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DEX ORACLE BPO PROVIDER PROFILE



CORPORATE ADDRESS
3600 Via Pescador Camarillo,
CA 93012

+1-805-388-1711

<http://www.dex.com/Software/outsourced>

EMPLOYEES
500+

REGIONS SUPPORTED
Global

SOLUTIONS / OFFERINGS
Reverse Logistics / After-market Services

INDUSTRY FOCUS
Consumer Electronics,
Computer, Medical
Technology, Industrial
Controls, Networking /
Telecom, Retail, Homeland
Security, Automotive
Electronics, Renewable
Energy, Semiconductor
Equipment

CUSTOMER FOCUS
\$100 million to \$100 billion

SAMPLE CUSTOMERS
Cisco, Diebold

DEX Systems, the IT division of DEX and a member of the Oracle Partner Network, designs, builds, and deploys world-class customizable Oracle-based software solutions supporting numerous reverse logistics work streams. DEX's expertise in supply chain software design allows us to respond to real world problems in reverse logistics business processes. Our scalable portfolio of solution applications includes all aspects of Returns Management including Returns, Repair, Recertification and more, providing management with the tools and visibility necessary to make informed business decisions.

DEX's industry-leading applications are proven to yield lower operational costs, streamline internal processes and derive more value from inventory assets. These supply chain applications have been implemented in worldwide operating environments for more than 15 years, and supporting services for multiple Fortune 500 companies. DEX is the Oracle BPO global provider for reverse logistics software.

Why Oracle?

Blending the robust capabilities of DEX Systems' industry-leading software modules with the power of Oracle E-Business Suite provides customers with the most versatile and comprehensive solutions available in the marketplace today. DEX's software is built on top of the Oracle E-Business Suite and has been "battle tested," solving real-world problems on a daily basis.

What Solutions do we specialize in?

Reverse logistics or after-market services.

Why Partner With Oracle?

DEX has been an Oracle user for over 15 years, and as the demands of an ever-changing industry shifted, DEX developed software modules that enhanced the Oracle Depot Repair Solution by addressing specific needs of the reverse logistics and after-market service industry.

DEX Systems' application suites are front-end extensions to the Oracle E-Business Suite and the combined functionality creates a very robust and powerful tool for our industry. With the combined power of Oracle and DEX, it was a logical partnership.

KEY BENEFITS

- Dramatically increases visibility throughout your supply chain to make more informed decisions
- Reduces repair expense, inventory investment and cost overruns by controlling processes
- Improves technical productivity while reducing training requirements through proven, repeatable processes

QUOTE

"The DEX-Oracle partnership unites the power of two industry leaders providing clients worldwide with reverse logistics software applications that have proven to dramatically improve supply chain visibility, quality and overall management control — a complete solution that is unmatched in the industry."

- **Sheldon Malchicoff,**
Chairman and CEO, DEX

What Are The Potential Benefits To Customers?

With Oracle providing world-class software and ERP solutions combined with the industry-leading supply chain solutions from DEX, customers receive a complete, best-of-breed solution that is unparalleled in the industry.

DEX Systems' software solutions dramatically increase visibility into customers' supply chains allowing them to make better, faster, more informed business decisions. Our applications have also proven to yield lower operational costs, streamline internal processes and derive more value from inventory assets.

Our customizable, application suites are proven to improve inventory management and operational efficiencies, resulting in faster payback and reduced risk. From integration to systems management, DEX builds the technological infrastructure, develops the software and deploys system execution engines that drive all of the worldwide operating solutions, helping to manage customers' supply chains more effectively. Our scalable portfolio of industry-leading applications delivers a superior ownership experience, helping to achieve better business results.

Getting Started

With BPO "Powered by Oracle," both customers and BPO providers benefit - customers can focus on their core business while taking advantage of a low-cost, low risk, high-flexibility BPO solution. BPO providers can maximize customer value, offer improved service levels at lower cost, and meet the challenging and dynamic business goals of their customers and their own provider organization. For more information about DEX and BPO "Powered By Oracle," please visit <http://www.oracle.com/bpo>.



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