

ACCENTURE

Accenture Public Service Disbursement Solution Validated Integration using Oracle Application Integration Architecture



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Streamlining the disbursement of benefit payments to citizens and customers.

Company Overview

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture helps businesses and governments create a formula for high performance using Oracle solutions. Our 49,545 Oracle-skilled professionals deliver strategy, implementation, upgrade, and application outsourcing solutions across the entire Oracle product stack. With more than 181,000 people serving clients in more than 120 countries, Accenture generated net revenues of US\$21.58 billion for the fiscal year ended August 31, 2009.

Integration Overview

The Accenture Public Service Disbursement Solution (APSDS) integrates Oracle's Siebel Customer Relationship Management (CRM) Release 8.2 for Public Sector — where all benefit creation and modification is handled by the caseworker—with Oracle's PeopleSoft Payables Release 9.0—where all invoices and payments are created and disbursed—using Oracle Application Integration Architecture (AIA) middleware. The solution:

- Meets customers' need for a streamlined benefits disbursement process
- Lowers cost and risk, and accelerates implementation time by 6-9 months
- Streamlines and automates the process for creating and disbursing benefit payments
- Integrates flexibly with various CRM front-end or back-end financial systems using the modified Oracle AIA middle layer.

The components can be used in whole or in part for initiatives in any public sector organization that needs an automated process for disbursing benefits to its customers.

Integration Details

This out-of-the-box integration connects PeopleSoft Payables Release 9.0 to Siebel CRM Release 8.2 for Public Sector uses Oracle AIA and involves five major integration points, as shown below.



Validated Integration

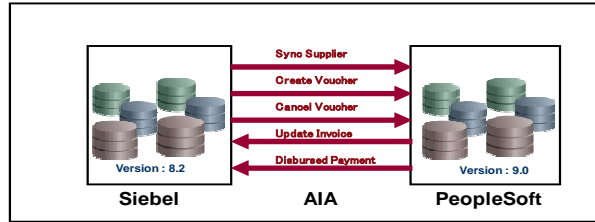
Oracle Application
Integration Architecture

Through the Oracle PartnerNetwork Application Integration Architecture for Partners Initiative, partners with validated integrations are able to provide customers with standards-based product integrations, tested and validated by Oracle. Customers benefit from improved risk management and smoother upgrade capability, leading to a lower total cost of ownership and greater overall satisfaction.

Availability

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1. **Sync Supplier**—Siebel CRM for Public Sector sends citizen data (contact) to PeopleSoft Payables tables via Oracle AIA. This data will be integrated when a new contact is created, or an existing contact is modified. The primary data records for a citizen are: name, address, banking information, payment method, and withholding information.
2. **Create Voucher**—Siebel CRM for Public Sector creates a payment order when it has been determined that money is owed to a citizen based on eligible benefits. This payment order is sent to PeopleSoft Payables via Oracle AIA. The payment order in PeopleSoft Payables is transformed into the voucher that will be used to generate the check that is disbursed to the citizen.
3. **Cancel Voucher**—At times, it may be necessary for the caseworker within Siebel CRM for Public Sector to request that a payment order be canceled. If the voucher is in a cancelable status within PeopleSoft Enterprise Payables, this integration enables an automated process for a caseworker to cancel the voucher via Oracle AIA.
4. **Update Voucher**—PeopleSoft Payables performs various processes in the creation of the voucher and payment. Each process will generate a message that is sent back to Siebel CRM for Public Sector to assist the caseworker in relaying the status of the pending payment to the citizen. This streamlines the overall process and eliminates the manual intervention previously required for the caseworker.
5. **Disbursed Payment**—PeopleSoft Payables sends the payment details, such as check number, date, payment status, and amount to Siebel CRM for Public Sector through Oracle AIA. Returning this information allows the caseworker to have the information at their fingertips to respond to citizen inquiries.

The Accenture Public Service Disbursement Solution (APSDS) successfully connects two Oracle solutions. There are a growing number of customers requesting out-of-the-box integration to and from the various Oracle applications. For this reason, the Accenture APSDS team has used Oracle AIA to provide the required Service Oriented Architecture (SOA) for an out-of-the-box integration.

Environment

Accenture Environment

Accenture Public Service Disbursement Solution, Version 1.0

Oracle Environment

Oracle's PeopleSoft Payables Release 9.0 with MP21

Oracle's PeopleSoft Enterprise PeopleTools Release 8.49.14

Oracle Database Release 10.2.0.4

Oracle WebLogic Server Release 9.2

Oracle's Siebel Customer Relationship Management Release 8.2 for Public Sector

Oracle Application Integration Architecture Release 2.5

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

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