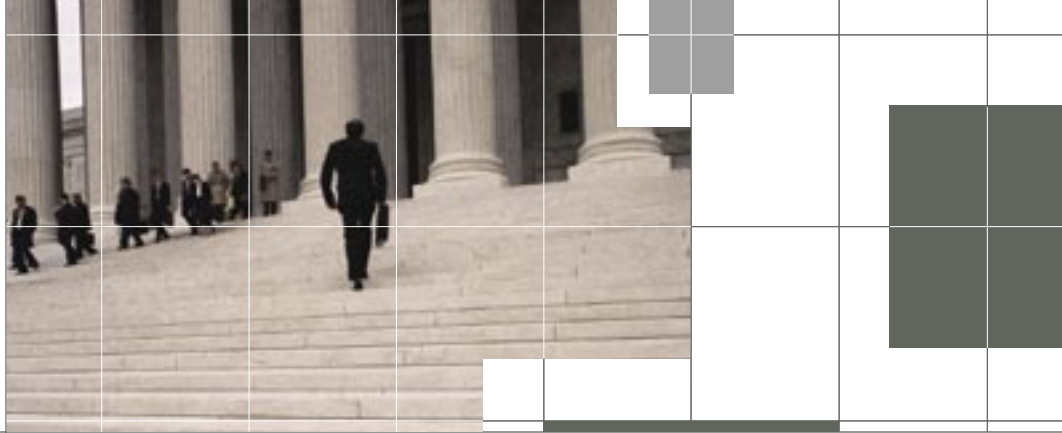


Fact: Since 1977 more than 2,000 governments at all levels have relied on Oracle solutions to help them improve financial decision-making and accountability, enhance constituent service, gain control over expenditures, and comply with a myriad of mandates.



Public sector organizations have achieved these results with Oracle:

- **Sandia National Labs** saved more than US\$11M and reduced accounts payable batch-processing time by 23 percent when it chose Oracle rather than upgrade existing legacy systems.
- **Jet Propulsion Laboratory** decreased IT operations costs by 30 percent and reduced the time required to close its monthly books to two days.
- **The U.S. Navy Bureau of Naval Personnel** provides career information and human resources support to more than 1,000,000 active and retired Navy members and their families.
- **Kingston Upon Hull City Council** reduced dropped calls from 40 percent to less than 2 percent, logs 98 percent of calls within 10 seconds, and decreased average wait time to 3 seconds.

Oracle Solutions for Public Sector

Budget crises, revenue shortfalls, and increased citizen expectations are only a few of the pressures faced by public sector organizations. Public agencies are being pushed to increase the productivity and efficiency of their employees and internal processes—all while meeting numerous mandates, ensuring accountability, and protecting the security of confidential personal data. To compound the challenges, many public sector organizations are burdened with an array of legacy systems that predate the move toward integrated, enterprise-class technology—making it nearly impossible for them to access consistent, accurate data in a timely manner.

Oracle's unique information architecture—a single, unified data model that stores information across both Oracle and non-Oracle data sources—can help you meet the challenges faced by your organization. With Oracle, you can improve efficiency, decision making, and accountability while reducing operational costs and providing enhanced services to employees and constituents. Oracle's public sector solutions support the accounting needs of public agencies, including budgetary, fund, and encumbrance accounting. In addition, they are fully JFMIP-certified and meet Section 508 standards. And Oracle E-Business Suite 11i.10, the newest release, has even more public-sector-specific features. Oracle's integrated, open solutions help you gain real-time access to critical data, streamline agency processes, and leverage technology that furthers your mission.

Provide Trusted Financial Management

Oracle solutions for the public sector let you create a single source of financial truth even if your agency is decentralized. Key to better financial management is Oracle Public Sector Financials, an integrated set of business solutions designed to meet the business-critical requirements of global public sector organizations. Part of Oracle E-Business Suite 11i.10, it allows you to manage budgets and control spending, simplify fund accounting, maintain cash- and accrual-basis sets of books, and comply with regulatory requirements such as GASB 34/35 in the U.S. and the U.K. Inland Revenue Construction Industry Scheme (CIS). It also provides enhanced applications security, with the ability to partition data or financial information so that your organization's business units can manage their own financial affairs without affecting other business units—while still ensuring confidentiality between business units.

Manage Human Resources for Strategic Investment

Oracle lets you automate and streamline many human resources (HR) functions, so you can reduce personnel-management costs and keep your employees focused on carrying out your agency's mandate.

Oracle Human Resources manages the entire recruit-to-retain process so organizations can improve the speed and cost-effectiveness with which they perform key HR processes. New in Oracle E-Business Suite 11i.10 is the ability for managers to perform many day-to-day operational deployment processes—such as generating offers to candidates, transferring or promoting employees, conducting budget allocations, performing group or individual compensation reviews, and locating suitably skilled people for new job openings—in Oracle Self-Service Human Resources. They can also define and document the status and conditions of employment—such as hiring, training, placement, discipline, promotion, transfer, and compensation—via a configurable set of tools and Web flows for initiating, approving, and managing these activities.

Procure with Fiscal Responsibility

Public sector organizations face numerous fiscal challenges, including complex sourcing regulations, poor visibility into total purchasing spending, and purchasing staff consumed by administrative activities. Oracle products such as Oracle Sourcing, Oracle iProcurement, Oracle Purchasing, and Oracle Payables provide the tools for responding to increased oversight and accountability of public funds. Oracle Payables, for example, streamlines the procure-to-pay process with strong financial controls and strategic financial information, while dramatically reducing procurement cycle times and lowering administrative costs.

And Oracle E-Business Suite 11i.10 offers two new products that give you additional control over your procurement costs. Oracle Procurement Contracts creates and enforces better purchasing contracts and offers encumbrance support, so you can record procurement activity well in advance of actual expenditures and set aside funds as early as possible to prevent overspending on other transactions. Oracle Services Procurement helps you maximize preferred-supplier savings and eliminate overbilling and overruns, while giving you full visibility into services spending—with a complete view of both goods and services expenditures in one integrated procurement solution.

Oracle also provides enhanced scoring for solicitations, giving you the ability to rate suppliers and all major document types (such as RFI, RFQ, and reverse auction) via numerous scoring attributes. Automated ranking via analysis tools helps you identify the relative strengths of suppliers and their responses.

Collaborate for Efficient Issue Resolution

Oracle products deliver both profitable service and constituent satisfaction. Oracle iSupport empowers constituents with 24/7 customer service via the Web, reducing call volume in the contact center and leading to lower service costs. Oracle TeleService

empowers your service agents to quickly resolve service requests, by providing them with a comprehensive view of the constituent. And Oracle Field Service helps you organize and schedule field-service operations so constituents receive seamless service from start to finish and service technicians can efficiently resolve onsite service requests and expedite billing.

In Oracle E-Business Suite 11i.10, the enhanced Citizen Interaction Center gives constituents a single point of contact and provides service agents with a single view of citizens, property, and assets. You can record and track issues and cases, and then plan and deliver resolutions to citizens via a centralized contact center solution.

Improving collaboration even further is the Oracle Citizen Data Hub, which will enable government agencies to create and manage a comprehensive, accurate citizen repository that helps them improve efficiency and decision making while reducing operational costs. By centralizing critical data, Oracle Citizen Data Hub will help agencies simplify and speed accessibility to accurate, real-time information—allowing them to provide better service to citizens through improved decision-making skills and shorter response times.

Integrate Information for Critical Business Decisions

Today, your organization is tasked with providing increasingly critical data security, despite the hurdles of multiple third-party and legacy systems that provide varying—and often conflicting—levels of security. Integrating your organization's disconnected information systems gives you the accurate, real-time data you need for better decision making—and also enables you to reduce user-security costs while you protect confidential, proprietary information.

Oracle Database 10g, Oracle Application Server 10g, and Oracle Collaboration Suite address all your information integration needs, so you can make better-informed critical business decisions. Oracle security includes Oracle Identity Management, which consolidates user authentication and authorization across your organization.

Oracle's preintegrated applications help you collect, process, and share information across all agencies and departments. And although the products are integrated, the suite is also designed to work seamlessly with your existing IT investments, so you can focus on your organization's mission and constituents instead of your IT infrastructure.

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