

# ORACLE DEPOT REPAIR

## KEY FEATURES

### BUSINESS FLOWS FOR AFTER-MARKET SERVICE

- Repair
- Refurbishment
- Reconditioning
- Recycling
- Exchange: like-for-like, advance exchange, consigned exchange
- Asset recovery and parts harvesting
- Scrap and hazardous material disposal
- Testing and calibration

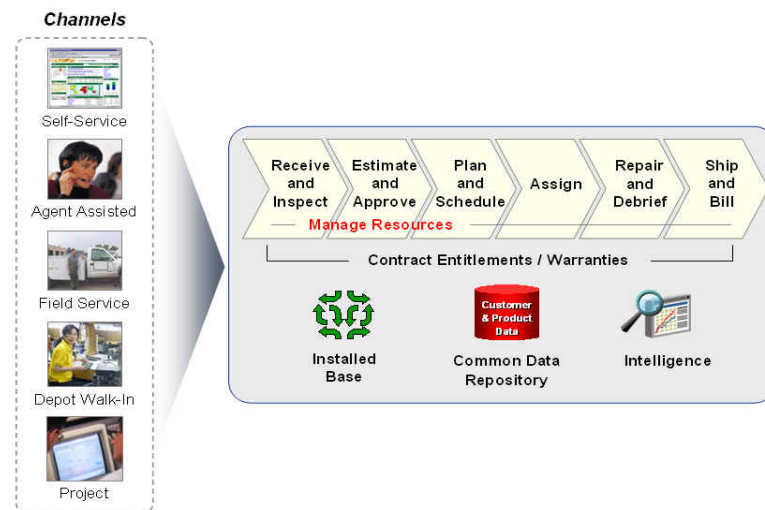
### ENABLE SERVICE BEST PRACTICES

- Automatic disposition based on rules engine
- Automatic warranty and entitlements management
- Notifications for rework and repeat returns
- Visibility of processing bottlenecks and backlog
- Visibility of real-time status across the extended enterprise and via Web
- Embedded intelligence for most common part failures and fixes based on item and symptoms
- Service bulletins for late repairs, recalls, regulatory compliance, supplier warranties and so on
- Automatic default of operations and parts based on engineering change orders
- Automatic selection of repair vendors based on business rules
- Automatic sourcing of exchange items based on business rules
- Estimate of cost, profit, and not-to-exceed value for each repair

*Depot Repair is Oracle's toolset for executing reverse logistics and in-house after market service. The application manages service execution, logistics, warranties and billing to ensure service is fast, effective and profitable. Oracle Depot Repair is part of the Oracle E-Business Suite, an integrated set of applications engineered to work together to create competitive advantage.*

## Depot Repair Overview

Depot Repair orchestrates after market service from beginning to end, from the service center to customers, resellers, OEMs and third party service providers. It lowers service and warranty costs and turns service centers into profit centers. It creates competitive advantage by enabling service best practices, fast and effective service execution, and business intelligence.



**Figure 1: "Repair and Return" Process Flow**

Some of the features and functions of Oracle's Depot Repair application include:

### Multi-Channel Support

Depot supports self-service, agent assisted, walk in, field service and spares planner orders. Web services and portals link resellers and partners. Depot provides real-time repair status across the enterprise, to customers and to partners.

### Receive and Inspect

Depot provides bulk and auto-receiving capability and a rules engine for automatic disposition. Based on customer, contract, item and location, products are returned to the right service center, exchanges are sourced from the most cost-effective location

**BUSINESS INTELLIGENCE**

- Historical demand and repair yield rates fed into Service Parts Planning engine
- Intelligence reports for mean time to failure, mean time between failures, work backlog, overdue orders, and profitability
- Product quality information for product design, engineering, and manufacturing teams
- Embedded intelligence on most common symptoms, services and part failures
- Key performance indicators and milestones specific to your business

**FAST AND EFFECTIVE SERVICE EXECUTION**

- Minimal data entry and button clicks
- Automated processing and workflow driven execution
- Automatic discrepancy resolution
- Auto-receiving
- Serial reservation and one-step shipping
- Auto-create job from estimate
- Import invoice lines directly from work order or estimate
- Performance tuned queries

**FLEXIBLE ARCHITECTURE**

- Repair status mapped to business process
- Status transitions automatically trigger business events
- Automated workflow and messaging
- Repair type transitions
- Personalization framework

and third party repairs are cross-docked to the right partner.

Inspection uses diagnostic tools, a knowledge repository and embedded intelligence on historical frequency of symptoms, part failures, and services performed. Based on symptoms observed the system recommends services, operations and parts.

**Estimate and Approve**

The system can generate an estimate based on symptoms observed during inspection. Customer charges automatically incorporate warranty entitlements and pricing formulas. Estimated profitability indicates whether service, exchange or refund is most economical. Costs can be limited to a “not-to-exceed” threshold. Approvals can be managed via workflow messaging, email, phone or fax.

**Plan and Schedule**

Service orders can be prioritized by the disposition rules engine and due dates assigned based on warranty or contract. Work can also be planned and scheduled using Oracle’s Service Parts Planning and Production Planning tools.

**Assign**

Depot’s disposition rules assign work to the right service organization, work queue and/or individual technician.

**Service Execution and Debrief**

Based on symptoms observed the system recommends services, operations and parts. Embedded intelligence informs users on historical frequency of symptoms, part failures, and services performed. Depot enables capture of service operations, parts, labor, quality plans and root cause data with minimal keystrokes.

**Ship and Bill**

Depot enables book, pick and ship of items in a single step. Rules trigger creation of ship lines for exchanges, loaners, and third party transactions. Serial reservation prevents mis-allocation of customer items.

Invoices can be generated from the work order or estimate. Customer charges automatically incorporate warranty entitlements and pricing formulas.

**Contract Entitlements / Warranties**

Warranty information is retrieved at order creation and visible throughout the service cycle. Entitlements automatically apply to estimates and invoices. Contractual due dates for service default to orders. Service bulletins show if supplier warranties exist.

**Installed Base**

Depot links installed base information such as item configuration, configuration history, transaction history and service history.

**Common Data Repository**

Depot is part of Oracle’s E-Business Suite and shares its single schema and hubs.

**Intelligence**

Depot provides embedded intelligence for inspection and service execution. It also provides manager reports such as backlog, overdue, and repair profitability to help remove bottlenecks, improve profitability and increase customer satisfaction. Product and part failure reports help product managers improve designs and quickly respond to

**KEY BENEFITS**

- Execute Service Quickly and Effectively based on Best Practices
- Increase Service Profitability
- Deliver Competitive Advantage through Business Intelligence

**RELATED PRODUCTS**

- Service Parts Planning
- iSupport
- TeleService
- Field Service / Spares
- Inventory
- WMS
- Order Management
- Oracle Quality
- CMRO
- Projects

adverse quality events, and help purchasing buy better parts and hold suppliers accountable for quality issues.

**Value Proposition**

Depot is engineered to execute service quickly and effectively based on best practices, increase service profitability, and deliver competitive advantage through business intelligence.

**Execute Service Quickly and Effectively based on Best Practices**

Depot provides the tools to execute world-class after market service. The system is built for speed and accuracy of data entry and for minimum system time from the user.

**Increase Service Profitability**

Depot Repair cuts costs and increases revenue. Costs are cut by reducing labor hours spent troubleshooting, tracking lost items and entering data. Inventory costs are minimized using Service Parts Planning. Supplier warranty alerts help reclaim money otherwise lost. Profit margin estimates enable exchanging or refunding items beyond economical repair. Quick response to adverse quality events can prevent costly recalls and lawsuits. Better suppliers and better products can reduce expensive returns.

Revenue increases because of seamless introduction of new service offerings, such as differentiated service levels, paid entitlements, consigned spares management, take-back programs, and so on. Service bulletins assist with up-selling.

**Deliver Competitive Advantage through Business Intelligence**

Outpace competitors with fast turns and streamlined processes. Build customer loyalty by minimizing mistakes, delays and rework. Build better products and use better parts. Focus on the most profitable service offerings and leave the rest for the competition.

**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 a unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, products—all 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.

**Contact Us**

For more information about [insert product name], please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 0109