

Integrating Servigistics Solutions with Oracle E-Business Suite



20 Interstate North Parkway
4th Floor
Atlanta, GA 30339
info@servigistics.com
+1 770.565.2340
+1 770.565.8767

Industry

Services

Oracle Products

Oracle E-Business Suite
Oracle Application Server
Oracle BPEL Process Manager
Oracle Identity Management
Oracle Warehouse Builder
Oracle Business Intelligence

“Integrating the Servigistics solution with Oracle Applications has enabled us to accelerate implementation schedules and deliver substantial value to many clients including EMC, Sun, Juniper Networks and IKON Office Solutions”, Teaming together with Oracle, enables us to deliver our clients complete visibility across the extended service network, which is critical to transforming traditional service businesses from reactive response centers to strategic business drivers.said

Mike Landry,
Servigistics Chief
Technology Officer
and Founder.

Delivering the Next Generation Service Parts Platform

Partner Overview

Servigistics is the recognized leader in Strategic Service Management. Servigistics Strategic Service Management solutions comprise software, services and domain expertise that enable companies to efficiently deliver on their service commitments, establish sources of competitive differentiation and accelerate their journey toward bottom-line success. Servigistics solutions enable the comprehensive management and scheduling of critical service resources, the related pricing of such resources, and real-time, closed-loop management of exceptions that jeopardize customer commitments

Integration Solution Overview

Servigistics Strategic Parts Management solution, integrated with Oracle E-Business Suite represents the next generation in SPM solutions, these are built from the ground-up to meet the demands of today’s service parts operations. Servigistics combines leading-edge product architecture, advanced optimization science, and deep domain expertise to deliver the greatest value, in the shortest time, with the lowest risk and lowest total cost- of-ownership (TCO). This comprehensive integrated solution from Oracle & Servigistics aims at providing a rich portfolio of functionalities to its customers. The solution portfolio efficiently leverages Oracle’s comprehensive solution of CRM, Logistics Maintenance, Manufacturing, and Order Management, PLM And Service functionalities with Servigistics solution. Servigistics provides support to most of the complex service management issues by integrating pricing, planning and parts management. The integration, relies on Oracle Fusion Architecture components like Oracle BPEL Process Manager, Enterprise Messaging Framework, Identity Management, Warehouse Builder , and BI Suite to architect a seamless integration, which is futuristic, standards based and flexible.

Flexible Integration

This best-of-breed integration, powered by fusion middleware, offers standards based comprehensive solution integrating Oracle E-Business Suite and Servigistics. The integration offers a host of sophisticated features to customers in a multi user, multi platform environment. The advanced features include Role Based Security, Collaborative Workflows, unified Access Management system etc. This next generation of solutions, which is built on a globally accessible platform, allows connecting all key stakeholders across a broad variety of functional areas, physical,

locations, and business partners, both inside and outside the enterprise. The platform enables availability of a single, global plan that all stakeholders can leverage, thus aligning the multi-enterprise service network onto a single course of action. Fusion Middleware components play a pivotal role in this complex activity.

Why Oracle?

Servigistics Customers are looking at a complete solution, which is fast, flexible and agile. Oracle E-Business Suite is a comprehensive suite of enterprise-class business applications, that delivers the functionality that Servigistics customers need. Oracle Fusion Middleware has been leveraged to connect people, processes and information. The power and scalability provided by Oracle technology platform coupled with the integrated solution helps deliver a comprehensive suite of enterprise-class business applications, which is standards-based, easy to manage and maintain.

Essential Benefits

- Eliminate a disjointed planning, operations environment.
- Optimize workforce, service parts planning and pricing.
- Provide world-class software architecture to ensure scalability and maintainability.

For additional information about partnering with Oracle, please contact us at opninfo_us@oracle.com or visit us at www.partners.oracle.com.

Copyright 2006, Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.