

ABSOLUTE EPM

Service Definition

Lot 3 – Oracle Cloud EPM Cloud Implementation

(Advisory, Full Lifecycle, QA, Support, Training)

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2 ABOUT ABSOLUTE EPM

Absolute EPM are UK based specialists in the delivery of Oracle Hyperion Enterprise Performance Management (EPM) solutions for budgeting, planning, forecasting and analysis. We have extensive experience in the design, development and delivery of Oracle Hyperion EPM solutions across a wide range of industries and FTSE100 companies.

Our consultants have experience of delivering budgeting and planning solutions in a wide range of industries including, retail, pharmaceuticals, travel, health care services, financial services, engineering, entertainment, media, publishing, professional services, manufacturing and government.

With over 20 years' experience in delivering Oracle EPM solutions globally, Absolute EPM can offer a mix of services, covering full lifecycle implementations, advisory services, performance optimisation to training and managed services.

These services can be delivered via a traditional delivery methodology of initial assessment and services quotation, to a fixed price offering with some offering a monthly service subscription, to suit all business needs.

2.1 A LITTLE BIT ABOUT US...

The founders started their careers in finance roles, where they were usually the drivers for improvements in financial processes, which eventually led to their involvement in the delivery of Enterprise Performance Management solutions. From starting out as clients, the founders have then moved on to developing best practices in the implementation of Oracle Hyperion EPM by working directly as implementation consultants for Hyperion and then Oracle.

As well as being highly experienced & vendor certified implementation experts in the software that they deliver, our consultants are also qualified finance professionals.

They are therefore able to provide a strong mix of both technical and functional expertise that maximises the effectiveness of our client engagements.

**Founded in
2011**

**OPN Modernized Partner
OPN Service Track
Certified Consultants**

ABOUT

UK Based Specialists in Oracle EPM Cloud solutions

Our leadership team are all finance professionals and Ex Oracle Employees... more content to add

50+
Client Engagements

40+
Years Oracle
Hyperion expertise

PARTNERS Our Clients



3 ORACLE EPM CLOUD OVERVIEW

Gain the agility and insights you need to outperform in any market condition. Oracle Fusion Cloud Enterprise Performance Management (EPM) helps you model and plan across finance, HR, supply chain, and sales, streamline the financial close process, and drive better decisions.

Oracle Cloud Enterprise Performance Management (EPM) Platform is a framework of the technical and functional components shared among Cloud EPM processes. It enables you to have a more unified user experience and simplified administration across different business functions.

First introduced in February 2014, Oracle Enterprise Performance Management (EPM) Cloud has grown by leaps and bounds, and now offers a complete set of proven EPM cloud capabilities. Yet the cloud may seem daunting new technology to many on-premises Hyperion customers. Furthermore, investments in on-premises EPM are usually significant and have probably evolved over many years. Most customers recognise the benefits of the cloud for corporate finance but may struggle with articulating the business case. And they may have questions on how to migrate a significant on-premises EPM footprint to the cloud without material disruption to their business.



Power of the Oracle Cloud EPM suite

A connected suite: Purpose-built, finance-driven platform

- Deploy at your own pace to solve immediate problems and scale as needed.
- Lower implementation costs and gain efficiencies with prebuilt best practices in every process.
- Minimize the learning curve and navigate easily with a common user experience (UX) across the suite.
- Realize ongoing value as modules are updated together. Admin costs are much lower as you do not need to test and develop.
- Embedded with AI/ML and built-in best practice application content.

3.1 THE BUSINESS CASE FOR CHANGE

Cloud-based EPM solutions offer corporate finance and operational users' significant opportunity for improvement in key business processes such as planning, financial consolidation and close, and management reporting. However, many people incorrectly assume lower IT costs are the primary driver for shifting finance functions to the cloud. While total cost of ownership is a key point of value, the cloud also offers the opportunity to more easily adopt best practices and provides greater agility in core finance functions.

3.2 A BRIDGE TO THE CLOUD: BUILDING YOUR ROADMAP

Although Oracle's cloud technology represents a material leap forward, a cloud upgrade does not need to be a disruptive change to the business. Oracle recognised very early in the development of Oracle EPM Cloud that they should not just build an island oasis of new EPM capabilities without providing their customers a bridge to make their transition to the cloud as seamless as possible. The strategy has been to provide a balance between familiar capability and meaningful innovation. Oracle recognise that each company will have a different appetite for changing business processes.

Some customers do not want radical change and will prefer the comfort of familiar end-user capability; others may be ready to embrace change at a faster pace. With Oracle EPM Cloud, Oracle has created a true next-generation EPM platform.

Oracle's vision has been to create a completely integrated platform for financial and operational EPM. While there certainly will be effort involved in the transition to the cloud, the process will be far smoother than many people assume. And more importantly, the benefits of Oracle EPM Cloud extend far beyond simple TCO.

4 ORACLE EPM CLOUD

Corporate finance must continue its drive to better serve its business stakeholders, and to invest in process and technology to more efficiently deliver its services. The march toward finance transformation and operational excellence should be viewed as a continuous journey, not a one-and-done event. Oracle EPM Cloud offers your team an ideal tool to continue this journey.

As stewards of enterprise performance management at your company, it is imperative that you have a thoughtful plan of action for your enterprise's move to the cloud. Oracle EPM Cloud offers a compelling value proposition and represents the next generation of financial systems. A majority of your EPM peers are already taking thoughtful steps toward their transition to cloud-based financial systems. Thousands of customers have already achieved success in EPM cloud, and best practices have clearly emerged. Absolute EPM can assist you with taking advantage of these best practices, leverage your investment in Oracle EPM, and make sure that your technology roadmap includes a comprehensive strategy to realise the value of Oracle EPM Cloud. We offer a range of services, from Full EPM Cloud

Implementations for your first step into a systemised EPM solution or migrations from On-Premises EPM solutions into the Cloud.

Oracle Cloud EPM provides a complete and connection software solution for the following applications:

4.1 ORACLE CLOUD EPM - PLANNING

It's simply 'planning made easy'... Spend more time running your business and less time maintaining planning processes. Planning is a purpose-built business process available in the Oracle Fusion Cloud EPM that is a perfect fit for corporate finance and operational planners throughout the enterprise (such as sales, marketing, HR, IT, and the lines of business.). It empowers operational planners with flexibility, scalability, and the ownership to plan how they want while offering the transparency and control required for corporate finance.

Planning is a match for the way you run your business. This solution provides the freedom of choice to you as a customer to deploy a solution that meets your specific needs. You can choose to leverage the out-of-the-box best-in-class planning frameworks (integrated strategy, financial, workforce, capital, projects, sales, and marketing) with high configurability, or you can build a tailored, functionality configured solution for a specific use case using the EPM Cloud Planning products unique complete modelling capabilities of its off the shelf Software as a service offering. It's the best of both worlds in a single solution. Some planning tools strive for simplicity. Others strive for flexibility. This solution accomplishes both by providing an option that meets the business need while maintaining the ease and upgradeability of a cloud-based planning solution.

4.2 ORACLE CLOUD EPM - NARRATIVE REPORTING

Meet internal and external reporting needs with Oracle Cloud EPM Narrative Reporting. Collaborate across the report creation process to define, author, review, and publish management and regulatory reports.

Work with data that is always current by accessing data directly from Oracle and non-Oracle sources. This includes spreadsheets, Hyperion EPM applications, Oracle Cloud EPM applications, Oracle Cloud Financials, Oracle Analytics content, and native databases.

Help provide context to the numbers by combining financial statements and data with textual narrative in a single report.

Fulfil reporting requirements such as budget books in the public sector, and annual reports in the private sector. Generate XML-formatted reporting along with narrative reporting formats as required by a country's regulator. Perform taxonomy management, tagging, validation, generation and submission of XBRL/iXBRL-based reporting. Publish in XML, XBRL, iXBRL, SEC EDGAR HTML, ESMA ESEF, and more.

4.3 ORACLE CLOUD EPM – FINANCIAL CONSOLIDATION

For many organizations managing the financial consolidation and close process is a burden that takes time and resources that could better be used for analysis and decision-making. Financial Consolidation and Close is a purpose-built business process available in the Oracle Fusion Cloud EPM for both effectively and efficiently managing the consolidation and close, end to end. No matter what the size of company, organizations can have 100% confidence in their financial consolidation, close and reporting processes. Financial Consolidation and Close helps ensure that processes are dependable and correct, timely and transparent, streamlined and efficient and, compliant and auditable.

4.4 ORACLE CLOUD EPM – PROFITABILITY & COST MANAGEMENT

Insight to profitability and cost should be a fast, intuitive and automatic process, but too often this is not the case. Many companies either spend too much time on manually manipulating spreadsheets and understanding key drivers of profitability or, worse yet, spend no time on understanding due to the perceived complexities of the process.

The use of custom-built allocation tools, or black-box calculation solutions, contributes to the problem by creating an over-reliance on IT for a business process that fundamentally should be owned by the business users.

Profitability and Cost Management, a purpose-built process available in the Oracle Fusion Cloud EPM, dramatically changes this situation. It provides business users with a solution to significantly automate and take ownership of allocation-based business processes such as customer/product profitability, management allocations, shared service costing, cost transparency initiatives, and legal entity allocations to support operational transfer pricing.

4.5 ORACLE CLOUD EPM – ENTERPRISE DATA MANAGEMENT

Enterprise data classifies both transactional and analytic data, and often includes application-specific metadata, alternative business perspectives, corporate dimensions, mappings, reference data and master data assets. Examples of enterprise data are chart of accounts, organization or cost centre structures, legal entity and ownership hierarchies, market segments, product categories, and more.

Adapt and respond to change faster and more effectively by managing your master data, whether migrating an application to the cloud; managing the effects of mergers and acquisitions; or reconciling metadata differences across business functions and applications.

Connect both Oracle and non-Oracle business applications using dedicated application or universal adapters. Use simple wizards to bring in applications.

Enhance a request by inviting collaborators as needed. Alerts keep everyone in sync by advising coauthors of changes.

Invite the right stakeholders to participate at the right time by leveraging an intelligent engine that combines knowledge of the request content, user permissions, authorized approvers, and request stage.

4.6 ORACLE CLOUD EPM - ACCOUNT RECONCILIATION

Close faster by automating account reconciliations and transaction matching. Improve the efficiency and accuracy of your financial statements while addressing security and risk typically associated with the process.

High-transaction volume, labour intensive reconciliations require sophisticated transaction matching features. The auto-match engine can match millions of transactions in minutes. It is tightly integrated into period-end reconciliation to provide evidence of reconciliation at a point in time and meet compliance requirements.

Not a standalone solution, Account Reconciliation is fully integrated with Oracle Cloud EPM, including financial consolidation and close and narrative reporting, for a complete, end-to-end financial close process.

Readily connect to other Oracle Cloud EPM business processes and ERP applications such as Oracle Cloud ERP, E-Business Suite, or SAP ERP. Leverage your existing IT investments in Oracle and non-Oracle applications by connecting to data and metadata from many sources, including data from spreadsheets.

Oracle Cloud EPM's enterprise journals capability streamlines the creation, management, and posting of journal entries from your account reconciliation adjustments to any cloud or on-premises ERP system. Know precisely where your journals process stands—track, manage, and post journals from a central location.

4.7 ORACLE CLOUD EPM - TAX REPORTING

Streamline your tax reporting processes. Align tax with corporate financial reporting for better visibility and compliance.

Streamline your tax provision process by directly accessing financial data from your general ledgers or financial consolidation system. Your tax calculations will use the most current data, giving you better accuracy and speed.

Calculate the tax provision and automatically generate tax journal entries. Tax provision is calculated from the lowest level (legal entity) all the way up to the consolidated tax disclosure. These calculations address US GAAP and IFRS requirements out of the box.

Automatically fill in the country-by-country reporting (CbCR) template directly from your ERP or financial consolidation systems. Provide complete transparency back to the source financial numbers.

5 ABSOLUTE EPM SERVICES

With over 20 years' experience in delivering Oracle EPM solutions globally, Absolute EPM can offer a mix of services, covering full lifecycle implementations, advisory services, performance optimisation to training and managed services.

These services can be delivered via a traditional delivery methodology of initial assessment and services quotation using the provided SFIA rate card, to a fixed price offering with some offering a monthly service subscription, to suit all business needs.

5.1 CLOUD SOLUTIONS



Oracle's market-leading Enterprise Performance Management (EPM) cloud applications enable companies of any size to drive predictable performance, report with confidence and connect the entire organisation.

We can advise the right cloud solution to address the specific challenges you are facing and implement the solution into your business within weeks.

- Planning and Budgeting Solutions – reduce time in your planning process by 38%, improve forecast accuracy by 12%
- Financial and Management Reporting – streamline your monthly or quarterly reporting processes, increase collaboration across the organisation.
- HR Strategic workforce and compensation planning
- Sales and Marketing planning
- ESG Planning and Reporting
- Still on your legacy on premise solution? We can help move you to the cloud, reduce your total cost of ownership and make upgrades a thing of the past.

Absolute EPM will work with you by firstly conducting a Discovery session, to understand the challenges you are facing, understand your key objectives and then make a proposal and plan to implement your requirements.

Absolute EPM can offer fixed price packages or standard SFIA rate-based services and are described in our pricing documentation.

5.2 PERFORMANCE OPTIMISATION



If your current solution is not meeting your performance expectations, then we can help. With years of practical experience delivering and tuning EPM solutions, Absolute EPM have experience in addressing the most common performance issues that organisations face.

Many times, we have been able to tune applications that have challenged even the “more experienced” consultants.

We conduct this service with a free no obligation one day assessment of your application, where we will assess whether there are any potential improvements that can be made. The assessment will provide you with an estimate of the amount of effort required to achieve those benefits and the business benefit that will be achieved. If we fail to provide any benefits in the time spent, then you will not be charged. All other service will be charged as per the SFIA rate card.

5.3 APPLICATION REVIEWS



If you don't feel that you are getting the most out of your solutions or that your application doesn't support your finance processes very well, then we can help.

Drawing on our many years of experience of delivering successful EPM solutions and using our best practice techniques, we can provide your organisation with a full application review and help you maximise the potential of your current application.

We conduct this service with an initial one-day discovery session, to understand the challenges you are facing with your existing application or solution. We will then propose a plan for our full application review, with a full estimate of what we will focus on, and the effort required

5.4 ADVISORY SERVICES



This service allows you to enhance your own in-house development team without necessarily engaging a full-time consulting resource and can be tailored to suit your requirements – all services are provided as per the SFIA rate card. Drawing on the experience of our consultants we can complement your team and ensure their success by providing the following:

- Training Delivery and Documentation
- Quality assurance check points at key milestones
- Mentor and coach the team by:
 - sharing relevant experiences
 - evaluating alternative approaches
 - advising on best practice methods and techniques
 - providing technical know-how
 - alerting the team to sub-optimal ways
 - alert the team before you take a dead-end road.

5.5 FULL END TO END PROJECT DELIVERY



End to end Oracle EPM Cloud project delivery is what we do best. It's where we have gained our experience over the many years, we have been working with Oracle Hyperion EPM. During this time, we have led and successfully delivered projects in small organisations with a rapid delivery time, to large global multi-national corporations, with multiple phases over several years. We have also delivered projects in countries all over Europe and the US.

Over the years we have adopted a standard framework to our full lifecycle project delivery. This framework brings together standard IT project methodology with our own input into how to successfully deliver these products and meet your core objectives.

METHODOLOGY

Absolute EPM's 5D Methodology

Define

The primary objectives of the define phase is to successfully set out the project roadmap, scope, business/technical requirements and key business objectives of the new solution.

Design

A proven approach will be used to capture the information with the end goal being that both the business and project implementation team understand both the functional and technical requirements prior to moving into the design phase.

Develop

Deliver

Deploy

Throughout the process there is continuous business review and acceptance back to agreed requirements

Absolute EPM can offer 2 different approaches to a Full end to end project delivery. We can offer fixed priced delivery options where a customer meets certain scope assumptions, or if the customer does not fit within one of those scope assumptions we can offer a standard delivery model, where our SFIA rate card can be used in the traditional way. These are all detailed in our pricing documents.

5.6 MANAGED SERVICES



Supplement your in-house teams' skills with expert knowledge, or even have your EPM solution fully administered using our support service.

Save time and eliminate risk from the on-going operation and evolution of your EPM solution.

- Support for your administrators on how to incorporate those significant business changes into your application, such as the acquisition of a new company, changing your chart of accounts, or adding a new global reporting currency.

- Proactive advice on the latest updates and features in the cloud as they are released and the impact on your application.
- Can't quite get the calculation for that new key performance indicator to work? Our support team can advise how.
- Issue analysis and resolution.
- Full administration for your EPM solution

Absolute EPM can offer some fixed priced packages for specific managed services. But we can also discuss you own requirements, and this can potentially be offered on a fixed price basis or standard SFIA rate card basis.

6 WHAT MAKES ABSOLUTE EPM DIFFERENT

Finance Expertise



Deep Technical
Understanding of
Cloud EPM

What makes Absolute EPM Different?

- EPM Cloud projects are ultimately solving a finance problem.
- We lead with a financial solution, then leverage the right technology as a tool.
- Have extensive experience in both Cloud solutions and on-premise.
- We deliver a solution that can be owned and taken forward by the business.
- Many projects fail because they focus on the technical solution.

7 OUR APPROACH

7.1 CONTINUITY



We believe that having the same core team engaged throughout the project is essential to avoid the unnecessary miscommunications and inefficiencies that can arise from an ever-changing team.

7.2 SUSTAINABILITY



Our aim is to deliver a solution that delivers real business benefit and a solution that is sustainable, low maintenance and performs to your expectations. Most importantly we aim to deliver a solution that allows you to focus on your business.

7.3 FINANCE EXPERTISE



As well as being highly experienced & vendor certified implementation experts in the software that they deliver, our consultants are also qualified finance professionals.

7.4 AVOID OVERCOMMITTING



Our extensive experience in Oracle Hyperion EPM means that we usually know what works and what doesn't work, so we are not scared to say no when a particular requirement may risk the success of the overall project.

7.5 DELIVERY FRAMEWORK



Absolute EPM have a proven delivery methodology derived from our experiences of delivering EPM solutions which bring together what we consider to be the best practice framework that can be applied to any implementation.

METHODOLOGY

Absolute EPM's 5D Methodology

Throughout the process there is continuous business review and acceptance back to agreed requirements

7.5.1 DEFINE

The primary objectives of the define phase is to successfully set out the project roadmap, scope, business/technical requirements and key business objectives of the new solution.

A proven approach will be used to capture the information with the end goal being that both the business and project implementation team understand both the functional and technical requirements prior to moving into the design phase.

7.5.2 DESIGN

This phase matches the technology features and capabilities to the detailed business requirements through prototyping and design workshops.

The key output from this phase is the Technical Design Specification and the Application Setup Documentation, there will also be a prototype developed that the users would have seen and accepted prior to starting build.

7.5.3 DEVELOP

This phase is where the development of the application as per the system design takes place.

One of the key components though is that throughout the phase there is regular business review and acceptance back to the agreed requirements.

7.5.4 DELIVER

This is where the users are delivered an application ready for them to train on, test and accept based on the business core objectives.

This is carried out by the execution of the test plan such that the application matches the business requirements and objectives.

7.5.5 DEPLOY

This phase is where the application is finally released into production and post-project support is provided to enable a smooth user transition.

8 ABSOLUTE EPM DELIVERY OPTIONS

Absolute EPM can deliver its service in two ways;

- Fixed Priced Delivery (A price for a specific service package)
- Standard SFIA rate card basis

The default pricing for Absolute EPMs services will adopt the SFIA rate card basis unless a service is package and defined in the Fixed Priced Delivery Services section.

Full pricing is covered in the pricing document.

8.1 ABSOLUTE EPM FIXED PRICE DELIVERY SERVICES

Absolute EPM can offer a fixed price implementation delivery approach on two of the Oracle Cloud EPM Cloud products. A fixed price delivery will give customers a specific scope and functionality, for a fixed price and deadline. Our consultants will work in collaboration with the customer to agree and work within the boundaries set by each of the defined offerings.

All of the fixed price offerings can be customised (which can be estimated directly with the customer).

Any customised fixed price offering will be recalculated using the same rate as the original fixed price offering which has been calculated from the SFIA rate card. Customisation of a fixed price offering can cover;

1. Additional functional process outside the scope
2. Additional data entry forms
3. Additional dimensions
4. Additional reports
5. Additional dashboards
6. Additional calculations

The level of specific requirements will be assessed, and the number of days will be updated for that offering, with a new fixed price being proposed using the same rate as the original offering.

8.1.1 ORACLE EPM CLOUD – PLANNING

Oracle EPM Cloud Planning, can be implemented using the Oracle best practice modules, covering.

- Financials
- Compensation Workforce Planning
- Project Planning
- Capital Asset Planning

The suitability of the Oracle best practice modules will be assessed in any early discovery phase of work. Absolute EPM starts any engagement with an initial discovery session free of charge, where the customer defines their objectives and outcomes. As part of this session, it will be ascertained whether the best practice modules should be evaluated for suitability. Any evaluation will be conducted as an advisory service and be conducted outside of the fixed price offering using the SFIA rate card. If it's proposed the Oracle EPM Cloud Planning best practice modules are suitable then the full implementation will be conducted as per the fixed price offerings.

If the Oracle best practice modules are not suitable, then an alternative fixed price can be offered based on the scope and requirements set by the customer. The fixed price will use the same day rate as used and shown in the modules based fixed price offerings in the Pricing document. (the blended day rate is based on an expected mix of resource from the SFIA rate card).

Absolute EPM can offer a fixed price for the enablement of the Oracle best practice modules based on the table shown below.

Module	Scope
Financials	<p>Absolute EPM will create the base Planning application and enable and configure the Financials module. The customer will be able to choose from the out of the box options and up to 2 custom dimensions.</p> <p>In addition to the out of the box options, the scope will include.</p> <ul style="list-style-type: none"> • Financial Corporate Planning • Budget setting • In Year Management (Forecasting and In Year Budget Adjustments) • 2 Year Forecast time horizon • Sending budgets back to your ERP (Oracle ERP required) • Maximum of 2 data sources (1 being GL Actuals) • Integrated Dimension updates (Where a source can be defined) • Enhancements of the out of the box key monthly business rule (Actuals updates, preparing forecasts, finalising forecast) • A month end and annual process Task List (Or Task Flow) to bring together your key repeatable admin processes. • 20 Reports • 5 Additional Dashboards • Training Documentation
Workforce*	<p>Absolute EPM will enable and configure the Workforce module. The customer will be able to choose from the out of the box options and up to 2 custom dimensions.</p> <p>In addition to the out of the box options, the scope will include.</p> <ul style="list-style-type: none"> • Full enhanced integration with the Financials module • Integration with Corporate Plan, Budget and Forecasting processes • 2 Year Forecast time horizon • HCM i(Human Capital Management) integration for all required HR data

	<ul style="list-style-type: none"> • Integrated Dimension updates (Where a source can be defined) • Enhancements of the out of the box key monthly business rule (Actuals updates, preparing forecasts, finalising forecast) • A month end and annual process Task List (Or Task Flow) to bring together your key repeatable admin processes. • 20 Reports • 5 Additional Dashboards • Training Documentation
<p>Projects*</p>	<p>Absolute EPM will enable and configure the Projects module. The customer will be able to choose from the out of the box options and up to 2 custom dimensions.</p> <p>In addition to the out of the box options, the scope will include.</p> <ul style="list-style-type: none"> • Full enhanced integration with the Financials module • Integration with the Workforce module if selected. • Integration with Corporate Plan, Budget and Forecasting processes • 2 Year Forecast time horizon • PPM integration for all required Projects data (2 way) • Integrated Dimension updates (Where a source can be defined) • Enhancements of the out of the box key monthly business rule (Actuals updates, preparing forecasts, finalising forecast) • A month end and annual process Task List (Or Task Flow) to bring together your key repeatable admin processes. • 10 Reports • 5 Additional Dashboards • Training Documentation
<p>Capex*</p>	<p>Absolute EPM will enable and configure the Capex module. The customer will be able to choose from the out of the box options and up to 2 custom dimensions.</p> <p>In addition to the out of the box options, the scope will include.</p> <ul style="list-style-type: none"> • Full enhanced integration with the Financials module • Integration with the Projects module if selected. • Integration with Corporate Plan, Budget and Forecasting processes • 2 Year Forecast time horizon • Fixed Asset integration for all required Assets and Depreciation data • Integrated Dimension updates (Where a source can be defined) • Enhancements of the out of the box key monthly business rule (Actuals updates, preparing forecasts, finalising forecast) • A month end and annual process Task List (Or Task Flow) to bring together your key repeatable admin processes. • 5 Reports • 5 Additional Dashboards • Training Documentation

*Workforce, Projects and Capex modules can only be selected in with the base Financials module also enabled.

8.1.2 ORACLE EPM CLOUD – NARRATIVE REPORTING

Absolute EPM can offer a fixed price offering of 20 Reports and 1 Report Pack, including training

*The above assumes existing data sources already exist within Oracle EPM Cloud or ERP Cloud

8.1.3 SUPPORT / MANAGED SERVICES

Absolute EPM can provide a range of support and managed service options on a fixed price basis

A fully managed service can be tailored to the customer’s specific needs in addition to the provided service defined below, and this would be estimated at the time and use the standard SFIA rate card (*such as Advanced Support service level*)

Service Level	Scope
Limited Remote Support <i>Would suit customers who are after limited support on demand</i>	<ul style="list-style-type: none"> ✓ Remote Support – On demand ✓ Support available for 80 Hours. ✓ Dedicated Email address ✓ Standard 4hr Initial response time for any issue raised ✓ Phone, Teams and Email support ✓ Point of contact between yourself and Oracle Support ✓ 12 Month contract ✓ Monday to Friday 9am to 5pm (excluding public holidays)
Outsourced (Managed Service) <i>Would suit customers who are after outsourcing the application administration role</i>	<ul style="list-style-type: none"> ✓ Full Remote Application Administration ✓ 1st Line support ✓ Assumes 1 corporate application coverage. ✓ Dedicated Email address and contact number. ✓ Phone, Teams and Email support ✓ Absolute EPMs Standard SLAs ✓ Management of regular monthly processes ✓ Monthly patch review and regression testing ✓ User Provisioning & Security Management ✓ Point of contact between yourself and Oracle Support ✓ 12 Month Contract ✓ Monday to Friday 9am to 5pm (excluding public holidays)
Advanced Support (Based on SFIA rate card) <i>Would suit customers who are looking for support on more complex requirements</i>	<ul style="list-style-type: none"> ✓ Advanced Support for complex queries ✓ Dedicated name resource on request ✓ Application Reviews ✓ Design Reviews ✓ Performance Optimisation ✓ Key reporting period support ✓ Change Request assessment and implementation ✓ SLAs can be agreed based on requirement

The above offerings will adopt the below SLAs

8.1.3.1 LIMITED REMOTE SUPPORT

The limited remote support works on the below SLAs

- Initial response within 4hrs (Regardless of severity)
- Support is capped at 80hrs per year
- Support is provided Monday to Friday (excluding public holidays) during the hours 9am to 5pm UK (Any issue raised outside of these hours will be assumed 9am this next working day)

8.1.3.2 *OUTSOURCED (MANAGED SERVICES)*

The fully managed outsourced service, works to our standard SLAs

Support is provided Monday to Friday (excluding public holidays) during the hours 9am to 5pm UK (Any issue raised outside of these hours will be assumed 9am this next working day)

Response times are:

- Urgent Business Critical Emergency 30 mins
 - High Severe Business Impact 2 hrs
 - Normal Medium Business Impact 8 hrs
 - Low Business Impact 2 days
-
- **Critical:** Major loss of functionality affecting the majority of users
 - **High:** Loss of functionality affecting a minority of users
 - **Normal:** User query affecting their ability to do their job in the system
 - **Low:** Any other issue or request

8.2 ABSOLUTE EPM STANDARD SFIA RATE CARD SERVICE DELIVERY

Outside of the previous fixed price delivery options, Absolute EPM uses the standard SFIA rate card for all its services. As discussed in more detail in the services section of this document, the services can be summarised as:

- EPM Cloud Solutions
- Full end to end project delivery
- Performance Optimisation
- Application Reviews
- Advisory Services (Inc training services)
- Advanced Managed Services

Each of the above services will start with an initial discovery session with the customer free of charge. This discovery session will ascertain the scope, objectives and pricing option for any further services.

Additional or standard non 'Fixed Price' delivery / consulting services will be priced according to the Absolute EPM SFIA rate card. These services are approached using a typical approach to software delivery using the Absolute EPM 5D Methodology.

As described in the pricing document, we anticipate that this would be the equivalent of a blended unit price per day for consulting, training and support. (as per the blended rate used in the Fixed Price offerings and listed in the Pricing document) as the services provided will bring together a mixture of resources from the SFIA rate card. Exact rates charged will be agreed as part of the outcome from the discovery sessions and resources will map to the SFIA rate card.

The maximum rate charged will be as per the highest rate in the SFIA rate card if the services relate to strategic level services or advisory and the lowest rate charged will be as per the lowest rate defined in the SFIA rate card.