



ORACLE FUSION CLOUD APPLICATIONS

SERVICE LEVEL AGREEMENT

SERVICE LEVEL AGREEMENT DETAILS

A Service Level Agreement (SLA) is a formal contract or agreement that defines the expected level of service between a service provider and its customers.

The purpose of this SLA is to identify the maximum duration times expected in the automation process when migrating various data types. Timelines are determined by a combination of data volume and data quality.

The tables below identify the various record types, volumes, and load time expectations to complete based on typical project stages.

For example, migrating approximately 100,000 configuration records will be completed within 3 business days.

Configuration Tasks

ERP/HCM Coverage

No. of Records	Days duration			
	CRP	SIT	UAT	PROD
0 > 100,000	3	3	2	1
100,001 > 200,000	5	5	3	1
200,001 > 300,000	7	7	5	2
300,001 > 500,000	10	10	8	3

PPM Coverage

No. of Records	Days duration			
	CRP	SIT	UAT	PROD
0 > 100,000	2	2	1	1
100,001 > 200,000	3	3	2	2
200,001 > 300,000	5	5	3	2
300,001 > 500,000	8	8	5	4

Master Data

Data Type	Total Records	Days duration			
		CRP	SIT	UAT	PROD
Banks	0 > 5,000	0.5	0.5	0.5	0.5
Suppliers	0 > 50,000	0.5	0.5	0.5	0.5
Customers	0 > 50,000	1	1	0.5	0.5
Items	0 > 50,000	0.5	0.5	0.5	0.5
Manage Users	0 > 5,000	0.5	0.5	0.5	0.5
Duties and Roles	0 > 5,000	0.5	0.5	0.5	0.5

Transaction Data

Data Type	Total Records	Days duration			
		CRP	SIT	UAT	PROD
Journals Import	0 > 100,000	0.5	0.5	0.5	0.5
Payables Invoices	0 > 50,000	0.5	0.5	0.5	0.5
Receivables Invoices	0 > 50,000	0.5	0.5	0.5	0.5
Purchase Orders	0 > 50,000	0.5	0.5	0.5	0.5
Fixed Assets	0 > 50,000	0.5	0.5	0.5	0.5

NOTES

1. Most customers achieve significantly better efficiency, these timings are given as 'worst case'.
2. All timings are impacted by the quality of the data.
3. For further details regarding Master and Transaction data coverage, please refer to the "[List of Master Data and Transaction Migration](#)" document.
4. Please raise a support ticket for advice on any volumes greater than shown in the tables above.



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