

## ORACLE SERVICE CONTRACTS EXTENSIONS FOR ORACLE ENDECA

GROW YOUR BUSINESS BY DRIVING TO 100% CUSTOMER SATISFACTION AND REDUCING BUSINESS RISK

### KEY FEATURES

- Identify renewal exceptions and manage renewals work queue
- Monitor renewal performance metrics
- Continuously monitor and improve customer service experience
- Identify early signs of risk and strategize their remediation
- Monitor service revenue leakage and strategize its mitigation

### KEY BENEFITS

- Meet or exceed revenue targets
- Boost service revenue forecast accuracy
- Take preventive actions using insights from service revenue leakage analysis
- Keep entire service delivery organization in sync
- Enhance customer satisfaction
- Access pertinent customer, contract, service, and coverage details in real time
- Improve the productivity of renewal sales representatives and sales managers

*Oracle Service Contracts Extensions for Oracle Endeca is an innovative solution that allows users to effectively manage contract renewals, proactively monitor performance metrics, and efficiently monitor customer service experience, to achieve maximum customer satisfaction. Service organizations can improve compliance with service level agreements and keep the entire organization in sync. Higher customer satisfaction levels can be achieved by constantly monitoring and addressing issues in a timely manner, which otherwise could potentially have an adverse effect on the quality of service being delivered.*

### Streamline Contract Renewal Process

Oracle Service Contracts Extensions for Oracle Endeca helps users identify contracts at risk of not getting renewed. Alerts, charts and key summarized metrics assist users to take immediate action for mitigating renewal risks. The Command Center lets users quickly view important information about contracts and customers, ensuring that the contracts get renewed on time. Users can use the predefined alerts, charts, graphs and metrics or easily configure their own views.

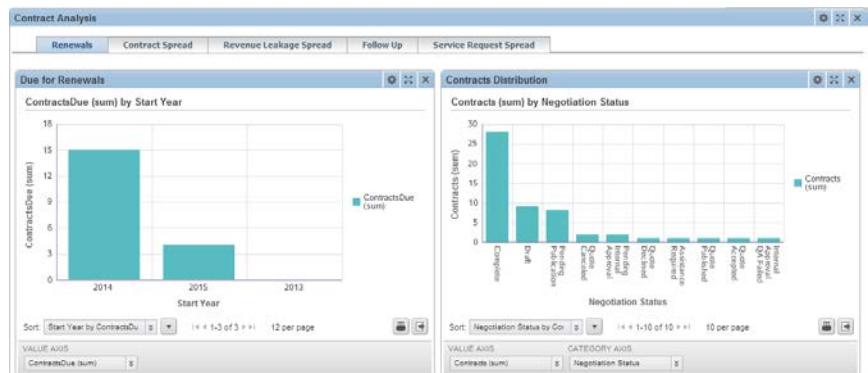


Figure 1. Contract Spread by Start Date and Status

### Reduce Business Risk

Properly extending credit and setting payment terms are important to the growth of every business. Identifying, quantifying, and controlling credit risk solidifies business decisions, giving service organizations a competitive edge. Information about business events such as bankruptcy, litigations, claims, and so on, act like an early warning system and provide indications about customers' likelihood of renewing their contracts in the future. The Command Center provides complete and actionable business information, which can help service organizations to mitigate credit risk, increase cash flow and drive increased profitability.

### Achieve 100% Customer Satisfaction

Satisfied customers are very important for shaping long lasting and profitable customer relationships. Acquiring a new customer is much more expensive than retaining an existing one. Adherence to promised service level agreement is one of the key deciding factors for determining the level of customer loyalty, customer delight, and the extent of repeat business. The Command Center helps users to continuously monitor service requests associated with customers and proactively helps in addressing issues, which may potentially have an adverse effect on the quality of services being delivered, in a timely fashion. Service organizations can improve customers’ overall perception of service quality and better manage the service value chain by improving responsiveness and delivering consistent service. Following a disciplined approach towards meeting and exceeding customer expectations results in higher customer satisfaction and retention rates.

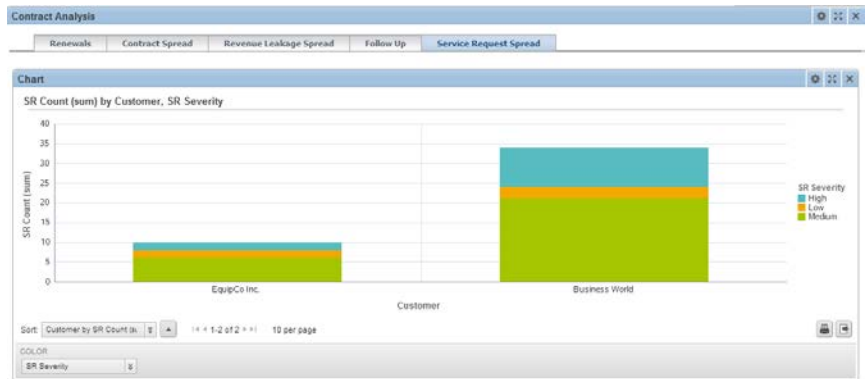


Figure 2. Service Request Spread by Severity and Status

### Strategize Mitigation of Service Revenue Leakage

Service organizations need to scrutinize the customer churn and analyze reasons as to why those customers decided against continuing doing business with the service provider. Learning from past mistakes and taking corrective actions to check customer churn and providing improved customer satisfaction would help the service organization in attaining a leadership position. The Command Center provides visibility into the service revenue leakage occurring due to the cancellation or termination. It provides tools to analyze the reason for these cancellations and terminations to determine patterns or trends.

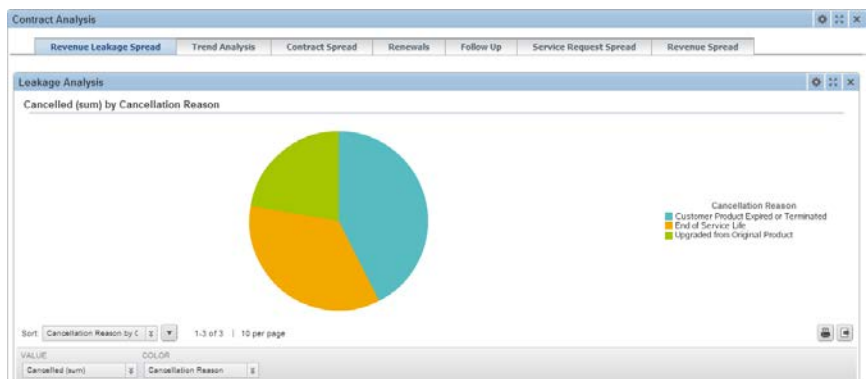


Figure 3. Revenue Leakage Spread for Cancellations and Terminations

## Contact Us

For more information about Oracle Service Contracts Extensions for Oracle Endeca, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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