

Communications

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.

Communications – Business Accelerator Overview

- Tailored for wireless, wireline and cable/satellite sectors in the Communications industry to enable 27 unique business processes with industry-relevant data across 25 modules
- Includes quote-to-contract processes using Configurator with Advanced Pricing featuring Telco-specific business examples
- Includes maintenance management for planned and unplanned maintenance incidents
- Encompasses end-to-end trouble ticket (service request) business flows featuring service entitlement management

Benefits

- Robust lead-to-contract quote and order management
- Leading-practice business flows driving financial asset and maintenance management
- Real-time sales forecasts and opportunity data across the enterprise plus best-in-class trouble ticket management over the web and through the call center

Sample Key Business Processes Enabled

Opportunity to Contract for Telesales

- Robust quote and order management featuring validated service configuration
- Streamline multi-channel order management

Service Entitlement to Dispatch

- Verify customer entitlement using Service Contracts to ensure proper level of service
- World class trouble-ticket management, delivering superior and consistent customer service
- Resolve problems quickly and perform debriefs using Mobile Field Service functionality

Planned Work to Maintain Asset

- Drive comprehensive network asset management
- Issue and manage maintenance work orders using Enterprise Asset Management functionality



Availability: United States

Business Functions & Modules

Functions Covered				
Financials <ul style="list-style-type: none"> •Accounting •Financial Reports •Budgeting •Cash Management •Analysis & Reporting •Payables •Receivables •Period End Close •Internet Expenses 	Supply Chain Management <ul style="list-style-type: none"> •Forecasting & Planning •Purchasing •Supplier Management •Approvals •Receiving •Payment 	Sales & Contracts <ul style="list-style-type: none"> •Provisionable Orders •Lead and Opportunity Management •Cross-Sell/Upsell •Forecasting •Product Configuration •Contract Creation •Contract Change •Contract Renewals •Approvals 	Service Operations <ul style="list-style-type: none"> •Entitlements •Self-Service Trouble Ticketing •User Registration •Personalization •Escalations •Knowledge Management •Field Service •Engineer Dispatch •Engineer Debrief 	Maintenance <ul style="list-style-type: none"> •Scheduled Maintenance •Unplanned Maintenance •Asset Purchase •Maintenance Planning & Scheduling •Trackable Items •Maintenance Costs •Resource Planning •Maintenance BOM Management
Modules Included				
Financials <ul style="list-style-type: none"> •Assets •General Ledger •Payables •Receivables •Cash Management •Internet Expenses 	Distribution & Logistics <ul style="list-style-type: none"> •Purchasing •iProcurement •Inventory Management •Order Management •Configurator •Advanced Pricing 	Planning & Asset Management <ul style="list-style-type: none"> •Advanced Supply Chain Planning •Demand Planning •Enterprise Asset Management 	Sales & Service <ul style="list-style-type: none"> •Quoting •Sales •TeleSales •TeleService •Field Service •iSupport •Install Base •Service Contracts •Advanced Scheduler •Asset Tracking 	

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