

## Oracle Consulting – Business Process Management (BPM) Overview

"The integration of the Oracle Fusion Middleware stack and the BEA product family combined with Oracle's standards-based platform offers the potential of a compelling foundation for building solutions to fit the complex and varied collaborations between people, software and machines in today's hospital and healthcare environments."

Rhett Alden  
Senior Architect  
GE Healthcare IT

Business Process Management is an approach to optimize your business processes for improved efficiency and greater visibility while lowering costs. Oracle provides a complete set of “best-in-class” applications and technology that is integrated and designed to work together. Oracle Consulting can guide you through the transformation, providing industry expertise, and empowering the technologies and applications that drive your success.

### Oracle Consulting – BPM Services Capability Highlights

With Oracle, you can transform your company to create increased visibility, enhanced agility, and greater efficiency.

- Get the guidance and expertise needed to lead your organizational change.
- Build your future upon an open and standards-based architecture with Oracle.
- Integrate the solution with applications and technology that is designed to work together.
- Begin your transformation today with Oracle Consulting's Business Consulting Services

### Create a Competitive Advantage Based on Open and Standards-Based Architecture

Maintaining profitability, increasing productivity and cutting costs require businesses to change in fundamental ways – structurally, operationally and culturally. These changes necessitate the ability to rapidly create and deploy new business strategies, which require dynamic and agile business solutions. Business Process Management (BPM) is a management discipline that refines business processes, ensuring that they are specific to the business needs, delivered in a timely and efficient manner, and are easily adaptable to future changes. With BPM, business managers are much more involved in evaluating and defining the organizational requirements. This emphasis on the high-level business process and business requirement needs a solution to more effectively, timely, and accurately meet your business needs.

### Leverage Oracle Consulting's Experience to Maximize your Oracle Investment

With more than 13,000 consultants worldwide there is unparalleled expertise across all Oracle solutions. Oracle Consulting has the most diverse team of BPM experts in the industry.

- At a large transportation company, Oracle Consulting redesigned the inside sales role to an account management role, providing support for the customer through the entire order to cash process. Oracle Consulting provided **Leading Expertise** that completely transformed the organization, creating business processes and a business platform that will support future growth.
- With 275,000 total customers and operations in 145 countries, Oracle Consulting provides **Broad Coverage** that is uniquely positioned to provide a single point of accountability for a superior ownership experience. Oracle Consulting's **Global Scale** provides 24 x 7 follow-the-sun capability.

### Oracle Consulting Differentiators

- **Leading Expertise:** Entrusted as single-points of accountability within Oracle to accelerate the path to customer value.
- **Broad Coverage:** “End-to-end”, service delivery capabilities across all Oracle applications and technologies.
- **Global Scale:** 13,000 Oracle Experts in 145 countries, 24X7, managing thousands of projects, serving over 20 million users.
- **Flexible Delivery:** Customer-centric approach, along with innovative solutions such as Business Accelerators, Rapid Starts, and Expert Services.

- Oracle Consulting can provide BPM services that are appropriate for every phase of the project lifecycle. With a methods-driven approach and our various **Flexibility Delivery** options, your BPM initiative can begin today.

### Oracle Consulting Services Overview

Oracle provides an unrivaled Complete, Open and Integrated solution. In addition, Oracle is the only vendor that can offer industry-leading Middleware technology with Oracle Business Process Management. Many BPM delivery options and services are available and can be customized to meet your specific business needs. Listed below are some of the services provided by Oracle Consulting:

#### Business Consulting Services

Identify, track, and realize business benefits of their Oracle investment across the ownership lifecycle including building value-based implementation roadmaps, establishing program governance, analyzing business process improvement, and developing an IT service management operating model.

#### Organizational Change Management Services

Improve the success factors of an implementation by anticipating the human and organizational challenges customers will face with a structured set of services using proven tools and strategies aligned with client culture and project scope to prepare users to adopt to the new technology.

#### Enterprise Architecture Services

Supports the creation of a complete architectural view of the customer's solution and roadmap -- from business strategy, to business processes, to application and services, to information assets and models, to standards and technology based on the Oracle Enterprise Architecture Framework (OEAF).

#### Expert Services

Clearly defined, “quick-hit”, high impact technical, functional, and advisory services to help companies and agencies drive real business value from their Oracle investment.

#### Application Management Services

Innovative and flexible approach to maintain and improve your Oracle investment by covering many essential post-implementation maintenance functions for Oracle BPM applications.

#### In Summary

Oracle Consulting is the premier services provider focusing exclusively on the success of customers deploying Oracle Applications and Technology. Oracle Consulting can reduce implementation and upgrade complexity by leveraging experienced Oracle Experts, building a solid foundation for future Oracle development across the enterprise, and promoting knowledge transfer around Oracle's proven worldwide experience. Drawing on industry best practices, deep software expertise, robust program management capability, Oracle Consulting Experts help you assess your business needs, create your enterprise computing strategy, and deploy new technology to maximize the value of your Oracle investment.

#### Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email [ask-oracleconsulting\\_us@oracle.com](mailto:ask-oracleconsulting_us@oracle.com), or visit [www.oracle.com/consulting](http://www.oracle.com/consulting).