discovery tools and cloud hosted dashboards and analytics.

As well as specific day rates we offer “Pre-defined” packages as follows:

Copyright © 2020 Beyond Systems. All rights reserved.

Beyond Oracle Analytics Cloud Support

This is a standard Analytics Cloud support package to cover a twelve-month period. It is designed to be a cost-effective light touch support package that will allow organisations to call on expert Oracle Analytics cloud support services as and when the need arises to assist with investigation and resolution of production issues.

The scope of the support offering is:

- ETL Issue Resolution
- Oracle SR Management
- Source System Issue Investigation
- Patch Implementation
- Configuration Support
- Published Dashboard Support
- Subject Area Support
- BI Publisher

To keep pricing as low as possible there is an allocation of 24 support days over a 12-month period. This provides a facility to log production issues and have them investigated through to resolution by Beyond staff. Where the time is not used then this will expire at the end of the critical support period.

Copyright © 2020 Beyond Systems. All rights reserved.

Beyond Cloud Accelerator Pack

From inception to live, for small-medium well-defined projects, supporting in-house skills development.

- Develop working Analytics application with data loads
- Hands-on guidance and training to familiarize you with the environment
- Specifically, bespoke for customers with iterative delivery and agreed program of work
  - Project Plan and Requirements/Workshops
  - Data Loads
  - Well Defined Model Creation
  - Dashboards/Analytics Creation
  - Data Visualization Creation
  - Documentation and Handover

Duration: 30 days

Copyright © 2020 Beyond Systems. All rights reserved.

Beyond Oracle Cloud Readiness Study

This is a fixed 10-day exercise, both and off-site to formulate a documented strategy to assist with the transition from an on-premises to cloud-based strategy for BI systems. Commencing with workshops on-site, and using out pre-defined questionnaire templates, we assess the current architecture and environment that exists within the organisation (including evaluation of licensed products in play) and compare to the desired strategic goals. We help to create a strategy via a recommended roadmap of prioritized tasks and timescales, taking into consideration dependencies, gaps and constraints that need to be addressed. We will create a baseline ‘shape’ of the components including mapping stop/start times for components to create the best cost/throughput mix.

Duration: 10 days.

Copyright © 2020 Beyond Systems. All rights reserved.

Additional Services

Oracle Forms Migration Strategy Service

Utilising Oracle's latest cloud databases, we develop applications using Application Express. If you are looking to move away from Oracle Forms, then a migration/re-engineering with Application Express is an excellent option. We provide a fixed duration assessment of your Forms-based solutions and provide a technical and functional assessment and plan of how-to re-purpose them as cloud-based applications delivered via Application Express. If the customer only has a small number of forms to re-engineer then any additional time would be spent in Application Express prototyping the solutions.

Duration 20 days.

Beyond Cloud Software as a Service

Utilising Oracle's Analytics Cloud analytics platform, we can create a software as a service solution for your organisation where we provide the customer with a fully managed Analytics Cloud solution. This is perfect where you want to make rapid use of a cloud solution specific to the needs of your organisation and would benefit from that being completely managed.

The actual scope of this offering is dependent upon your requirements and therefore the costs are dependent on the complexity of the solution and Oracle Licences at the time of commissioning.

Some sample use cases would include:

- Custom cloud applications that can be utilized from internal departments through to access by external users, such as a KPI capture and display/alerting facility
- Forecasting solutions integrated with ERP systems
- ERP Archiving with data lifecycle management of both structured and unstructured data being stored in a flexible storage model. As a SaaS cloud service this could be UK or EU based storage with an official equivalent level of security.

Copyright © 2020 Beyond Systems. All rights reserved.

Service Definition

Information Assurance

The Consultants we provide undergo stringent checks to ensure their suitability for your requirement and compliance with UK law. The checks cover the following:

- Eligibility to work in the UK
- Background screening (proof of address, employment history and qualifications)
- Technical skills assessment
- Written and verbal communication skills
- Security Clearance*

* When supplying to Public Sector organizations which require Security Clearance, we check the site where the individual last held Clearance. We will provide all possible information for submission to the Security Controller to enable the transfer or check of a Security Clearance.

Copyright © 2020 Beyond Systems. All rights reserved.

Service Definition

Backup/Restore and Disaster Recovery

This is not applicable to this service.

On-boarding and Off-boarding

At the forefront of our consulting engagement model is ensuring the requirements, objectives and scope of an engagement are mutually understood and documented prior to any project commencing. A thorough handover of project materials and knowledge transfer to in-house staff is carried out at the end of any project.

Pricing

See the SFIA rate card for consultancy rates, and pricing document for fixed price engagements and training.

Service Management

Our Consultancy Services would be purchased from our SFIA rate card and this service would normally be managed by the customer, however if there was a requirement for Beyond to provide a dedicated Service Manager such as with SaaS, this would be agreed and defined prior to any project commencement.

Service Constraints

This is not applicable to this service.

Service Levels

Our standard cover for support is Monday to Friday 09.00-17.00, however for support coverage required out of these hours, we would be happy to discuss and tailor to the individual requirements and needs of the customer.

Financial Recompense Model

Where necessary, Service Levels and outcomes will be agreed with the customer. Under such circumstances, we would be happy to discuss Financial Recompense Models.

Copyright © 2020 Beyond Systems. All rights reserved.

Service Definition

Training

Beyond provided fixed price Cloud training packages as follows:

- Oracle Analytics Cloud/Business Intelligence Enterprise Repository Modelling Training – onsite - A 2-day modelling workshop for up to 8 users.
- BI Analytics and Dashboard Training - A 2-day on-site session where we show you how to create analytics and dashboards for up to 8 users.
- Introduction to the Oracle Cloud Products – A 1-day onsite workshop looking at the various Oracle Cloud BI products, how they integrate and workshopping a strategy for moving to the cloud from an existing on-premise solution.
- Oracle Application Express – A 2-day onsite training course for the development of cloud-based systems.
- Data Visualization - A 1-day session to show you how to interrogate your data using Data Visualization tools for up to 8 users.

All pricing can be found on the pricing document.

Ordering and Invoicing Process

Ordering is processed according to the terms agreed at the time of acceptance. Typically, this will involve client acceptance by way of purchase order or in writing, of a written proposal for the work stating deliverables, costs and timescales.

Beyond's payment terms are 30 calendar days from the date of the invoice. All invoicing is done monthly in arrears after completion and approval from the client.

Termination Terms

These are included in our Terms and Conditions document

Data Restoration/Service Migration

This is not applicable to this service.

Copyright © 2020 Beyond Systems. All rights reserved.

Service Definition

Consumer Responsibilities

When preparing for a Specialist Cloud Services engagement, Beyond will make clear the contribution required from the client in the form of documentation provision, interviews and workshops participation and reviewing results with knowledge transfer where appropriate.

Technical Requirements

For technical requirements then the customer would be responsible for:

Oracle Licenses

Provision of appropriate levels of network access to the application environment/infrastructure when on site

Where Beyond are commissioned to manage a Software as a Service (SaaS), then the licenses would be provided by Beyond and the customer pays a subscription fee for both license and consultancy costs.

Trial Service

Where Oracle offer BI as a trial service, we would be happy to offer consultancy services to help set up your account and use the BI tools to analyse your data.

Copyright © 2020 Beyond Systems. All rights reserved.

beyond
www.wegobeyond.co.uk