

CALIBER SERVICES, LLC

Caliber Enterprise Customer Optimization Release 12

Validated Integration with Oracle E-Business Suite 12.1



Take Control of Your Customer Information

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Company Overview

Caliber Services takes enterprise business application implementation to a new level by working in partnership with our clients to solve complex business issues and ensure that business benefit is delivered through a combination of packaged software and efficient processes. Caliber meets these needs with deep industry domain and technological knowledge, hands-on experience, and a proven track record in business application implementations across a wide range of industries.

Integration Overview

Caliber Enterprise Customer Optimization (ECO) combines data from multiple sources into Oracle E-Business Suite to achieve smart and precise master customer data management. Caliber ECO combines data from multiple sources and gathers that information to achieve inferences. By optimizing customer data from multiple sources—and blending the data into useful insight—ECO provides sound data that's essential for credit, as well as sales and marketing. Companies no longer have to wait for internal resources to pull together third-party data or worry about systems that don't communicate. ECO enables data within enterprise resource planning (ERP) systems to communicate, giving your organization the ability to use enterprise applications and networks to interact with customers in credit, marketing, and sales.



Validated Integration

Oracle E-Business Suite

Through the Oracle PartnerNetwork, 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.

- ECO delivers external data from a variety of agencies that you can use to manage your customers or use as prospects in your own system.
- ECO not only provides data, it also integrates it into your applications. Currently, ECO Release 12 integrates with Oracle E-Business Suite 12.1 and Experian. With hosting provided by Caliber, there's no need for additional hardware or resources on your side.
- Caliber protects the connections among your systems, ECO, and third-party agencies so all data is secure.

Availability

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Support

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Integration Details

Organizations purchase customer data from one or more credit agency to verify the credit worthiness of their customers and to review their financial standing, outstanding balances, and collections against them. This helps companies set better credit limits and reduce their risk of delinquencies.

Credit agency data integration starts with a credit manager going into a credit management application and looking up the credit details of a customer. This can be a case of either having to create a new customer and verify their credit worthiness or having to review the credit rating of an existing customer to revise the limits.

When it's a new customer creation, a search is performed by the credit agencies to locate the correct customer entity. Reviewing the search results, the correct customer is identified and the credit details are purchased from the agency. There will be choice of agencies from which they will be able to purchase the data—mostly determined by the policy of the company. Some companies have a need to purchase a single customer's data from more than one agency.

Environment

Caliber Services Environment

Caliber Enterprise Customer Optimization Release 12
Oracle Database 11g Release 11.2
Oracle SOA Suite, 10g Release 10.3.1.5.0

Oracle Environment

Oracle E-Business Suite 12.1
Oracle Database 11g Release 11.2.0.1.0
Oracle Application Server 11g

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

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