Building a SOA Solution with Oracle Fusion Middleware for Oracle E-Business Suite

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Forsythe Technology

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The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Program Agenda

- Oracle Fusion Middleware and Oracle E-Business Suite Overview
- Real World Example - Forsythe Technology
- An Architectural Approach by Innowave
- The End-to-End Solution
- Q&A
Oracle Fusion Middleware

- User Interaction
- Enterprise Performance Management
- Business Intelligence
- Content Management
- SOA & Process Management
- Application Grid

Development Tools

Enterprise Management

Identity Management
Oracle Fusion Middleware
Innovations & Unrivalled Customer Growth

Customer Growth

BPEL Process Manager
Development Tools
Application Server

SOA Suite
Enterprise Portals
Identity Management

Enterprise Content Management
Business Intelligence
Application Grid

90,000+
Certified with Oracle’s Applications

Industry Applications

- ORACLE® E-BUSINESS SUITE
- ORACLE® PEOPLESOFT ENTERPRISE
- ORACLE® SIEBEL
- ORACLE® AGILE
- ORACLE® JD EDWARDS ENTERPRISEONE
- ORACLE® JD EDWARDS WORLD
- ORACLE® HEALTH SCIENCES
- ORACLE® PUBLIC SECTOR
- ORACLE® COMMUNICATIONS
- ORACLE® FINANCIAL SERVICES
- ORACLE® RETAIL
- ORACLE® UTILITIES
Next Generation Applications Trends
Application Centric to Process Centric

Application-Centric  

Process-Centric

Today

Packaged Applications

CRM
SCM
ERP

Client / Server Architectures

Net-Centric Architectures

Next Gen (SOA) Architectures

Differentiation
Simplification

Composite Solutions

ERP
SCM
CRM

Order Management
Payment Management
Work Management
Next Generation Applications
An Evolution **NOT** A Revolution

**Today**
Application Heterogeneity Deters
Business Process Customization

**Next Gen Architecture Difference**
Application Heterogeneity is Leveraged
for Business Process Customization

End-to-end Process Integration

**Cross App Process Examples:** Order 2 Cash, Procure 2 Pay,
Acquire 2 Retire, Concept 2 Cash, On-Boarding
Enhanced Flexibility Through Layered Extensions

Benefits with FMW

IT Value
• Cheaper Apps Upgrades (reduction of customizations)
• Maintainable Interfaces

Business Value
• Better fit of Application into larger business process
• Agility (adopt to changing business process)

OLD

Customizations

P2P Interfaces (Batch)

Tightly Coupled Customizations

Model with FMW

Extensions

Application

SOA Platform (real time)

Layered Extensions
Oracle Fusion Middleware Technologies

User Interaction
Web 2.0 Portal, Rich Internet Apps, Mobile, Search, Desktop, Presence, VoIP

Enterprise Performance Management
Planning, Budgeting, Financial Management & Reporting, Scorecards

Business Intelligence
Data Integration, Query & Analysis, OLAP, Dashboards, Reports, Alerts, Real-Time

Content Management
Web Content, Document, Records Mgmt, DAM, Capture and Imaging, Archiving, IRM

SOA & Process Management
ESB, BPEL, Workflow, BAM, Rules, B2B, MDM, Data Integration, Governance, Event Processing

Application Grid
Java EE Application Server, JVM, TP Monitor, In-Memory Data Grid, Application Cluster

Development Tools
Unified SOA Development Tool & Framework

Enterprise Management
SOA Management, Provisioning, Diagnostics, Configuration Management, Tuning

Identity Management
Provisioning, Access Management, Audit, Directory, Role Management, Fraud Detection
Oracle SOA Platform

- JDEV
- POLICY MANAGER
- EM
- CEP
- BAM

**Orchestrate**

BPEL PROCESS MGR
BUSINESS RULES
HUMAN WORKFLOW

**Integrate & virtualize**

SERVICE BUS
DATA INTEGRATOR

Adapters & B2B

ERP
MAINFRAME
SERVICES
DB
PARTNERS
EVENTS

REG/REP
Application Integration Architecture
Oracle’s Implementation of Standards-based SOA

• Best Practice Processes
  Optimize business performance leveraging Oracle’s extensive experience and best practices

• Process Integration Packs
  Pre-built, out of the box, integrated Oracle Applications for quick implementation of business processes, without the risk. (i.e. Siebel CRM to Oracle E-Business Suite)

• Foundation Packs
  Create custom business processes across any of your applications utilizing predefined, application independent object and service definitions

• Powered by Oracle Fusion Middleware
  Industry leading, open standards based SOA Middleware platform
AIA is Built on Oracle SOA Technologies

AIA Content

Best Practice Processes

Enterprise Business Objects

Process Integration Packs

Enterprise Business Services

Application Logic, Data Services

Fusion Middleware

Oracle BPA Suite

Oracle BPA Suite and JDeveloper IDE

Oracle SOA Suite

Service Registry and OWSM

Oracle Data Integrator
## Cross Industry Process Integration Packs

<table>
<thead>
<tr>
<th>Pack Name</th>
<th>Avail.</th>
<th>Based on…</th>
<th>Application Versions</th>
</tr>
</thead>
</table>
| Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite | Aug 2008 | Foundation Pack 2.4 | • Agile PLM 9.2.2.4, 9.2.2.6  
• Oracle E-Business Suite R11.i.10 CU2 and 12.1.1. |
| Siebel CRM Integration Pack for Oracle EBS Order Management               | Aug 2008 | Foundation Pack 2.4 | • Siebel CRM SIA 8.0.0.2/8.0.0.6/8.0.0.7  
• Oracle E-Business Suite R11.i.10 CU2 and 12.1.1. |
| Siebel CRM Integration Pack for Trade Promotion Management               | Sep 2007 | N/A             | • Siebel CRM 8.0 SIA  
• Oracle E-Business Suite 11.i.10 CU2 |
| Process Integration Pack for Oracle Customer Hub                          | Jan 2009 | Foundation Pack 2.4 | • Siebel UCM 8.1.1 SIA  
• Siebel CRM 8.0.0.5 SIA  
• Oracle E-Business Suite 11.i.10 CU2 |
| Process Integration Pack for Oracle Product Hub                           | Jan 2009 | Foundation Pack 2.4 | • Oracle E-Business Suite PIM 12.1  
• Siebel CRM 8.0.0.5 SIA  
• Oracle E-Business Suite 11.i.10 CU2 |

## SaaS Process Integration Packs

<table>
<thead>
<tr>
<th>Pack Name</th>
<th>Avail.</th>
<th>Based on…</th>
<th>Application Versions</th>
</tr>
</thead>
</table>
| Oracle CRM On Demand Integration Pack for Oracle E-Business Suite        | Oct 2007 | N/A             | • Oracle CRM On Demand  
• Oracle E-Business Suite 11.i.10 CU2 |
## Available AIA Pre-Built Integrations E-Business Suite

### Industry Process Integration Packs

<table>
<thead>
<tr>
<th>Integration Pack</th>
<th>Availability</th>
<th>Based on…</th>
<th>Application Versions</th>
</tr>
</thead>
</table>
| Siebel CRM Integration Pack for Oracle Comms Billing and Revenue Management: Order to Bill* | Nov 2007 | Comms FP | - Siebel CRM 8.1.1 SIA  
- Oracle Communications Billing and Revenue Management 7.4  
- Oracle E-Business Suite 12.1.1 |
- Oracle E-Business Suite 12.1.1 |
| Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite | May 2009 | Foundation Pack 2.4 | - Oracle Transportation Management 6.0  
- Oracle E-Business Suite 12.1.1 |
| Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM | May 2009 | Foundation Pack 2.4 | - Oracle Transportation Management 6.0  
- Oracle E-Business Suite 12.1.1  
- Siebel 8.0.0.5 |
| Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite | May 2009 | Foundation Pack 2.4 | - Oracle Transportation Management 6.0  
- Oracle E-Business Suite 12.1.1 |

### Direct Pre-Built Integrations (Data Synchronization made simple)

<table>
<thead>
<tr>
<th>Integration Pack</th>
<th>Availability</th>
<th>Based on…</th>
<th>Application Versions</th>
</tr>
</thead>
</table>
| Oracle Transportation Management (Glog) Integration to E-Business Suite | Sep 2006 | Not based on Foundation Pack | - Oracle Transportation Management 5.5  
- Oracle E-Business Suite 11.5.10 CU2 |
| Oracle Enterprise Taxation Management Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable | Jan 2009 | Not based on Foundation Pack | - Oracle Enterprise Taxation Management (v2.1.5 or later)  
- Oracle Enterprise Business Suite R12 |
| Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable | Feb 2009 | Not based on Foundation Pack | - Oracle Utilities CC&B V2.2  
- Oracle Enterprise Business Suite R12 or R11.5 |

* Older version of the PIP supports older application versions
Oracle E-Business Suite
Leveraging Oracle Fusion Middleware

- E-Business Suite 12.1.1 leveraging BPEL
- 47 different BPEL flows
- Leveraged across products
  - Oracle Price Protection
  - Complex Maintenance
  - Repair & Overhaul
  - Oracle Transportation Management
  - Supply Chain Trading Connector
  - Advanced Supply Chain Planning
  - Product Information Management
## Oracle Fusion Middleware 11g

With Oracle E-Business Suite 12

<table>
<thead>
<tr>
<th>Component</th>
<th>Certified with E-Bus Suite Adapter 11gR1</th>
<th>Supported by Integrated SOA Gateway</th>
</tr>
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<tbody>
<tr>
<td>BPEL Process Manager 11g</td>
<td>11i, 12, 12.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle Service Bus 11g</td>
<td>11i, 12, 12.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle B2B 11g</td>
<td>11i, 12, 12.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle Service Registry 11g</td>
<td>(1)</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle Business Activity Monitoring 11g</td>
<td>11i, 12, 12.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle JDeveloper 11g</td>
<td>11i, 12, 12.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Oracle WebCenter 11g</td>
<td></td>
<td>12, 12.1</td>
</tr>
</tbody>
</table>

(1) In progress
Oracle E-Business Suite Adapter

- Leverages Integration Repository
- Secured and Trusted Connection
- Functional Security Enabled
- Application Context Ready
- Transaction Support
- Customization Support
Oracle E-Business Suite Integrated SOA Gateway

- EBS interfaces natively exposed as web services
- Out-of-the-box services with SOA Provider
- Consume standard web services with Service Invocation Framework
- Non-intrusive integration with public business events in Integration Repository
- Visibility through SOA Monitor

The above reflects Oracle’s current development plans which are subject to change at any time.
Forsythe Technology

A Real World Example
About Forsythe

• Proven IT infrastructure integrator
• 37 years of providing data center solutions to enable innovation, reduce cost and manage risk
• Strong tradition as a trusted, independent advisor
• North American base with international reach
  • 800+ employees
  • 44 offices in the U.S.
  • Canada (4 offices) and UK
• Support 36% of Fortune 100
Forsythe is a leading, independent provider of expert technology infrastructure solutions, and is focused on helping customers optimize their technology investment.
Forsythe’s Growth is Through Our Clients’ Growth

International:
Aligning our reach with that of our clients

Advisory services:
IT and business alignment, prioritization, sequencing

Reseller and integrator of technology platforms:
Integrating interdependent technologies

Foundation in financing and legacy systems:
Economics and high availability disciplines
Case Study
Business Problem

- Back-Office Order Maintenance volume increasing
- Workloads increasing
- Client requirements complexity increasing
- Order status tracking remediation more difficult due to increasing volumes
- Response/turnaround time slow

Drive to decrease costs and improve productivity
Architectural Considerations

- Avoid point to point integration
- Rapid Development Focus / Iteration
- Promote Service re-use and discovery
- Business Process Alignment and Visibility
- Service Management Philosophy - ITSM
Security Considerations

- Service Management Administration
- Comply with EBS security model
- Secure and streamlined provisioning
- Enable single sign-on to Portal and EBS processes
User Interface Considerations

• Brand Compliance

• Portal Centric Paradigm

• Ensure UI Performance

• Simple User Navigation
Project Constraints

- Limited expertise across technology environments
- Client Data sensitivity
- Lack BPEL experience
- Lack EBS Service enablement experience
- Production Black Out Window
- Lack Integration Infrastructure experience
IT Ecosystem Constraints

- Heterogeneous Environment
  - Mini
  - Solaris, HP-UX
  - OEL, Red Hat
- Oracle E-Business 11.5.10.2
  - HR
  - Financials
  - OM, CRM
  - Projects

- Custom Applications
- Third Party Packages
About Innowave Technology

- Technology Consulting Firm founded in 2005
- Provide unique, innovative solutions using Oracle Applications and Technology
- Expertise includes: Fusion Middleware, WebLogic Suite, SOA Suite, SOA Governance, WSM, OER, BPEL, OSB, BPM, BAM, OBIEE, WebCenter Suite, Identity Management
- Implement, upgrade, and enhance Oracle E-Business Suite, JD Edwards, PeopleSoft, Siebel & Hyperion Applications
- Extensive experience and expertise managing global and local implementations across various industry verticals
- Provide clients with proven methodologies, tools, and templates specifically tailored to their requirements
Architectural Approach
Service Oriented Abstraction

- User Interface / Reporting
- Security / Policies
- Business Processes / Logic
- Business Services
- Business Objects
- Applications / Data
- Infrastructure

Abstract
Rationalize
Architectural Approach
Rationalize: Infrastructure

- Simplify, standardize and consolidate infrastructure
- Analyze, design and migrate to a strategic platform
- Optimize through virtualization and data center consolidation
- Leverage Cloud computing
Architectural Approach
Rationalize: Applications / Data

• Consolidate applications that provide similar business functionality
• Identify applications that can reside on the same server
• Migrate applications to new platforms, improve runtime efficiency
• Retire / Replace legacy applications
• Leverage Hubs to consolidate data
Architectural Approach

Abstract: Business Objects

- Identify, define and establish Enterprise Business Objects
- Canonical representation of entities: Customer, Item, Order, etc.
- Transform and standardize disparate data structures
- Reside in the Service Bus
- Leverage Foundation Pack in Application Integration Architecture (AIA)
Architectural Approach
Abstract: Business Services

Business Services

• Define canonical services based on Business Objects
• Business Services are normalized across applications
• Represent core business functions of an enterprise
• Enable Service Reuse
• Use BPEL adapters based services provided increased visibility
• Leverage Oracle Service Repository
• Leverage Enterprise Business Messages in AIA
Architectural Approach
Abstract: Business Processes

- Abstract Business Logic that is embedded in Applications
- Leverage unified Business Process Management Platform
  - BPEL
  - BPMN
  - Human Workflow
- Increases IT and Business collaboration
- Improves business agility, increases visibility
Architectural Approach
Abstract: Business Rules

- Leverage powerful Business Rules Engine
- Makes processes and applications agile and dynamic
- Decision Tables provide business users a familiar metaphor
- Seamless integration with SOA & Process Management makes it effortless to start leveraging rules
Architectural Approach
Abstract: Security / Policies

- Abstract security from applications and business processes
- Security enforced through centralized declarative security framework
- Insulate developers from security & identity management
- Effectively secures critical applications and sensitive data
- Streamlines compliance audit and reporting
- Leverage Identity Management
Architectural Approach
Abstract: User Interface / Reporting

- Build composite applications / dashboards using canonical services
- Leverage ADF & WebCenter
- Leverage Business Activity Monitor
- Abstract analysis and reporting capabilities
- Leverage OBIEE
- Leverage BI Publisher
Architectural Approach
Service Oriented Abstraction

Canonical Service
(normalized across Apps)

Layered

Loosely Coupled

Declarative
(non programmatic)
Re-use

Applications Consolidation
# Oracle EBS ISG vis-à-vis Adapter

## Positioning

<table>
<thead>
<tr>
<th>Integrated SOA Gateway</th>
<th>E-Business Suite Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOAP web service</td>
<td>Standard JCA service</td>
</tr>
<tr>
<td>Provided out-of-box from EBS</td>
<td>Provided from SOA Suite in mid-tier</td>
</tr>
<tr>
<td>Provides Interoperability leverage from any standard web service client</td>
<td>Provided via Oracle BPEL Process Manager or Enterprise Service Bus</td>
</tr>
<tr>
<td>Multi service transaction failures need to be handled explicitly</td>
<td>Multi service transaction failures are rolled back implicitly via transaction control of JCA framework</td>
</tr>
<tr>
<td>Consumption of external web services for lightweight integration via native service invocation framework</td>
<td>Consumption of external web services is via Oracle BPEL Process Manager or Enterprise Service Bus</td>
</tr>
<tr>
<td>Integration transactions are monitored via SOA monitor</td>
<td>Integration transactions are monitored via BPEL PM, ESB consoles</td>
</tr>
</tbody>
</table>
Solution Highlights

• Fusion Middleware Infrastructure
  – 10g AS 10.1.2.0.2
  – RedHat Linux 4.x
  – Intel based Server

• FMW components
  – OC4J 10.1.2.0.2
  – BPEL 10.1.3.1.x
  – B2B 10.1.2.0.2
  – E-Business Adapter 10.1.2.0.2
  – ESB 10.1.2.0.2
  – OID 10.1.2.0.2
  – Oracle Portal 10.1.4.0.0
Solution Highlights

- Oracle E-Business Suite 11.5.10.2
  - Order Management
  - Procurement
  - Supply Chain
  - Customer Data Management
  - Inventory Data Management
  - Business Events
  - Workflow

- Multiple Web Services Calls
Solution Architecture

Oracle EBS Adapter and Database Adapter

Mapping EBS / DB / ESB / B2B Connections

Self Service Maintenance

Workflow Work list

Database

Business Objects

PL SQL

Oracle Portal

Client

BPEL

PO

Orders

Status  Cust Info
Oracle E-Business Suite Adapter
Leveraging Integration Interfaces

- PL/SQL APIs
- Business Events
- Open Interface Tables
- Concurrent Programs
- XML Messages
- eCommerce Gateway Messages
- Interface Views

- More than 2500+ integration points…
Client Portal Home

Welcome: JDOE6 (FORSYTHE BANK DEMO)

Welcome to My Forsythe

My Forsythe is your on-demand resource for managing your entire inventory of IT assets and their associated maintenance contracts. With My Forsythe, you can provide a snapshot view of your organization's total maintenance costs, review maintenance coverage levels for all assets in your environment, identify potential gaps in your maintenance strategy, and much more.

My Forsythe is another example of Forsythe's commitment to helping you create real business value through your IT operations. We will continue to enhance the functionality of the My Forsythe portal to meet your needs.

Benefits of My Forsythe

- Manage your entire IT portfolio through a single source on an ongoing and point-in-time basis
- Reduce cost and risk associated with your maintenance strategy
- Improve the accuracy of your inventory data
- Reduce the administrative workload of managing your IT portfolio
- Provide access to inventory data to multiple business units within your organization
- Search for specific assets and contracts quickly
- Report on data by manufacturer, location, service level and other criteria

Maintenance Portfolio Management

Without an effective maintenance strategy, your organization can be exposed to unnecessary and potentially exorbitant costs and risks. Forsythe can assist you with maintenance procurement, strategy development, and ongoing management of your maintenance program in order to minimize that exposure. For more information, click here.
Client Asset Maintenance

Welcome: JDOE6  
(FORSYTHE BANK DEMO)

Contract Portfolio

Hi, this view provides a complete listing of your maintenance contracts and their associated data. Click on the links below to drill into a contract to obtain a listing of assets, access contract information, or launch the actual manufacturer’s contract where available. Each column can be sorted, and the data in the view can be exported.

<table>
<thead>
<tr>
<th>No.</th>
<th>Contract No.</th>
<th>Manufacturer</th>
<th>Service Level</th>
<th>Start Date</th>
<th>End Date</th>
<th>Location</th>
<th>No. of Assets</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>305757</td>
<td>CISCO</td>
<td>Multiple</td>
<td>1/1/03</td>
<td>12/31/06</td>
<td>SKOKIE, IL</td>
<td>62</td>
<td>inactive</td>
</tr>
<tr>
<td>1</td>
<td>305757-A</td>
<td>IBM</td>
<td>Multiple</td>
<td>1/1/06</td>
<td>12/31/08</td>
<td>SKOKIE, IL</td>
<td>9524</td>
<td>inactive</td>
</tr>
<tr>
<td>1</td>
<td>305757-B</td>
<td>SUN</td>
<td>LSOC Site Support</td>
<td>1/1/06</td>
<td>12/31/08</td>
<td>SKOKIE, IL</td>
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<tr>
<td>1</td>
<td>3644992</td>
<td>CISCO</td>
<td>CISCO SMARTNET 8x5xNBD</td>
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<td>6/30/06</td>
<td>SKOKIE, IL</td>
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<td>inactive</td>
</tr>
<tr>
<td>1</td>
<td>AJ6000</td>
<td>IBM</td>
<td>Multiple</td>
<td>8/1/04</td>
<td>7/31/05</td>
<td>SKOKIE, IL</td>
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<tr>
<td>1</td>
<td>AN7K0Y</td>
<td>IBM</td>
<td>IBM 24x7</td>
<td>8/1/03</td>
<td>7/31/08</td>
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<tr>
<td>1</td>
<td>ASMPR003J6CDF22C3L</td>
<td>HP</td>
<td>Multiple</td>
<td>7/1/03</td>
<td>6/30/06</td>
<td>SKOKIE, IL</td>
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</tr>
<tr>
<td>1</td>
<td>ASMPR003VIS7956659</td>
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<td>Multiple</td>
<td>7/1/04</td>
<td>6/30/06</td>
<td>SKOKIE, IL</td>
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<td>inactive</td>
</tr>
<tr>
<td>1</td>
<td>N9302999922</td>
<td>SUN</td>
<td>SunSpectrum Silver Support</td>
<td>3/1/03</td>
<td>2/28/05</td>
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<td>1</td>
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<td>Multiple</td>
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<td>8/31/08</td>
<td>SKOKIE, IL</td>
<td>60</td>
<td>inactive</td>
</tr>
</tbody>
</table>
### Change Request Search

This feature provides the ability to search for a specific change request or set of change requests across all of your contracts on My Forsythe. To perform a search, enter one or more criteria within the fields below. To select multiple options from a list, use the CTRL or ALT keys.

<table>
<thead>
<tr>
<th>Request Date</th>
<th>From:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Request ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract No.</td>
<td>3057576</td>
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</tr>
<tr>
<td>Host Name</td>
<td>Asset Tag</td>
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<tr>
<td>Device Type</td>
<td>Tracking Number</td>
<td></td>
</tr>
<tr>
<td>Estimated Delivery Date</td>
<td>Quantity</td>
<td></td>
</tr>
<tr>
<td>Order Description</td>
<td>Hardware Configuration</td>
<td></td>
</tr>
<tr>
<td>Order Number</td>
<td>Project Name</td>
<td>Description</td>
</tr>
<tr>
<td>Cost Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>5440 FARGO AVE, SKOKIE, IL 60077-3210</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7770 FRONTAGE RD, SKOKIE, IL 60077-2634</td>
<td></td>
</tr>
<tr>
<td>Requested By</td>
<td>Select a User</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JDOE</td>
<td></td>
</tr>
<tr>
<td>Request Type</td>
<td>Select a Request Type</td>
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</tr>
<tr>
<td></td>
<td>New Asset</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove Asset</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Level Change</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Select a Request Status</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Request submitted for Forsythe Approval</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accepted</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Processed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Submit</td>
</tr>
</tbody>
</table>
Service Link

Welcome: JDOE6  (FORSYTHE BANK DEMO)

Contract Portfolio  Manufacturer Programs

Manufacturer Programs

Partnering with Manufacturers to Provide Best in Class Service

Forsythe works with the actual product manufacturers to contract manufacturer delivered maintenance and support. Our customers have found considerable advantages with this approach in terms of quality of support service and knowledge of the specific products being serviced. Forsythe is committed to maintaining strong partnerships with multiple vendors in order to offer support for the entire infrastructures that our customers need to maintain.

To view our maintenance and support programs, select from below.

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<th>ADIC Program</th>
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<td>Ciphertrust</td>
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In addition to the providers listed here, Forsythe supports the programs of more than 40 other manufacturers and continues to develop additional relationships. Click here or contact your account manager if you have questions or would like to know if we support a particular manufacturer.

Additional Terms & Conditions
Change Request Service
Design View
Solution Timeline

• Timeline – 7 Months
  – Requirements to Pilot: 4 months
  – Pilot to Test: 2 months
  – UAT: 3 weeks
  – Production: 1 week

• Resources
  – PM, BA, QA
  – Portal Developer
  – BPEL Developer
  – EBS Application Developer
Solution Hurdles

- Client User Management and Training
- Limited skill set between Portal, Integration, EBS
- Understanding Business Processes to expose
- Internal Support Matrix
- Inconsistent Business Event execution
Lessons Learned

- Leverage BPEL Adapters
  - Oracle EBS Adapter
  - Database Adapter
    - Direct table access – Selects
- Abstract End points – Oracle ESB
- Use WebCenter/ADF for standard UI widgets
- Leverage Workflow Work lists
  - Instead of Emails and Notifications
- Self Service User Management – Oracle IdM
  - Auto Provisioning to Client site
  - Self Service Password Reset
Solution Benefits

• Business Benefits
  – Self Service Enablement
  – Decreased Time to Provide Customer Status
  – More Timely Order Status Information
  – Increased Visibility into Business Processes and Data

• Agile and Flexible Integration Architecture
  – Service Enablement of E-Business Suite

• Low Cost of Ownership
  – Standards based integration

• Faster development to implementation time
  – Visual and Declarative development of integration solutions

• Service Reuse
ORACLE FUSION MIDDLEWARE Best Practice Center

Getting Started

- Service Enabling Oracle E-Business Suite with Oracle Fusion Middleware - 10 minute replay
- Oracle Fusion Middleware - A Crash Course for Oracle E-Business Suite Developers

How-To Tutorials (Oracle By Example's)

- BI-PUBLISHER: Creating Reports in Oracle E-Business Suite Using BI Publisher
- BPEL: BPEL for Oracle E-Business Suite
- ESB: Propagating E-Business Suite Business Events with Enterprise Service Bus
- WEBCENTER: Integrating Oracle E-Business Suite in a WebCenter Application

Articles

- BI-PUBLISHER: BI Publisher Standards [Mar-08]
- BPEL/BAM: Developing an Error Handling Framework [Sep-08]
- BPEL: Using R12 TCA Business Object APIs with BPEL Process Manager [Mar-09]
- BPEL: Business Event Subscriptions with Custom Payloads [Mar-09]

Blogs

- Oracle Fusion Middleware for Oracle E-Business Suite

Find Best Practice Centers online

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# For More Information

## Related Sessions
- S310503: Jump on the OSB
- S311738: Best Practices Integration Using AIA F/Pack
- S309974: Securing E-Business Suite with OID and Access Mgmt
- S309528: Integration Architecture for EBS
- S309537: Out-of-the-Box Web Services for EBS

## Related Demos
- FMW for Applications Demonstration Booth – Moscone West

## Related Labs
- S311733 EBS, Integrated SOA Gateway and BPEL Process Manager
- S311735: Model and Automate Oracle Apps Using BPM
- S311732: Building Collaborative Portals for Oracle Apps Using WebCenter
- S312055: Data Services using Oracle Data Integrator and Oracle SOA Suite