

Business Services

Oracle Business Accelerator for E-Business Suite

Summary

The Oracle Business Accelerators for E-Business Suite provide a rapid implementation methodology for new installs via a powerful click and answer UI that maintains 100% of the E-Business Suite for supportability and expandability. It is useful for new implementations, CRP situations, prototypes and any project that requires a fast starting place based on relevant Industry specific business transactions and functionality.

Oracle Business Accelerators are 100% E-Business Suite. Customers can add, modify and expand the entire footprint as their business scales yet achieve very fast results by selecting the Industry specific business transactions they need from the Accelerator catalog.

Industry-specific versions are available for over 20 industries.

Oracle Business Accelerators are only available via certified approved partners.

Business Services – Business Accelerator Overview

- Tailored for the Business Services industry to enable 34 unique business processes with industry-relevant data across 31 modules
- Best-in-class field service, customer care and maintenance management over the web and through the call center
- Complete and in-depth procurement management covering direct, indirect materials and services
- Service Contracts management to facilitate complete sales-through-to-order-and-contract management

Benefits

- Robust campaign-to-contract quote and order management featuring TeleSales, Quoting, Order Management and Service Contracts
- Mobile Field Service enablement and service entitlement management
- Accurate project billing, costing, and revenue recognition

Sample Key Business Processes Enabled

Service Entitlement to Dispatch

- Verify customer entitlement using Service Contracts to ensure proper level of service
- Deliver superior and consistent customer service
- Resolve problems quickly and perform debriefs using Mobile Field Service functionality

Opportunity to Order to Telesales

- Manage opportunity and convert to order
- Ability to perform up-sell of contracts

Project Budget to Project Resourcing

- Improved budgeting and forecasting using flexible definition and approvals via workflow driven process
- Budget generation from work plan, resource plan or financial plan
- Optimize workforce deployment by integrating global resource skills repository with project requirements
- Leverage resource skills and improve productivity



Availability: United States

Business Functions & Modules

Functions Covered					
Financials <ul style="list-style-type: none"> •Accounting •Financial Reports •Cash Management •Analysis & Reporting •Asset Management •Payables •Receivables •Period End Close •Internet Expenses 	Sales <ul style="list-style-type: none"> •Inbound Telsales •Lead & Opportunity Management •Product Pricing •Global Sales Forecasting •Contract Management •Contract Expirations & Renewals 	Service Execution <ul style="list-style-type: none"> •Customer & Contract Entitlements •Telephone Service Request Management •Web Service Request Management •User Registration & Personalization •Escalations •Field Service •Engineer Dispatch •Engineer Debrief 	Supply Chain Management <ul style="list-style-type: none"> •Replenishment •Order Promising •Order Processing & Order Scheduling •Item Availability •Shipping •Purchasing •Purchase Contracts •Vendor Management •Approvals •Receiving 	Projects <ul style="list-style-type: none"> •Change Control & Issue Management •Budgeting, Resourcing, Costing & Billing •MS-Projects Integration •Revenue Recognition •Cashflow Management •Deliverables •Forecast Generation •Workplan Budget & Actuals Rollup Generation •Performance, Exception & Program Reporting 	Maintenance <ul style="list-style-type: none"> •Scheduled Maintenance •Unplanned Maintenance •Asset Purchase •Maintenance Planning & Scheduling •Trackable Items •Maintenance Time & Costs •Resource Planning •Maintenance BOM Management
Modules Included					
Financials <ul style="list-style-type: none"> •Assets •General Ledger •Payables •Receivables •Cash Management •Internet Expenses 	Service <ul style="list-style-type: none"> •Teleservice •Field Service •Mobile Field Service •iSupport •Advanced Scheduler •Service Contracts 	Supply Chain Management <ul style="list-style-type: none"> •Purchasing •iProcurement •Order Management •Inventory Management 	Projects <ul style="list-style-type: none"> •Project Management •Project Collaboration •Resource Management •Project Costing •Project Billing 	Maintenance <ul style="list-style-type: none"> •Enterprise Asset Management 	E-Business Intelligence <ul style="list-style-type: none"> •Financials Intelligence •Purchasing Intelligence
Sales <ul style="list-style-type: none"> •Telesales •Quoting •Field Sales 	Human Resources <ul style="list-style-type: none"> •Human Resources •Time & Labor 				

Assets Included

Education

- Videos, Flow Scripts, Process Models

Project Team

- How-To Guides, Online Setup Tool for Functions Described

Business Flows

- Process Models, Functionality Descriptions, Industry Footprint