

ORACLE DAILY BUSINESS INTELLIGENCE FOR DEPOT REPAIR

KEY FEATURES

SUPPORT USER DEFINED WORK ORDER STATUSES

- User defined work order Statuses can be mapped to four system-defined states Open, Hold, Closed, and Draft
- Dashboard displays all work order statuses, including user-defined

FLEXIBILITY TO SUPPORT YOUR BUSINESS

- Utilize predefined Key Performance Indicators for tracking management goals
- Collect data from a single instance for a view of depot repair information across the enterprise
- Analyze data from multiple business perspectives using common dimensions

COMPARATIVE ANALYSIS

- Observe trends over time periods of week, month, quarter and year
- Perform repair organization, repair type, product, and customer comparisons
- Compare performance today with the prior period or the same period a year ago

DRILL FROM AGGREGATION TO SOURCE TRANSACTION

- Analyze high level aggregated data, drill into details, and continue drilling into the depot repair application for real-time status
- Analyze the KPIs by drilling to the transactions that contributed to the indicator

Oracle® Daily Business Intelligence (DBI) for Depot Repair empowers managers to stay on top of the critical depot repair activities of their organization. DBI offers enhanced depot repair visibility by providing enterprise-wide performance information daily. DBI for Depot Repair enables repair professionals to maximize performance and opportunities, identify potential issues earlier, and address them before they escalate into real problems. Oracle DBI is part of the Oracle E-Business Suite, an integrated set of Information-Driven applications engineered to ensure that the data you capture and create with your business applications is transformed into information that drives competitive advantage.

Understand and Improve Depot Repair Management Performance

DBI for Depot Repair provides a collection of depot repair indicators, daily aggregated information with actionable details and trends, as well as multi-dimensional and comparative analysis capabilities. It provides comprehensive measures for actively monitoring repair order backlog, margin, completion, and time to repair. It compares repair order measures for a period to the previous period or the previous year. DBI provides reliable information directly from mission-critical business applications in a self-service fashion freeing executives from hard-to-use, error-prone custom solutions. Using DBI for Depot Repair, managers have rich, integrated and up to the day information to improve depot repair efficiency, customer satisfaction, and meet strategic objectives.

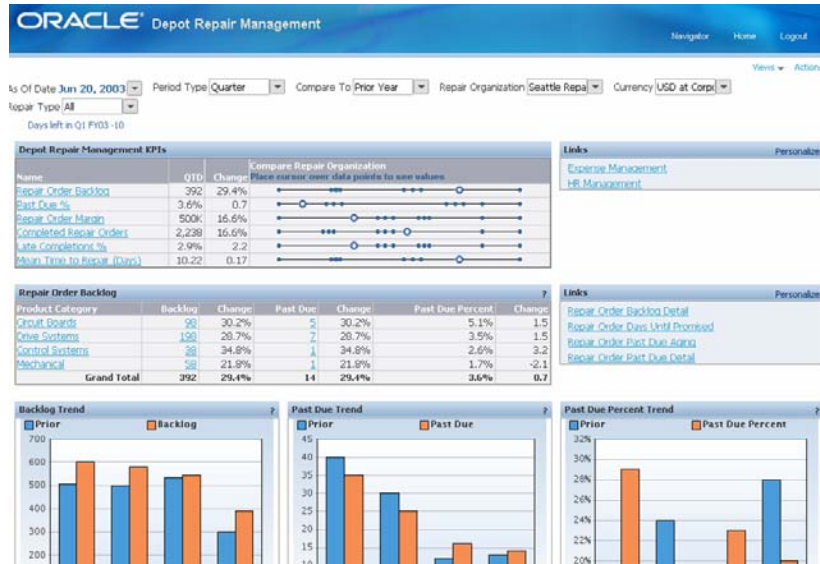


Figure 1: Depot Repair Dashboard

Increase Customer Satisfaction and Optimize Depot Repair Efficiency

Oracle DBI for Depot Repair provides relevant, reliable, up to the day information on all the repair orders logged against your repair organization. The measurements and reports provide the most recent depot repair indicators and trends on repair order backlog, margin, completion, and time to repair. Open Repair Orders are analyzed for the commitment to promised date using past due age or days until promise date distributions. Repair Order Margin is monitored through the charges and cost incurred for each of material, labor and expense elements. Commitment to promise date is analyzed through repair order completion and late completion aging. Efficiency of repair operation is understood by analyzing the overall time to repair and time to repair distribution.

DBI for Depot Repair allows access to organization wide operation information and provides a complete management solution to monitor the effectiveness of the repair organization. The end result is a rich set of comparative reports that provide an unparalleled knowledge of the repair operation across repair organizations, repair types, product categories, customers, as well as period comparison over time.

With DBI for Depot Repair, executives, managers, and depot repair professionals can realize their goals with information that enables them to:

- Improve customer satisfaction and loyalty
- Improve repair order margin and repair efficiency
- Make better decisions with access to global information
- Drill to real-time details

Improve Customer Satisfaction and Loyalty

Monitor Repair Order Backlog

Repair Organizations must be able to prioritize and complete repair orders in a timely manner. It is essential to understand the past due age and days until promise

dates to ensure a high level of customer satisfaction. The past due repair orders could increase the time to repair, thereby reducing the overall customer satisfaction and loyalty. DBI for Depot Repair provides reports for managers to analyze the most recent repair orders that are past due or going to be past due, and show trending information by week, month, quarter or year. These measures can also be compared to prior periods to understand if the measures are improving.

Analyze Repair Order Past Due Aging

Repair Order Past Due Aging analysis enables the depot repair manager to identify the most critical repair orders in high past due age buckets and also understand if the overall trend is increasing or decreasing. Drilling to detailed reports provides the necessary detailed information to analyze the repair orders, allowing managers to improve the effectiveness of the repair organization.

Prioritize by Days Until Promised

Prioritizing the repair orders that are nearer to promise date and non-past due backlog can have a profound impact on customer satisfaction and loyalty. With the information automatically provided by DBI for Depot Repair on the days until promised, the depot repair manager can analyze which repair orders should be accelerated to meet the commitments based on closeness to promise dates. Reports on the days until promised would help in making tactical decisions that maximize customer satisfaction and loyalty. Managers can analyze the repair orders by repair organization, repair type, customer, or product.

Improve Repair Order Margin and Repair Efficiency

Monitor Repair Order Margin

Financial measures are important indicators of repair profitability. The ability to examine trending of an organization's costs, charges, and margin/margin percent to evaluate the profitability of a repair operation is critical. Depot Repair Managers can analyze repair order margin for the elements of material, labor, and expense by repair organization, repair type, customer, and product. The trending of repair order margin can help in making strategic decisions of repair automation.

Analyze Repair Order Completion

Timely completion of repair orders is a primary measure of depot repair efficiency. Being able to identify and control the late completion percentage is critical. Depot Repair Managers can analyze repair order completion by repair organization, repair type, customer, and product. Completed repair orders are broken out by late completion to enable more detailed analysis.

Improve Depot Repair Efficiency

The efficiency of the repair organization can be monitored and improved through the analysis of the completed repair orders, late completion percent, and time to repair. With the information provided by DBI for Depot Repair, the depot repair manager can work towards increasing repair order completion, reducing late completion percent, and time to repair. This could be achieved through training, process improvements, or detailed analysis of problem products.

Make Better Decisions with Access to Global Information

In addition to period comparisons over time, DBI for Depot Repair also allows

executives to identify repair order information for each product category and product in the repair organization and compare repair order information by repair type and customer. DBI for Depot Repair collects data across repair organizations, repair type, products and customers.

Global information from the extended enterprise is available in one place instead of having to consolidate data from several repair organizations or multiple locations. Depot repair executives can view the reports for one or all repair organizations, filter information for a specific repair type, or see backlog numbers for a given product category. The availability of multiple dimensions and gives the user the flexibility to slice and dice information as needed.

Drill to Real-Time Details

DBI for Depot Repair enables the depot repair manager to drill down to granular details from high level aggregated data. From a detail report, drilling on the repair order number opens the Repair Order Summary in the Depot Repair application, which is in real-time.

The availability of details and aggregated data in one place allows the depot repair managers an out-of-the-box solution to drill from high-level aggregated data all the way into the depot repair application, delivering a real-time view of the data. For example, the depot repair manager could drill on the past due repair backlog in the page, to the Repair Order Past Due Detail report, to the Repair Order Summary in depot repair application and finally to the Service Request Summary in the service application.

Simple Set-up

DBI for Depot Repair is both straightforward and simple to implement. DBI utilizes existing set-ups and terms that have been used in existing Oracle Applications. The result is a streamlined reporting application that can be used almost immediately to provide an enterprise's daily measurements.

Aggregation to Source Transaction

DBI completes the circle from aggregation to granular detail by drilling into the transactions that contributed to the key performance measures. This allows users to identify and view the specific transactions that are behind the aggregation to answer the questions that arise.

Configurable and Extensible for your Industry

Decision makers need information that is timely and relevant. With DBI, KPI's and reports can be renamed, hidden, or rearranged on the appropriate DBI Dashboard, tailoring DBI for the needs of your specific industry. DBI is also extensible, allowing you to create new KPIs and reports, based on both Oracle and non-Oracle data sources. New content added to DBI Dashboards will persist through version upgrades, for maximum ROI and reusability.

Oracle E-Business Suite—The Complete Solution

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from

KEY BENEFITS

- Improve customer satisfaction and loyalty
- Analyze trends to improve efficiency
- Improve repair order margin and repair efficiency
- Optimize depot repair efficiency

applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all important aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

RELATED PRODUCTS

Part of Oracle Corporate Performance Management solutions, which includes:

- Activity-Based Management
- Business Intelligence Solution
- Daily Business Intelligence
- Demand Planning
- Enterprise Planning & Budgeting
- Financial Consolidation Hub
- Profitability Manager

RELATED SERVICES

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- OnlineDBA
- OnlineDBA for Application

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