

INFORMATION SERVES

Oracle for the Business Services Industry



Companies providing business services must acquire new customers, renew contracts, ensure consistent service delivery, manage contract profitability, and develop personnel. Only Oracle offers a flexible solution designed specifically to support the business services industry.

“Managers can obtain insight into all aspects of their field-services operations simply by standardizing processes and adopting common IT platforms.”

A. T. Kearney, Inc.
Transforming Field Service Operations

“A contract by itself is good to have; an enforced contract is invaluable. Integration between the contract repository and various transaction applications (such as pricing, configuration, and quoting engines in a CRM application...) allows these applications to act in accordance with the contract’s terms and conditions.”

Andrew Bartels
The Forrester Wave, March 10, 2006
Forrester Research, Inc.

Businesses use consulting firms to help with strategic planning and analysis, but when it’s time to get the job done, they turn to the business services industry. Around the world, organizations are outsourcing specific services—from equipment repair to security to building and facility maintenance—and relying on the expertise of the business services sector.

If you run a services business, you know the challenges: acquiring and retaining customers, establishing consistent delivery processes, maintaining compliance with contract entitlements and service-level agreements (SLAs), and developing and retaining qualified personnel. You need to find a way to manage these challenges and grow your business. Oracle can help.

You need affordable solutions that are easy to maintain and that enable you to predict business outcomes as you move through the service delivery lifecycle. Oracle refers to this level of business insight as *predictive service execution*. Oracle offers software solutions

that remove risk, reduce product complexity, and meet the requirements of business services companies head-on.

Small and medium business services companies that want prepackaged application bundles they can implement quickly can take advantage of the Oracle Accelerate program. This five-part plan automates your business and offers

- A preintegrated suite of applications tailored for the business services industry
- Fast setup wizards, called Oracle Business Accelerators, which speed implementation
- A comprehensive solution that includes embedded database and middleware technology to simplify the setup
- Award-winning support from Oracle, the only software support organization that has won a customer service award from J.D. Power and Associates
- Unlimited potential, with the flexibility to scale your business model on the same platform for years to come

Fact: Oracle Applications are in use in 16 of the top 20 most innovative business services firms.

Increase New Business and Contract Renewals

Business services firms have two top priorities: acquiring new business and maintaining existing contracts. Only Oracle offers a standardized and unified sales process that's tightly linked to service contract management. For example, you can quickly segment company information into target lists of prospective or up-sell accounts. Sales and marketing departments can campaign to acquire these customers, while the service department concentrates on achieving the highest levels of customer satisfaction to ensure you keep the clients you already have. Throughout this process, you're operating with one consistent version of customer data across your entire organization.

Oracle provides proactive contract management that automatically informs your personnel about expiring contracts so they can seamlessly start the renewal process. You can also analyze accounts, identify additional services to offer, and improve your overall contract capture rates.

Deliver Consistent Service

Your service business depends on your ability to understand contract entitlements and deliver services based on SLAs. Oracle's contract management solution lets you tightly couple the handling of service calls with the service delivery process to ensure that you meet all contract entitlements. As a result, you minimize contract leakage, increase recurring revenues, and provide

targeted services, all while controlling operational costs by matching customers to the best service delivery method.

With Oracle's work scheduling and spares management solutions, you can make sure your customers always have access to the right people, parts, and services to fit their needs. Oracle integrates preventive maintenance with scheduled service, so you can optimize your company's maintenance activities and more effectively control costs. You can easily insert unplanned work into the daily schedule and route field personnel in the most efficient manner to handle additional loads. You can also assign and route planned or unplanned service requests based on client value, contracted entitlements, or other customer data.

Improve Cost Controls and Proactively Manage Contract Profitability

To succeed and grow, your business must be able to control the service delivery process. Tracking all aspects of a work order—time, expense, parts usage, and any associated service equipment or fleet costs—is key to meeting margin goals. Only Oracle offers a unified service delivery solution that lets you capture all service delivery costs from any source. This solution helps you optimize service processes while providing greater visibility into your operational business metrics.

It just makes sense: When you can effectively capture the costs involved in service delivery, you can identify opportunities

for improvement. With Oracle, you can project future sales and evaluate a wide range of "what-if" scenarios so you can better support your customers.

Retain and Grow Your Best Personnel

To keep your service business thriving, you want to hire, keep, and motivate the right people—you need workers with skills that match the service requirements of your contracts. And, once you have those people, you want to keep them engaged in their work. Oracle supports the entire employee lifecycle on a single platform. With a full complement of human resources applications, Oracle arms you with a comprehensive skills and certification repository that aligns resources with contracted demands. To keep your valued employees interested, Oracle provides development opportunities, including training that's tailored to each job in your organization.

Count on Oracle

From initial services marketing through contract signature, service delivery, and billing, Oracle's suite of business services applications provides fully integrated, best-in-class performance for all of your business services needs—allowing your company to distinguish itself through superior performance.

CONTACT US

To learn more, call **+1.800.ORACLE1** or visit oracle.com/industries/pro_serv

