



Statement of Work eNlighten Support 2025 – 2027

Wirral Council

14th February 2025



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Proposal Distribution

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Version Control

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Summary of Requirement

Namos are the current Managed Service support partner for Wirral Council's Oracle ERP Cloud estate and are pleased to submit this Statement of Work to contract the Namos eNlighten Managed Services for a further 2 years between 2025 and 2027.

Namos have been supporting Wirral Council's Oracle ERP Cloud estate since its implementation and go live in 2023 and continue to work with Wirral Council to provide support services and ensure the maximum return for its investment in Oracle Cloud ERP. The contract is for a 2 year support period for eNlighten as well as on-going service support for Just Transform, Direct Debits, Making Tax Digital and the Construction Industry Scheme solutions.

Via a pro-active managed service, Namos will work with Wirral Council to build a successful roadmap that enables the Authority to evangelise their Oracle ERP estate as well build the Authorities internal knowledge and skills. The roadmap will be reviewed through the various Namos and Wirral Council governance meetings to ensure business objectives are being met.

We strongly believe that Namos have the required breadth of experience, skills, knowledge of the current system and the capability to successfully support Wirral Council, whilst operating in a collaborative, responsive and flexible way that will assist Wirral Council with their business objectives.

Full details of the Namos eNlighten Managed Services can be found in the Managed Services Terms and Master Services Agreement.

Namos Solutions eNlighten Managed Services

eNlighten is the Namos Solutions award winning, proven approach to the delivery of managed services. Developed and continually improved, eNlighten provides a structured yet flexible framework within which all customer requirements can be catered for. The eNlighten team of highly trained analysts and consultants can assist with 1st, 2nd or 3rd line support to satisfy day to day Oracle ERP/HCM Cloud requirements.

The service can be provisioned through a flexible base service model, call-off days or a mixture of both. Base Support typically encompasses an initial service transition fee followed by a fixed, predictable recurring charge. Base Support can be complemented with a flexible call-off time model providing a commercially attractive and operationally robust service offering.

As well as change and consultancy engagements, Call off can be purposed against training or testing activities.

Support is commonly provided remotely during normal working hours from 8.30am – 5.30pm Monday to Friday. An enhanced out of normal hours or tailored service is available on request.

The effective prioritisation of Incidents is vital in ensuring that our support consultants are always focussed on the most important issue to a business at that time. All services delivered under the eNlighten delivery model are backed by an incident management SLA.

Unlike other Service providers, rigid incident severity definitions will not be forced onto clients. Namos Solutions believe that the client is best placed to advise on the relative importance of active requests; on account of this the eNlighten service has adopted matrix-based incident prioritisation where to determine severity each incident is assessed on the combination of impact and urgency.

eNlighten is based around a pragmatic implementation of best practice. We have adopted and adapted the methodology to ensure it addresses the needs of our client base. Full details of the service are described in more detail within the attached Managed Services Terms Agreement.

Underpinning these service components is an ethos of flexibility (choose your services, choose your commercial model etc.), coupled with a drive for continual service improvement; ensuring that Namos continues to add true value to your business operations.

Contracted Service

Wirral Council have specified 2nd and 3rd line support is required under this engagement of which the availability of support staff is through normal working hours (Mon-Fri 08:30-17:30 UK time).

Further details relating to the service and performance of the service can be found in the Namos Master Services Agreement contained within the G-Cloud 14 Contract.

- **Base Support**

As per G-Cloud 14 Contract. Base support tickets for support and resolution for Oracle Cloud ERPM

- **Call-Off Time**

As per the G-Cloud 14 Contract. Base Service days for support and resolution for Oracle Cloud ERPM

- **Justransform**

As per the G-Cloud 14 Contract. Justransform is the integration platform provided to Wirral Council for the integration of Oracle Fusion ERP. This will consist of 1x Initial connection and 3x subsequent connections.

- **Direct Debits**

As per G-Cloud 14 Contract. Enablement of sending new Direct Debit instructions to customers' bank electronically.

- **Making Tax Digital (MTD)**

As per G-Cloud 14 Contract. Integrated solution component with Oracle Cloud ERP to automate MRB submissions to HMRC.

- **Construction Industry Scheme**

As per G-Cloud 14 Contract. Automated processing for the correct deductions to allow compliance with the Construction Industry Scheme

Terms of Service

- As per G-Cloud 14 Contract

Agreement

Namos Solutions Ltd

By signing this contractual agreement, the undersigned agrees Namos Solutions Ltd will carry out their responsibilities contained therein and is empowered by Namos Solution Ltd to do so.

Signature:

Name:

Position:

Date:

Wirral Council

By signing this contractual agreement, the undersigned agrees Wirral Council will carry out their responsibilities contained therein and is empowered by Wirral Council to do so.

Signature:

Name:

Position:

Date:

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