

# ASSESSMENT OF APPLICATIONS UNLIMITED IMPLEMENTATION PRACTICES



## AT A GLANCE

- A collaborative discovery process with Oracle to optimize TCO and time to market of your applications deployment and upgrade with the help of best practice for applications customizations and integrations as well as maximize the business return from your applications IT investment through process quality improvements.
- Best practice benchmarking and actionable improvement recommendations in a presentation and accompanying report.

*Did you realize that on average, implementation and upgrade costs exceed your Oracle or SAP license costs by 700% over 5 years? Have you experienced in the past how customizations to your business applications can make upgrades lengthy, expensive, hard to manage and even force you to re-implement? Are integration interfaces on the critical path of your application projects, impeding time-to-market? Are the many casual users of your business applications, who can't be trained, complaining about ease of use? Is lack of process visibility and islands of multiple business applications hampering management's effort to improve process quality?*

*Imagine an integrated platform of tools that could help you replace customizations with extensions that won't burden you with rework during upgrades, speed up integration projects by 300%, establish real-time visibility into the processes inside your business applications and provide rich self-service user interfaces for casual users. Imagine that you could reduce your total business applications cost of ownership by 22% over a 5 year timeframe by leveraging this platform.*

*The Oracle Fusion Platform for Applications Unlimited Assessment is a no-cost engagement designed to help Oracle E-Business Suite, Siebel, PeopleSoft and JDEdwards customers turn this vision into reality.*

## Concerns about total cost of ownership (TCO) of and return from your applications

Applications functionality alone isn't all that matters. Customizations and integration interfaces are part of every applications deployment. More importantly, neglecting best practices for customizations and integrations can negatively impact the total cost of ownership of your applications, introduce great risk into your projects and affect your speed to get applications functionality operational. Integrations make up 20% of the initial implementation costs and are often on the critical path. Customizations result in 50% of your total upgrade costs.

Even if TCO is maximized, management might still not be satisfied with the return on the IT investment into the business application. Process quality issues might occur when transactions span multiple business applications and visibility into

**PROOF POINTS**

- Dell shortened the time of integration projects by 3-4 times
- British Telecom eliminated 90+ niche apps with the help of the Oracle Fusion Platform
- Universal Lighting's 3 months IT project yielded \$2M annual business savings
- BAE Systems reduced its upgrade risk by replacing 10,000 lines of PLSQL code with 7 BPEL processes
- Wind River improved customer satisfaction from 47 to 82% with self-service extensions
- Network Appliance reduced order to invoice cycle time from 3 days to 1hour
- Dallas Airport successfully automated paper-based workflows in only 7 weeks

what's going on inside the application as well as ease-of-use of casual business users might be limited? Fact is that process exception rates of just 1-2% can incur 30-50% of business back-office costs. These numbers showcase that there is a lot of untapped potential to maximize the return on your IT investment in business applications.

**Scope of Offering**

Oracle's Fusion Platform for Applications Unlimited Assessment is a collaborative discovery process focused on identifying possible deviations from best practices in the way your integrations and customizations are implemented as well as untapped opportunities to remove process quality issues related to limited visibility and automation gaps. Oracle experts who will draw from Oracle's own experience integrating applications inherited from 45 acquisitions as well as building the next generation Fusion Applications will engage with your team to review your applications implementation. The engagement consists of a one half-day information gathering and advisory workshop.

- **Discovery:** The Oracle team focuses on understanding the detailed implementation practices of your applications implementation and benchmark them against best practice through a discovery workshop with your applications IT staff. Furthermore, a discovery workshop with business analysts and process architects will help identify process quality improvement opportunities
- **Recommendations:** Following the discovery session, the Oracle team delivers its findings benchmarked against Oracle applications implementation best practices leveraging the capabilities of the Fusion Platform. The recommendations will also formulate concrete project ideas to address potential process quality issues.

**Companies Who Will Derive the Most Value from the Discovery Workshop**

- Customers who recently purchased or added a major additional module of E-Business Suite, Siebel, PeopleSoft or JD Edwards and are embarking on their implementation
- Oracle Applications Unlimited customers who have large numbers of integrations and customizations or are frequently undertaking new integration, customization or self-service extension projects
- Oracle Applications Unlimited customers who are planning an application upgrade
- Customers who own multiple Oracle Applications Unlimited applications or multiple niche applications
- Customers who have grown through mergers and acquisitions and have inherited overlapping business applications

### Discovery Workshop Attendees

It is recommended that the following representatives from your organization attend:

- IT Staff in charge of managing your E-Business Suite, Siebel, PeopleSoft or JD Edwards
- Application Developers who are implementing customizations and integrations using the native business applications technology stacks
- Business analysts who are familiar with end to end business process definitions
- Applications Business Owners, who are familiar with process quality and ease-of-use issues

### The Oracle Difference

Oracle has gained a unique expertise integrating applications through 45 acquisitions in the last 5 years, including a long list of leading business applications. To create Oracle Fusion Applications, thousands of application developers have been ramped up quickly on the Oracle Fusion Middleware technology stack, the world's leading middleware offering, and are now highly productive. Furthermore, Oracle has productized its applications technology expertise in concrete offerings. This workshop will be a first step towards understanding and fully leveraging the power of Oracle's applications technology expertise for your business applications deployment.

### For Further Information

To participate in this engagement, please discuss your E-Business Suite, Siebel, PeopleSoft or JDEdwards deployment with your local Oracle Technology Account Manager.

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