

SIEBEL UNIVERSAL APPLICATION NETWORK



Oracle's Siebel Universal Application Network helps organizations rapidly and easily deploy end-to-end business processes—for example, Quote to Cash and Service Provisioning. The result is faster, better, and more agile business performance that contributes to a better customer experience, increased revenue, and lower operating costs. Universal Application Network includes three main components: UAN Integration Processes, UAN Common Objects, and UAN Transformations.

KEY FEATURES

- Synchronizes payments; creates, submits and updates orders
- Defines business data in an application-neutral format
- Reconciles differences between different business applications
- Provides for quote to cash and service provisioning
- Provide faster, better, and more agile business performance

Increases revenue and lowers operating costs

Reduce the Cost, Risk and Time of Business Integration

Universal Application Network (UAN) has the architecture to complement Siebel's Customer Data Integration (CDI) solution.

The UAN integration processes for Customer Life Cycle Management provide an end-to-end solution for delivering customer data from the operational applications to the customer master and then distributing the improved customer profile back to the operational applications. UAN also provides pre-built data transformations to and from Siebel UCM, Siebel CRM, SAP, and Oracle.

Integration Processes

Defines and orchestrates a series of discreet steps to complete an integration task.

Integration processes complete such integration tasks as synchronizing an account across multiple applications, or submitting an order the front office to the back office for fulfillment. Examples of integration processes are Sync Account, Create Order, Update Order, Sync Payment, and Request Duplicate Invoice.

Common Objects

Provide a framework for defining business data in an application-neutral format.

Since each application has a different data model, the use of common objects eliminates the need to map the data models of different applications directly to one another. Instead, each data model is mapped to common objects. Examples of common objects are Account, Activity, Contact, Employee, Invoice, Opportunity, Order, Product, Quote, and Service Request.

Transformations

Reconcile the differences between the data models of the different business applications.

Every application has a different format of the same data object, and any communication between applications necessitates conversion from one format to another. In a simple example, one application may use three-letter country codes

(USA) and another application may use two-letter codes (US). UAN transformations convert USA into US and vice versa. This feature of UAN provides pre-built transformations to popular software packages.

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