

# INFORMATION TRANSFORMS

Government Increases Responsiveness

Oracle Solutions for the Public Sector

Government has never been more challenging. Public sector managers face increasing expectations from citizens, businesses, elected officials, and employees. Pressed to provide services and information to their constituents more quickly and cost-effectively than ever, these managers are often saddled with legacy information systems that fail to leverage current technology or to provide an enterprisewide view of government. And, programs are becoming ever more complex while demands escalate for public accountability.

Oracle helps governments meet these challenges by offering a family of public sector solutions. Only Oracle provides all the key components—database, middleware, and applications, all based on open standards—to transform organizations in the public sector.

Find out why more than 1,500 national and local government agencies trust Oracle Applications.

## Oracle: Committed to the Public Sector

“Oracle is the market leader in the public sector, and the public sector is Oracle’s largest industry. With the combined resources of Oracle, PeopleSoft, JD Edwards, and Siebel, we have a tremendous capability to serve our government customers today and into the future.”

**Charles Phillips**, President, Oracle

Oracle is committed to serving the technology needs of the public sector, with a powerful combination of technology and comprehensive, preintegrated business applications—including key functionality built specifically for the public sector. Only Oracle offers a unified data model that integrates data from across all your departments—from human resources and financial management to procurement and case management. Today, more than 1,500 national and local governments run Oracle applications to help them

- Provide trusted financial management
- Manage human resources as strategic investments
- Procure with fiscal responsibility
- Collaborate for efficient issue resolution
- Integrate information for critical business decisions

## Provide Trusted Financial Information

Now you can create a single source of financial information across all your departments and agencies. Oracle provides an integrated set of business solutions that allow you to manage budgets and control spending; simplify fund accounting; maintain cash- and accrual-based sets of books; manage projects, grants, and capital programs; and comply with regulatory requirements, such as GASB, FSIO, and other standards.

With Web-enabled transaction processing and embedded workflow, you can redesign business processes, strengthen controls, and adapt to changing mandates. Central and departmental users can provide required financial reports and respond to ad-hoc requests by taking advantage of Oracle’s hierarchical, flexible chart of accounts structure and easy-to-use query and reporting tools.

## Manage Human Resources As Strategic Investments

Oracle automates and streamlines human resources (HR) functions so you can reduce personnel management costs and keep employees focused on carrying out your organization's mandates. Oracle's human resources solutions manage the entire recruit-to-retain process so your organization can perform key HR processes quickly and cost-effectively.

With position management, you can define organizational structures, funding sources, and other position characteristics. This information can then be used to model workforce costs under various planning and budgetary scenarios. Oracle recruitment applications help you source candidates and efficiently bring new employees on board.

Oracle's self-service functions give employees direct access to HR information and transactions. Employee self-service not only reduces administrative costs but also makes more time available to HR staff for strategic activities. Using self-service applications, employees can manage their own benefits enrollment and changes and perform other human resource transactions, such as time entry. Oracle's payroll applications support complex pay plans and provide regular tax and other regulatory updates.

Retaining and developing employees has never been more critical. Oracle's employee development, performance management, and learning management applications help employees and their organizations maximize their effectiveness.

## Procure with Fiscal Responsibility

Public sector organizations face many challenges. Sourcing regulations are complex. Visibility into total purchasing spending is poor. Purchasing staff is consumed by administrative activities.

Oracle applications that address these challenges take care of sourcing, Web-based procurement, purchasing, and payables, giving you the tools you need to reengineer your procurement processes. Oracle payables applications streamline the procure-to-pay process with strong financial controls and strategic financial information, while dramatically reducing procurement cycle times and lowering administrative costs.

Oracle contract management applications support better use of purchasing contracts and are integrated with the funds control process. Services-procurement applications help manage blanket contracts 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

With Oracle customer relationship management products, you are able to deliver efficient service and to satisfy constituents. Oracle solutions provide a comprehensive view of constituents, including roles, interactions, support cases, and outreach communications. Whether your constituents initiate contact through 311, a contact center, in person, or by e-mail, fax, or Web self-service, your staff has real-time access to complete and accurate information.

Oracle customer service applications help you address service requests from constituents. A robust knowledgebase helps your staff resolve requests, often on the first contact. Oracle field service applications help you organize and schedule field service operations so constituents receive seamless service from start to finish. You can automatically assign and route cases to case workers based on their skills, experience, and workload, using Oracle case management applications. It becomes quick and easy for staff to review case information stored in an electronic record and to verify whether applicants meet criteria for benefits.

## Integrate Information for Critical Business Decisions

All too often, data resides in legacy systems that serve only one business function or one department. Oracle solutions help you collect, transform, and analyze data from both Oracle Applications and legacy systems to provide the critical information you and your constituents demand.

Oracle Database solutions assure that your information is always available and secure, while they lower the cost of ownership through automated management. Oracle delivers the response times your users demand and offers nonstop availability, scalability, and low-cost clustering with Oracle Real Applications Clusters, the foundation for grid computing.

Oracle Fusion Middleware is a portfolio of leading, standards-based software products that include J2EE and developer tools, integration services, business intelligence, collaboration, and content management. Data hubs enable you to synchronize information in a single central location, from all systems throughout your organization. This gives you an accurate, consistent view of your data—whether it originates from packaged, legacy, or custom applications. With Oracle Portal, users can securely access disparate sources of information and applications.

When you want business intelligence, Oracle performance management applications deliver. They do so by providing integrated planning and budgeting, establishing and monitoring organizational goals and performance metrics through scorecards, and monitoring and reporting business activity through analytical tools and dashboards.

## Oracle Fusion

Oracle Fusion is Oracle's vision for next-generation enterprise technologies, applications, and services. Oracle's next-generation enterprise applications will leverage Oracle Fusion Middleware and also give customers access to Java, composite applications built on a service-oriented architecture (SOA), master data consolidation, grid computing, and other powerful technologies. The benefits of Oracle Fusion Applications include

- Better business insight: enterprisewide business intelligence for improved decision-making, with the ability to take action immediately
- Adaptive business processes: processes that are easily modified, to adjust to changing conditions and new mandates
- Superior ownership experience: lowest total cost of ownership of all enterprise software providers

## Oracle Public Sector Products

### Oracle Applications

Oracle's comprehensive, preintegrated business applications include key functionality built specifically for the public sector.

- Financial Management
- Human Capital Management
- Corporate Performance Management
- Project Management
- Procurement
- Supply Chain Management
- Customer Relationship Management
- Case Management
- Analytics

### Oracle Database

Oracle Database 10g delivers the rapid response times and high availability demanded by your constituents, while providing the highest level of security available in the industry.

### Oracle Fusion Middleware

Oracle Fusion Middleware is a portfolio of leading, standards-based, and customer-proven products that enable public sector agencies to streamline operations, make more-accurate decisions, and secure sensitive information.

- Application Server
- Business Intelligence
- Collaboration Suite
- Data Hubs
- Developer Tools
- Identity Management
- Business Integration
- Portals

### CONTACT US

To learn more, call **+1.800.ORACLE1** to speak to an Oracle representative or visit **[oracle.com/government](http://oracle.com/government)**.





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