

BPEL: How to manage and obtain visibility of “cross application” processes in Agile PLM?

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Leveraging Oracle’s BPEL Process Manger, Agile PLM delivers Enterprise Class Activity Based Workflow enabling process automation and visibility across multiple business applications. With a single source of visibility, PLM users can gain immediate insight into cross application processes providing the ability to quickly identify and eliminate process bottle necks and allowing for true continuous process improvement.

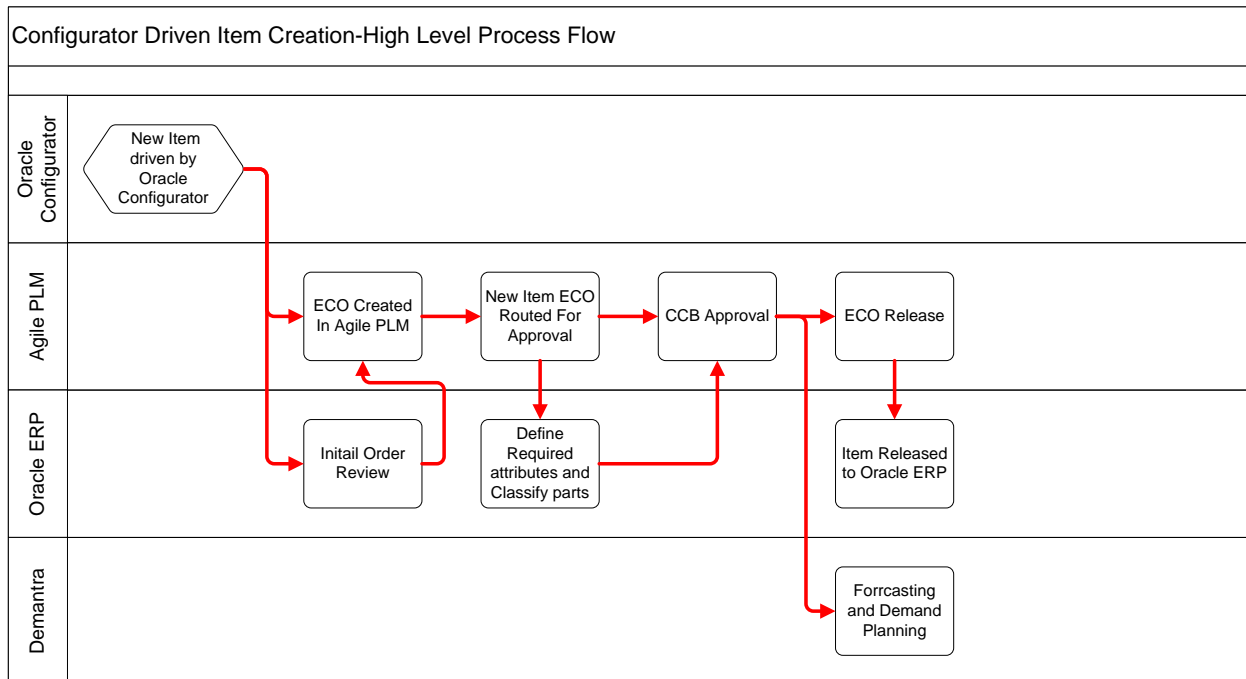
The enterprise process delima

For over a decade, Agile PLM customers have been realizing the value of the industries most flexible and advanced state based workflow solution. The challenge for some companies has been how to manage and obtain visibility into processes that begin in other applications, require PLM interaction and/or move on to other business applications. By leveraging the BPEL Process Manager Agile PLM users are now quickly able to interact and obtain visibility to “cross system” processes.

Use Case Examples:

New Item request

For many customers new item request can be initiated from a variety of applicaions. This use case will focus on a new item being requested from Oracle’s configurator that needs engineering involvement prior to release to manufacturing.



As can be seen from the diagram the new item request requires interaction and order review in the ERP system prior to routing the ECO forward for approval. In the traditional world of independent system based workflows, Engineering would not have early visibility to the pending workload and the ability to proactively schedule resources.

Leveraging Oracle's AIA and the Out of the BOX PIP's the process is allowed to move forward and both ERP and PLM users can simultaneously enrich the necessary data in their appropriate systems. Upon completion of their respective tasks a final approval by the Change Control Board immediately alerts Supply chain users to the pending demand driving advanced sourcing activities.

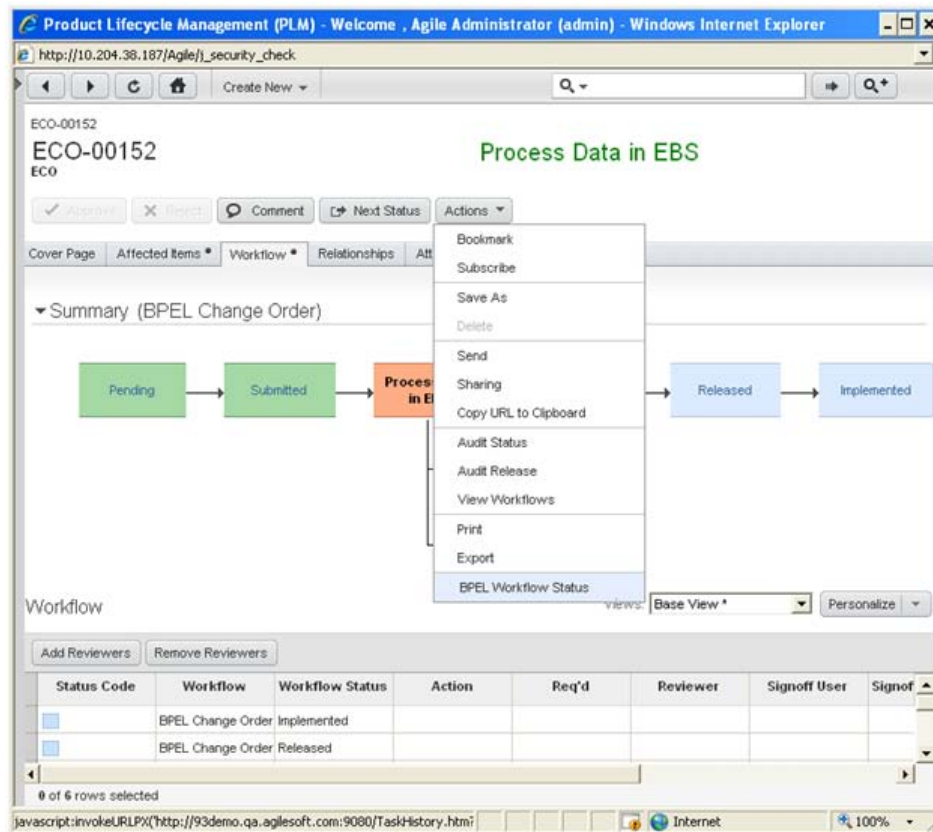


Figure 1: Detailed Cross system process information is easily accessible from within the Agile user interface

Oracle BPEL Worklist - Microsoft Internet Explorer

Address: http://apltn-xpvm/WF_Stat/Item=ECO-00713.htm?agile.classID=6141&agile.1047=ECO-00713&agile.userName=pat

My Tasks My Staff Tasks Initiated Tasks

ARM-New Part Activation position

My Tasks > Task Details (NotifyProgramManager) > Task History

	Task	Action	State	Updated By	Updated Date
●	Costing	Open Activity	Pending	jstein	Apr 24, 2009 11:41 AM
●	Set OM Attributes and Pricing	Attributes Set	Assigned	mfarella	Apr 24, 2009 11:40 AM
✓	Set Buyer/Planner Attributes	Attributes Set	Completed	cdickens	Apr 24, 2009 10:55 AM
✓	Create Routing	Routing Created	Completed	cdickens	Apr 24, 2009 10:40 AM
✓	Classify Item	Item Classified	Completed	tclement	Apr 23, 2009 4:26 PM

Page refreshed on Apr 23, 2009 12:00 PM

Figure 2: Detailed audit trails are maintained for all transactions and immediately accessible

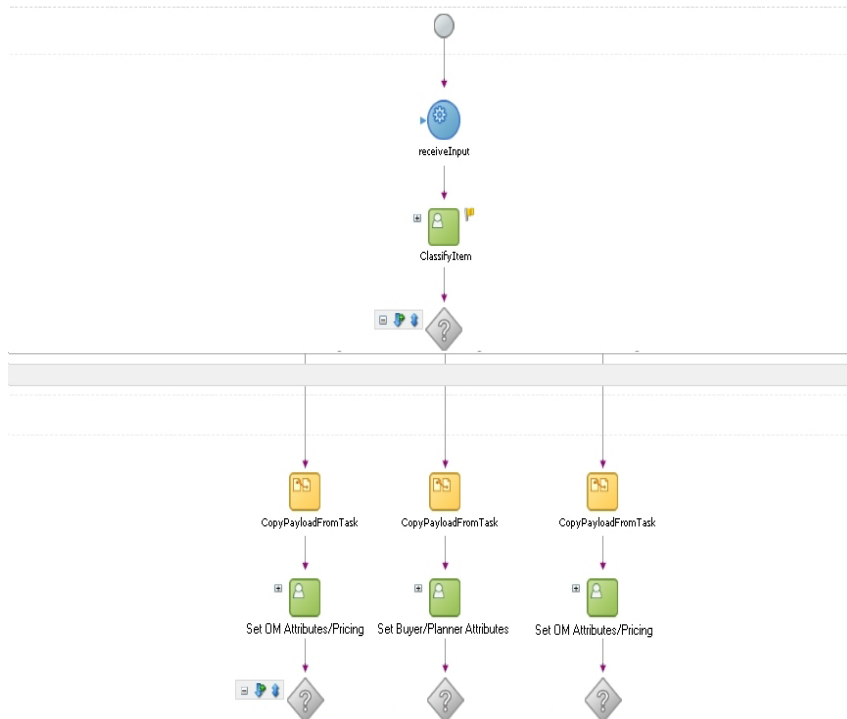


Figure 3: BPEL Process Manager provides graphical run time visibility as to the process status in other systems

Customer Complaint Management

For certain customers with existing legacy systems in place, there may be various reasons to not incorporate that functionality into Agile PLM. An example of this may be stand alone systems managing CAPA's and Equipment Calibration processes that are the result of a customer complaint being captured in a CRM system. Having dissociated change management and quality systems does not provide for closed loop quality systems. As can be seen in the diagram below, closed loop customer complaint management is attainable by leveraging Agile PLM and Oracle Fusion Middleware

