ORACLE
OUTSOURCED REPAIR SOLUTION

ORCHESTRATE YOUR VIRTUAL SERVICE ORGANIZATION TO ENSURE HIGH CUSTOMER SATISFACTION AT THE LOWEST POSSIBLE COST

The Oracle Outsourced Repair Solution enables a business to manage outsourced repairs by providing complete visibility to service logistics and operations across the reverse supply chain. This "control tower" provides service managers with real-time access to return status, location, turn times, aging orders, and partner performance; moreover, it provides partners and carriers with web portals to view assigned work, request parts, enter quality data, capture time & materials and submit claims. The solution orchestrates the virtual service organization to ensure high customer satisfaction at the lowest possible cost.

KEY FEATURES

- "Control tower" dashboard
- Web portals for partners and carriers
- Automatic PO creation
- Oracle Financials integration
- Automated shipments to / from partners
- Repair item track & trace
- Cost and revenue tracking
- Waste & hazmat controls
- Fast, secure online partner registration
- Web-safe transactions and secure data

SUPPORTED FLOWS

- Authorized service partner repairs
- Store front repairs
- Dealer management
- Warranty claim repairs
- Field service drop-off repairs
- Outside part / sub-assembly processing
- Advance exchange with direct return to partner
- Repair as well as maintenance, remanufacture, recycling, salvage and scrap processing

Key Features at a Glance

The Outsourced Repair Solution combines the power of the Oracle E-Business Suite and Oracle E-Business Suite Extensions for Oracle Endeca. EBS Depot Extensions for Endeca provides the "control tower", Oracle Depot Repair provides the application backbone and Partner Web Portals, Oracle User Management (UMX) provides online partner registration and login and the DMZ Configuration provides the Internet-secure architecture. These solution components integrate out-of-box to form the Oracle Outsourced Repair Solution.

The Solution provides the following features:

- **"Control tower" dashboard:** Oversee and manage all returns and service operations with visibility to order status, current location, turn times, rework rates and other key metrics.
- **Web portals for partners and carriers:** Allow partners secured views of work assigned to them. Enable collaboration, real time status updates, discrepency resolution, quality data entry, time & materials entry and automatic claim submission.
- **Automatic PO creation:** Enable automatic creation of purchase orders to send parts out for outside processing work, and automate partner spare part and replenishment requisitions.
- **Oracle Financials integration:** Direct link to accounts payable / accounts receivable, invoicing and costing.
- **Automated shipments to / from partners:** Automatic creation of ship and RMA lines based on business rules to move materials to and from third party locations.
- **Repair item track & trace:** Instant visibility to current location, status and condition of repair items whether in house, at partner sites or in transit.
- **Cost and revenue tracking:** Automate calculation of costs and revenues based on work done, time & materials, warranties and contracts.
- **Waste & hazmat controls:** Track and trace returns from point of origin through each waypoint to final disposition and generate reports linking returns to final disposition as required by international law.
- **Fast, secure online partner registration:** Manage partner logins and control access securely and easily using Oracle User Management Module.

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- **Web-safe transactions and secure data:** Deploy web servers securely using Oracle's tested and trusted DMZ Configuration; the same architecture Oracle uses for iSupplier Portal, iReceivables and iStore.

In addition, optionally switch on other integrated apps such as Oracle Inventory Management Extensions for Oracle Endeca for visibility to partner inventory levels, Oracle iSupplier Portal for viewing purchase orders and managing payments online, Oracle Quality to close the loop with engineering and manufacturing, Oracle Supplier Warranty Management for supplier warranty tracking and claims and the Oracle Waste Management Solution to ensure legal compliance.

KEY BENEFITS

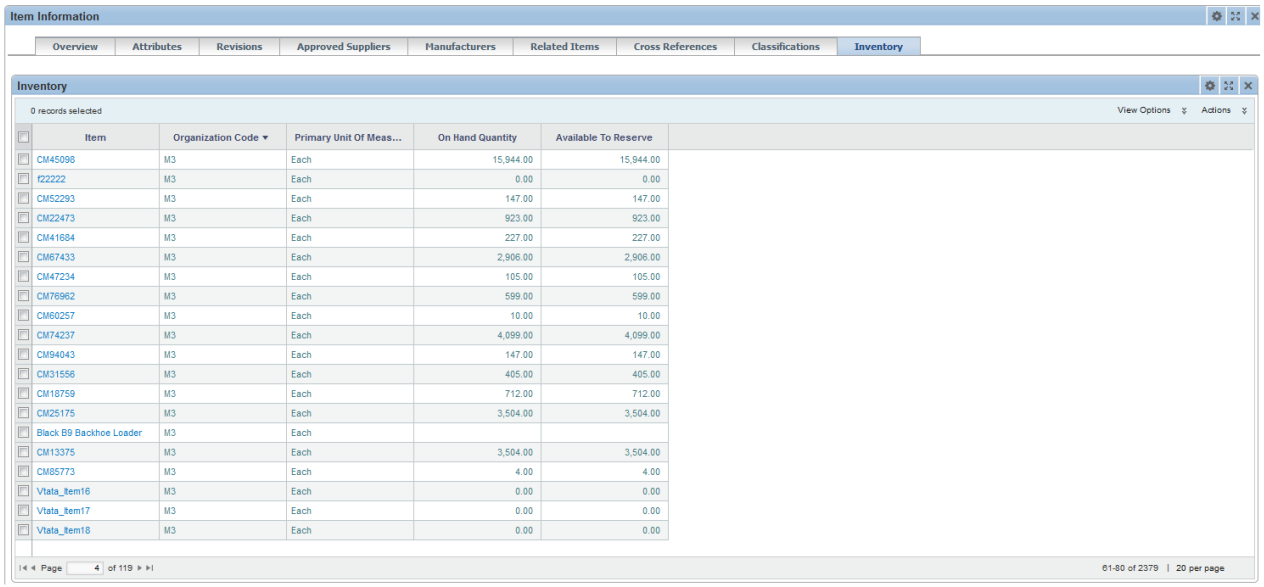
- Increase customer satisfaction
- Reduce costs
- Increase return velocity

Key Benefits for Users of the Outsourced Repair Solution

Service and operations personnel using the Outsourced Repair Solution enjoy the following benefits:

- **Increase customer satisfaction:** No matter who does the repair, customers make next-purchase brand decisions based on the speed and quality of service delivered. Outsourced Repair Solution users ensure customers are satisfied by holding partners accountable for performance, rewarding good partners and retiring underperformers.
- **Reduce costs:** Costs can only be controlled if the true cost of providing service can be measured. Outsourced Repair Solution users have visibility to costs per job as well as the breakdown of costs, providing the intelligence to eliminate waste from the process.
- **Increase return velocity:** Return networks can be very complicated, with many points for bottlenecks and miscommunications. Outsourced Repair Solution users have the tools to view all orders in flight and immediately know the current location, status, owner and contact point for repairs so as to be able to remove bottlenecks, resolve discrepancies and manage escalations.

Figure 1: Oracle Inventory Management Extensions for Oracle Endeca - Spare Parts Stock at Partner Depot



Item	Organization Code	Primary Unit Of Meas...	On Hand Quantity	Available To Reserve
CM45098	M3	Each	15,944.00	15,944.00
f22222	M3	Each	0.00	0.00
CM52293	M3	Each	147.00	147.00
CM22473	M3	Each	923.00	923.00
CM41684	M3	Each	227.00	227.00
CM67433	M3	Each	2,906.00	2,906.00
CM47234	M3	Each	105.00	105.00
CM76962	M3	Each	599.00	599.00
CM60257	M3	Each	10.00	10.00
CM74237	M3	Each	4,099.00	4,099.00
CM94043	M3	Each	147.00	147.00
CM31556	M3	Each	405.00	405.00
CM18759	M3	Each	712.00	712.00
CM25175	M3	Each	3,504.00	3,504.00
Black B9 Backhoe Loader	M3	Each		
CM13375	M3	Each	3,504.00	3,504.00
CM85773	M3	Each	4.00	4.00
Vtata_Item16	M3	Each	0.00	0.00
Vtata_Item17	M3	Each	0.00	0.00
Vtata_Item18	M3	Each	0.00	0.00

Figure 2: Oracle Depot Repair Extensions for Oracle Endeca - Repair Order "Control Tower"

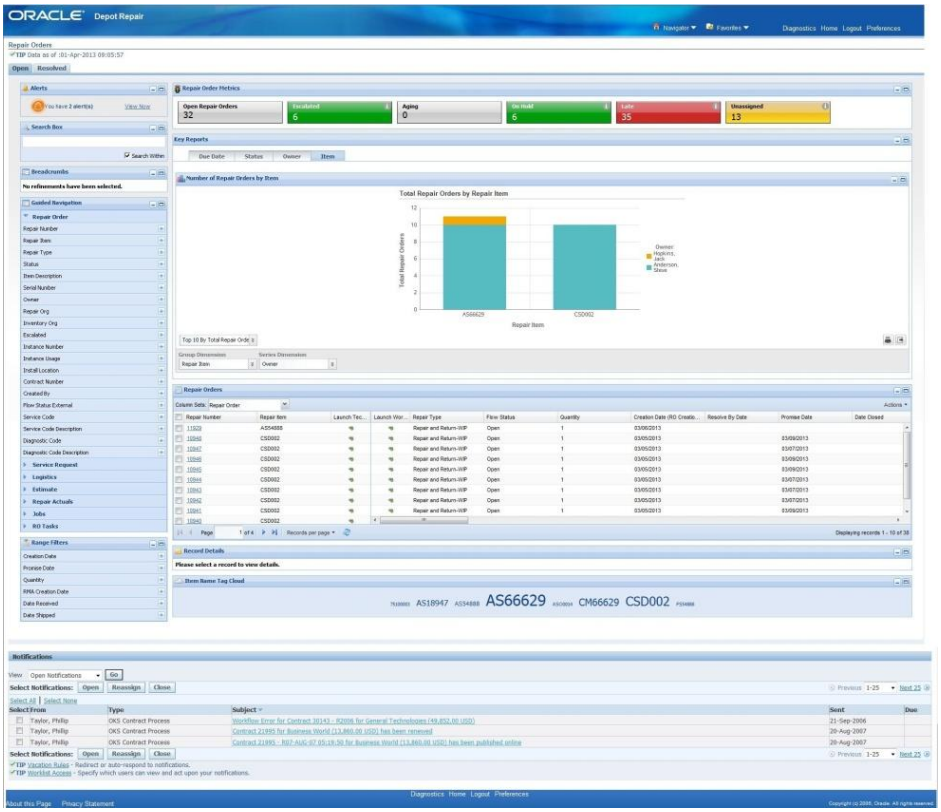


Figure 3: Oracle Depot Repair Partner Portal - Service Order Details: Pickup & Delivery Information

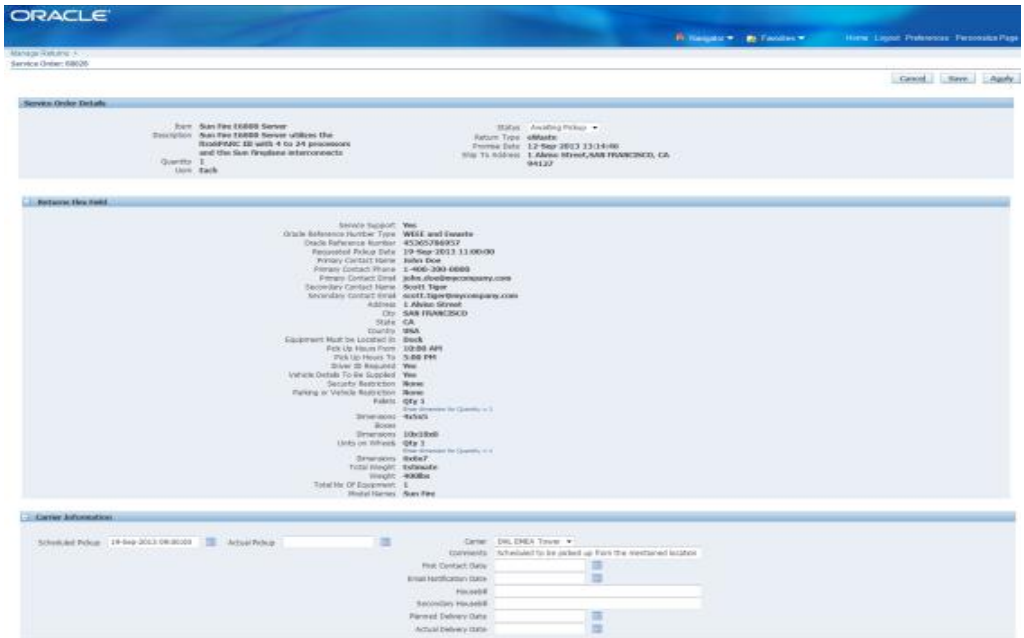
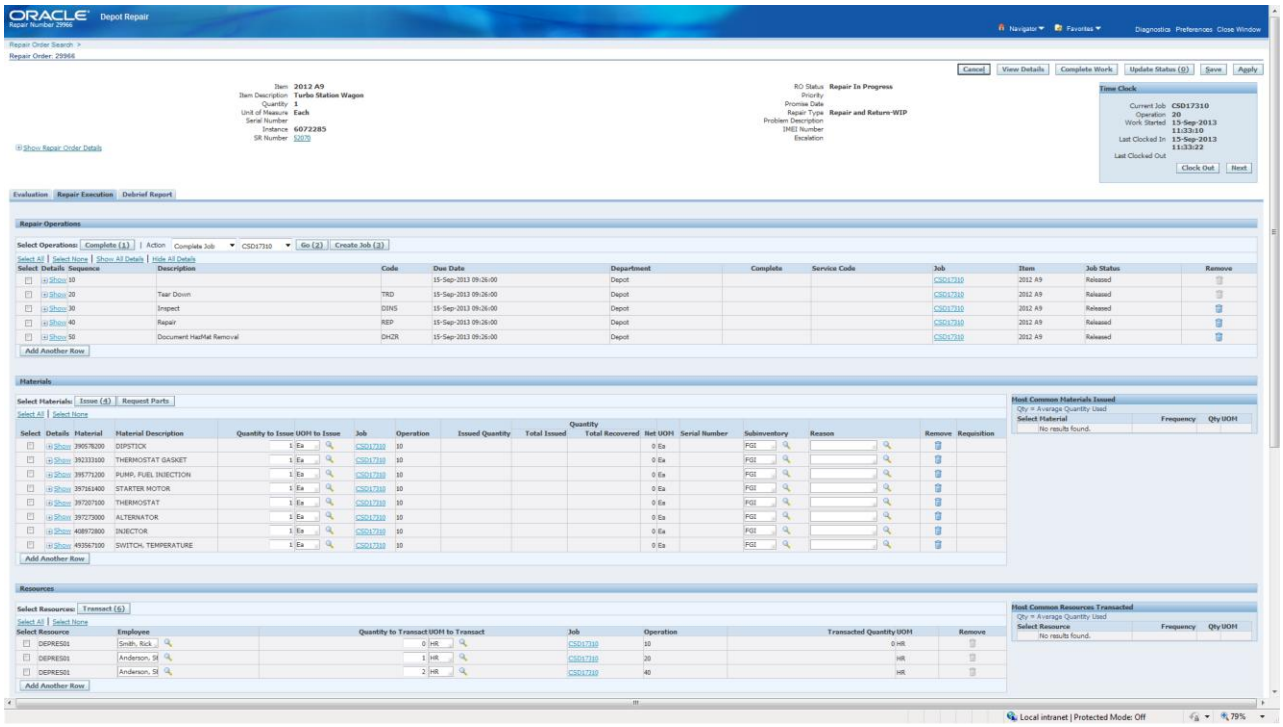


Figure 4: Oracle Depot Repair Partner Portal - Time & Materials Entry for Submitting Claims



Contact Us

For more information about the Oracle Outsourced Repair Solution, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

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