ORACLE BUSINESS ACCELERATOR FOR BUSINESS SERVICES

ORACLE DATA SHEET

Oracle E-Business Suite Release 12.1.3

KEY FEATURES

QUICK FACTS

- 42 business flows
- 45 Oracle E-Business Suite products

NEW IN RELEASE 12.1

Financials

- Organizational Budgeting
- Customer Online Self-Service Account Management
- Asset Impairment
- Credit Management
- Collections Management
- E-Business Tax
- Financials Intelligence

Distribution

- Procurement Contract Management
- RFQ and Supplier Response Management
- Two-Stage Supplier Bid Evaluation
- Reverse Auction
- Sourcing
- Global Purchasing
- Return to Supplier
- Item Orderability
- Back to back order
- Internal Sales Orders
- Procurement Intelligence

Maintenance

- Emergency Maintenance
- Rebuildable Asset Management
- Maintenance Forecasting & Budgeting

Sales and Service

- Service Costing & Profitability
- Automatic Field Engineer Scheduling

Projects

- Supplier Payment Control (Pay when Paid)
- Improved Supplier Invoice Payment Controls
- Streamlined Control Item Definition

ACCELERATOR ASSETS

Leading Practice

- Business Flows
- Functionality Guide
- Industry Footprint

Education & User Acceptance

- Videos
- Flow Scripts
- Process Model
- Business Case Presentation

Project Team

- How-to Guides
- Online Configuration Tool

The Comprehensive Solution for Businesses of Any Size

Oracle Business Accelerators deliver world-class functionality to answer the challenges facing today's business services companies. Companies providing business services must target, acquire, and retain the right customers; deliver consistent service in compliance with contract entitlements; and control costs using an efficient procurement and expense management system. They need to address client requests using a multi-channel contact center; manage service delivery by optimizing resource utilization; and provide technicians with critical service information on the field.

In addition, they need business applications that are scalable to enable growth with minimized initial implementation outlay, protecting their investment over time.

E-Business Tax configuration

E-Business Tax configuration is now available for European Union, Asia Pacific, Latin and Central America.

Sample Key Business Flows Enabled

Prospect to Opportunity

- Receive inbound call from a prospect, capture contact details and create a lead
- Qualify and rank lead using lead management rules
- Convert the lead to an opportunity and assign a sales representative/agent to work on it
- Register selected prospects for an event and send product collateral

Service Entitlement to Dispatch (Automatic Assignment)

- Create a field service task based on customer service request
- Automatically assign task to technician depending on the schedules, skills and territories
- Technician logs on to mobile hand-held device and reviews task assigned
- Technician works on the issue, performs debrief based on the charges incurred and closes the service task
- Review the debrief, charge and close the service request

Expense Report to Invoice

- Define employee expense report templates
- Route expense reports to designated authority for approval
- Track & manage expense policy violations; audit expense reports
- Generate accounts payable invoices from expense reports

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Functions Covered					
Financials • Organizational Budgeting • Receivable & Revenue Reconciliation • Employee Expense Management • Accounts Payable Management • Customer Online Self-Service Account Management and Payments Processing • Auditing, Controls, and Approvals • Fixed Asset Accounting • Asset Impairment • Customer Credit Scoring, Analysis and Management • Customer Collections Management • Inter-company Transactions • Multiple Organizations and Cash Management and Reconciliation • Accounting Close Cycle • Financial Accounting & Reporting • DBI Financial Analytics • Centralized/Decentralized Access Control (MOAC) • Workflow based Approvals	**Sales** • Telesales • Opportunity & Pipeline • Management • Lead Capture & Qualification • Quote Management • Service Contract Management	**Service Execution** • Contract Execution • Install Base Tracking • Service Entitlement • Service Request Management • Service Costing & Profitability • Escalations Support • Warranty Activation • Web Service Request Management • User Registration & Personalization • Field Service • Engineer Scheduling & Dispatch • Engineer Debrief	**Supply Chain Management** • Procurement Contract Management • RFQ and Supplier Response Management • Two-Stage Supplier Bid Evaluation • Sourcing • Reverse Auction • Catalog Management • Self-service Requisitions • Direct & Indirect Requisitions • Global Purchasing • Receiving & Returns • Services Procurement • Contingent Labor Management • DBI Procurement Analytics • Order Processing &Scheduling • Item Availability • Item Orderability • Shipping • Inventory Replenishment • Internal Sales Orders • Pricing and Discount • Approval	**Projects** • Budgeting & Resourcing • MS-Projects Integration • Deliverables • Change Control & Issue Management • Forecast Generation • Labor and Usage Costs • Project Procurement & Commitment • Project Expense Reports & Supplier Invoice Costs • Track Project Inventory and Project Manufacturing Costs • Supplier Payment Control • Prepayment Receipt Applications • Revenue Recognition & Billing • Work Plan, Progress & Actual • Earned Value Management (EVM)	**Maintenance** • Asset Purchase & Maintenance • Maintenance Failure Analysis • Emergency Maintenance • Project-related Maintenance • Rebuildable Asset Management • Maintenance Forecasting & Budgeting
Modules Included					
Financials • General Ledger • Receivables • Internet Expenses • Payables • Assets • iAssets • Internet Receivables • Cash Management • Advanced Collections • E-Business Tax • Legal Entity Configurator • Financial Intelligence • Web ADI • Workflow	**Sales** • TeleSales • Scripting • Sales • Quoting • Service Contracts	**Service Execution** • TeleService • Universal Work Queue • Install Base • Interaction Center Technology • Field Service • iSupport • Mobile Field Service • Advanced Scheduler	**Supply Chain Management** • Procurement Contracts • Sourcing • iSupplier Portal • Purchasing • iProcurement • Services Procurement • Time and Labor • Procurement Intelligence • Advanced Pricing • Order Management • Shipping Execution • Inventory Management	**Projects** • Project Management • Project Collaboration • Project Resource Management • Project Costing • Project Billing	**Maintenance** • Enterprise Asset Management

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