

# ORACLE BUSINESS CONSULTING BENEFITS REALIZATION SERVICES



## AT A GLANCE

- Combined business and IT benefit targeting and tracking during business transformation programs
- Business benefit-focused program management assessment across strategy, people, process, technology, and governance domains
- Business benefit-focused program office start-up
- On-going business benefit-focused program leadership and performance tracking

*Oracle Business Consulting's Benefits Realization Services target, track, and measure the business benefits of a business transformation implementation program. Benefits Realization serves as the business benefit-focused "dashboard" to track a program's progress toward established business improvement objectives.*

## Overview

Our Benefits Realization Services drive the alignment of business and IT benefits expectations in technology-enabled business transformation programs. By establishing baseline KPI measures and performance improvement targets, Benefits Realization provides business benefit-focused program success criteria and estimated ROI. Clearly defined success targets and the appraisal project "in-flight" scope and design decisions' impact gives executives program ROI predictability. Benefits Realization provides the program disciplines and "dashboard" for monitoring a transformation program's tracking toward the originally targeted business goals.

## Scope of the Offering

Benefits Realization Services complements traditional program management disciplines by providing business benefit-focused program governance. Services can include:

- **Benefits Realization Governance Assessment** – assessing customers' transformation program readiness across the five domains – strategy, people, process, technology, and governance – necessary to maximize the value of any business transformation.
- **Benefits Targeting and Baselineing** – identification of benefit areas and KPIs, gathering current performance levels, setting improvement targets, and establishing the program governance structure for benefit achievement.
- **On-Going Benefit Tracking** – the on going "estimated at completion" benefit achievement at major project milestones/decision points and the post-implementation actual ROI re-measurement.

Oracle Business Consulting can provide these services as delivery leaders or advisor/coaches to customer teams. Engagement durations parallel the underlying implementation projects.

## Approach

The Benefits Realization approach consists of six-steps:



**Step 1:** Define Engagement Scope and Plan

**Step 2:** Define Key Performance Measures

**Step 3:** Quantify Baseline

## RELATED SERVICES

- Optimization Roadmap Services

**Step 4:** Establish Targets**Step 5:** Track Performance**Step 6:** Measure Results

## WHY ORACLE CONSULTING

- **Leading Expertise:** Oracle's own experts providing thought leadership for every Oracle solution.
- **Broad Coverage:** "End-to-end" lifecycle services across the entire Oracle product footprint.
- **Global Scale:** 13,000 Oracle experts in 145 countries, serving over 20 million users.
- **Unified Methodology:** Based on industry standards, high quality results across complex projects.
- **Flexible Delivery:** Onsite, offsite, and offshore, along with innovative solutions such as Rapid Starts and Expert Services.

**Results**

Benefits Realization Services drive joint business and IT agreement on transformation program goals, expected benefits, and measureable KPI improvements targets, and a "dashboard" for tracking predicted outcomes versus targeted outcomes. Post-implementation actual versus target comparisons provide measures of actual program ROI and form the basis for program office continuous improvement, where required.

**About Oracle Business Consulting**

Oracle Business Consulting is a team of senior business consultants with business process improvement; business-IT strategy; benefits identification, tracking, and measurement; and business transformation program governance expertise. Oracle Business Consulting's exclusive focus is on business and IT processes and challenges enabled by Oracle solutions.

Oracle Business Consulting is part of Oracle's Lifecycle Management Services portfolio. Oracle Business Consulting provides the roadmap and the program governance "dashboard" leadership to support maximizing the value of customers' Oracle business solutions.

**How We Are Different**

The Oracle Consulting team is focused exclusively on Oracle Technologies, and we have the experts that others turn to for leading practices in Oracle software implementations. We know Oracle best and can provide your business with tightly integrated, comprehensive, superior services throughout your ownership experience.

**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).



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