

# ORACLE RETAIL WORKSPACE



## KEY BENEFITS

### Central SSO Launch of most Oracle Retail applications, including:

- Oracle Retail Merchandising System
- Oracle Retail Invoice Matching
- Oracle Retail Price Management
- Oracle Retail Store Inventory Management
- Oracle Retail Data Warehouse
- Oracle Retail Promotion Planning and Optimization
- Oracle Retail Markdown Optimization
- Oracle Retail Predictive Application Server
- Oracle Retail Allocation
- Oracle Retail Active Retail Intelligence

### Role-based dashboards:

- Reports
- Metrics, KPI's
- iBot alert views
- BPEL workflow launch
- MapViewer mashups

### Oracle Technology:

- Oracle WebCenter
- Oracle Application Server Enterprise Edition
- Oracle Single Sign-On
- Oracle Internet Directory

### Oracle Technology Integration:

- Oracle BIEE
- Oracle BIP
- Oracle BPEL
- Oracle BPM Worklist
- Oracle BI Delivers

*The retail domain is complex, and as such requires many applications working in concert to achieve the desired goals. Today these applications are defined and packaged based on related functionality. To broaden functional relationships we must embrace application transparency, enabling creation of processes without regard to the functional boundaries of the applications. Oracle Retail Workspace provides a platform for application transparency via access to reports, alerts, workflows, and single sign-on launch of applications.*

## Overview

Oracle Retail Workspace (ORW) provides greater productivity for Oracle Retail users through an integrated user experience. Less time spent on navigating a desktop is more time spent on resolving retail issues, and relevant information provided in role-based dashboards reduces research time, raises resolution quality, and brings issues to attention.

## User Experience Integration

### Single sign-on

A majority of applications in Oracle Retail provide single sign-on through enablement of Oracle Single Sign-On (OSSO). The hub for this single sign-on experience is Oracle Retail Workspace, where both Oracle Retail applications and reports can be launched without having to sign in again. This will reduce the need to remember different passwords for different applications, and reduce security exposure from passwords being written down in view at a desk. It will also increase user productivity in using the Oracle Retail application suite.

### Central launch

Through ORW users have central, immediate access to all Oracle Retail applications, reports, and reporting tools assigned to their role or their user id. This brings all Oracle Retail applications to the users' fingertips, rather the user navigating to each application, or remembering where each report or reporting tool is located. Simplified and central availability promotes application and report use, thus raising ROI on implementation investment.

### Role-based dashboards

Role-based dashboards of key metrics and reports can be created to assist in decision support. Dashboards can contain: BI reports for operational information, BIEE reports for analytical information, RSS feeds, any URL-based information, any JSR 168 compliant portlet, iBot alert view, MapViewer BI mashup, BPM Worklist task view, and any ADF code. This extensive support for data input

## INFRASTRUCTURE SUPPORT

- Operating System
  - Supports OEL4 update 5
  - AIX 5.3
  - HP-UX 11.31 (Integrity)
  - Solaris 10
- Application Server
  - Supports Oracle AS 10.1.3.3
  - OAS Infrastructure services 10.1.2.2

allows the role-based dashboards to be key channels for providing the right information to the right user at the right time so they can make the right decision.

#### **External single sign-on**

For those applications that do not support OSSO, ORW provides a configuration option to support single sign-on. Once the location and security parameters of the application are configured, as each user logs into the application for the first time their credentials are stored securely and further logins are transparent. This allows many retailers' applications to be centrally SSO-launched through ORW, regardless of whether they directly support OSSO.

#### **MapView certification**

MapView is an Oracle product that integrates with OBIEE to provide mash-ups of BI data with maps or other images. Using this tool clients can overlay BI data, such as sales or promotion velocity, over country, region, and city maps, with the ability to drill in to different map levels, right down to data overlaid on a store layout or shelf layout. ORW has certified use of this tool in its dashboards and provided a whitepaper on implementation approaches.

#### **Oracle BI alerts integration**

Oracle Delivers (through iBots) is an OBIEE product that provides alerting based on rules run against BI data stores. Oracle BI Alerts may be accessed through ORW either by adding a link directly to the navigation panel, or through a portlet on a dashboard. This provides retailers with the ability to view and manage alerts from analytical triggers based on their BI data.

#### **BPM Worklist and BPEL Workflow integration**

BPEL is an Oracle product that supports creating orchestrated workflows based on a variety of end points, including web services, which are routed and controlled through business rules. BPM Worklist manages the tasks that are created through BPEL workflows, providing a central point to view and administrate tasks assigned from BPEL flows. Both BPEL workflows and BPM Worklist can be added to ORW as navigation menu items or as portlets within a dashboard, from which both flows and task management can be launched. This provides a central, SSO enabled point from which to access the retailers' composite flows and the tasks that enforce compliance.

#### **Group widget**

The group widget allows a dashboard to have related content placed in a single slideshow so that without forcing significant scrolling in the dashboard the user still has access to secondary information. The slideshow animation is defaulted to "off", so the user can control flipping through content, for example they could see their own store's sales numbers by default, and flip through results for region and country as needed.

#### **URL Portlet Personalization**

For dashboards using the supplied URL portlet users can customize what URL the portlet points to. Only the user will see their change, and they can use this to personalize their dashboards to show content more relevant to their specific combination of roles.

### Migration tool for customization and personalization

Customization and personalization saved for a given release can now be migrated to the new release, so that changes are maintained across upgrades.

### Summary

Oracle Retail Workspace (ORW) is a retail-specific next-generation portal, providing an integrated, targeted user experience for interacting with Oracle Retail applications and data. This integrated user experience provides individualized productivity through role-based decision support.

### About Oracle Retail

Oracle is the number one provider of innovative and comprehensive industry software solutions for retailers - enabling organizations to serve their customers better by applying insight into daily business decisions for more profitable results. With software that provides supply chain, operations, merchandising, store systems, optimization as well as enterprise applications and infrastructure software, Oracle partners with the world's leading retail companies, including 20 of the top 20 retailers worldwide, to transform the economics of their businesses.

### Contact Us

For more information about Oracle Retail Workspace, please visit [oracle.com/retail](http://oracle.com/retail), email [oneretailvoice\\_ww@oracle.com](mailto:oneretailvoice_ww@oracle.com), or call +1.800.ORACLE1 to speak to an Oracle representative.



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