

ORACLE DAILY BUSINESS INTELLIGENCE FOR SERVICE CONTRACTS

KEY FEATURES

FLEXIBLE REPORTING AND AD-HOC ANALYSIS

- Additional parameters to analyze the dashboards
- Drill to transaction detail of the contract

ANALYZE SERVICE BUSINESS TRENDS

- Active contract balances trends
- Contract booking trends
- Renewal booking trends
- Terminated contract trends

COMPARATIVE ANALYSIS

- Compare performance for different time periods, sales groups, sales representatives, product categories, service items, customer classifications, and operating units

FLEXIBILITY TO SUPPORT YOUR BUSINESS

- Analyze data from multiple business perspectives using various dimensions
- Make better comparisons with annualized data
- Perform detailed analysis using several filtering parameters
- Leverage security for reporting across sales teams

Oracle® Daily Business Intelligence (DBI) for Service Contracts enables service contracts 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 Service Contracts Bookings Performance

DBI for Service Contracts provides a collection of service contracts 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 service contracts bookings, cancellations, terminations and expirations. It compares service contracts measures for a period to the previous period or the previous year. Using DBI for Service Contracts, managers have rich, integrated and up to the day information to increase service contracts bookings and meet strategic objectives. It enables them to:

- Improve the efficiency of the renewal process
- Maximize revenues from new contracts and contract renewals
- Address contract events in a timely manner
- Analyze business trends and identify opportunities
- Make better decisions with access to global information
- Report financial reporting easily through the use of annualized data

Improve the Efficiency of the Renewal Process

Service managers and executives need up-to-date visibility into whether renewals are booked as expected and if they are going to be able to make their targets in a given period. DBI for Service Contracts helps managers meet their objectives by providing them with automated, up-to-date information on current bookings performance, expected contract renewals and performance against those expectations. Managers can easily identify deviations from expected performance and initiate timely root cause analysis. This enables proactive decision-making, thus ensuring that neither value nor customers are lost in the renewal process.

DBI also helps companies improve the efficiency of their renewal process by

providing critical information that monitors the contracts renewal rate versus the number of contracts expiring in that period. This allows managers to prioritize improvement efforts by identifying sales groups with maximum room for improvement. Managers can monitor performance by keeping tabs on key parameters like the average age of past due renewals or the number of late renewals and bookings on an ongoing basis to assess the effectiveness of their improvement efforts.

Maximize Revenues from New Contracts and Contract Renewals

Companies like to monitor and establish a balance between revenues from new customers and repeat business from existing customers. A balance between new contracts and contract renewals is critical for sustainable long-term growth. DBI for Service Contracts provides executives with the information they need to monitor that balance and to identify opportunities for re-establishing the balance when things are not on track.

DBI for Service Contracts provides managers with information on bookings to date and bookings that are forecast for the period. This helps managers compare current performance to established goals and enables them to identify viable alternatives if corrective action is required. Managers also have visibility into key measures like volume of contracts close to expiration, contract renewal rates and average size of contract renewals to assess service revenues from repeat business. These measures also allow managers to proactively address revenue leakage due to either poor negotiations or lost renewal opportunities.

Address Contract Events in a Timely Manner

Detailed contract reports provide the necessary information to analyze soon- to-expire contracts, past due renewals, cancellations or terminations, allowing managers to reduce revenue leakage by proactively addressing the problems in bookings and renewals. Detailed reports also include cancellation and termination reasons enabling root-cause analysis and corrective action.



Figure 1: Track Key Performance Indicators to Maximize Service Revenue

Make Better Decisions with Access to Global Information

DBI makes global information from the extended enterprise available in one place instead of having to consolidate data from several regions or multiple locations.

This is critical for companies with global operations or for companies with a global customer base. Managers can view the performance metrics and reports for one or all service organizations, filter information for a specific customer or see performance numbers for a given sales team. Answers to questions like which sales groups have the highest renewal rate, which service lines or Customer classifications have the highest growth rate, or which sales groups have the highest past due renewal rate are readily available in DBI. This provides managers with a global picture of service performance trends, customer relationships, contract effectiveness and sales best practices which can be leveraged to drive improvements to the services business at a global level.

Managers can very easily drill from the aggregate view into the details. Service contracts performance information can be viewed by sales group, sales representative, organization, customer classification, service line and product category. The availability of multiple dimensions and filtering parameters gives the user the flexibility to slice and dice information as needed. For example, a manager can start by comparing contract renewal rates across sales groups. Once a sales group with a low contract renewal rate is identified, a manager can drill down into a detailed report and view renewals by category and by product to evaluate if there is an issue with the service group’s performance or if the service line and products handled by the group in question typically have a low renewal rate.

Revenue Drill to Real-Time Details

DBI provides an out-of-the-box solution and allows managers to drill from high-level aggregated data all the way into the service contracts application delivering a real-time view of the data. For example, one could drill from the Activations report, to the Activations Detail report, to the Live View of Service Contract in service contract application (Figure 2).

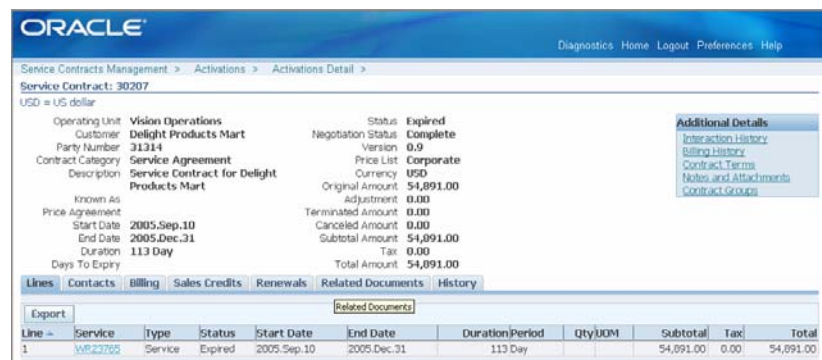


Figure 2: Live View of Service Contract in Service Contracts application

Simple Set-up

DBI for Service Contracts is closely integrated with Oracle Applications and utilizes existing set-ups and terms from Oracle Applications. The result is a streamlined reporting application that is easy to set-up and implement, and can be used almost immediately to provide an enterprise’s daily measurements.

KEY BENEFITS**MAXIMIZE EFFICIENCY**

- Assess successful, delayed and lost renewal opportunities
- Track whether expired contracts are being renewed or business is being lost

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

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 the creation 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 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.

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