

Oracle Depot Repair Information Discovery



Repair operations are plagued with hidden waste and costs: bottlenecks, delays, rework, and bad decisions; buying expensive new parts when old parts could be cheaply harvested or refurbished; not recovering money for parts that fail while still under the supplier warranty. Depot Repair Information Discovery helps eliminate this waste by providing a holistic view of reverse logistics, operations and service supply chain data that enables insight into the sources, root causes and remediation of operational inefficiencies.

KEY BUSINESS BENEFITS

- Decrease turn times
- Improve quality
- Reduce costs

Key Benefits at a Glance

To make operations more effective and efficient, managers need information on the sources and causes of waste. The data needed is captured in the ERP system, but traditionally requires IT data experts to aggregate and parse the data. This often means the operations manager only gets filtered and delayed data rather than a 360 degree view of what is really happening across the reverse supply chain.

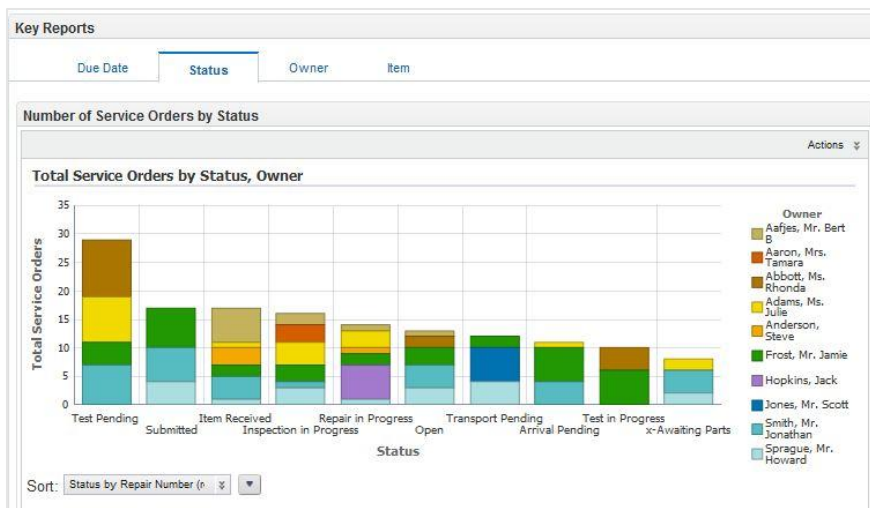


Figure 1. Key Report: Number of Service Orders by Status

The Depot Repair Information Discovery tool solves this problem by providing a plug-and-play module that aggregates operations, reverse logistics and service supply chain data in a user-friendly dashboard that allows subject matter experts to slice and dice the data across domains and to apply their experience and instincts to the data to create insight.



KEY FEATURES

- Identify and remediate aging, late, escalated and unassigned orders
- Identify and remove process bottlenecks and resource imbalances
- Continuously improve the speed, quality and cost of repairs
- Monitor performance of service centers, technicians, partners and suppliers
- Process, adjudicate and settle claims faster
- Improve claim recovery percentage
- Identify deadbeat suppliers and bad parts quickly

While traditional reporting tools and data warehouses require pre-determined, fixed relationships between entities, Information Discovery flattens the relationships between entities to enable free-form searching like an Internet search engine, and provides the ability to drill into ERP transactions to get the complete picture.

The Information Discovery tool enables a business to:

- **Decrease turn times.** Slow order processing means unhappy customers, competitive disadvantage, poor utilization and less business. Slow orders are often a result of process bottlenecks, order holds, sub-optimal resource assignments and inadequate training. With the right insight, these sources of delay can be reduced or eliminated.
- **Improve quality.** Mistakes, lost orders, processing errors, missing paperwork, test failures and rework cost time and money, make customers unhappy and make operations managers crazy. Pin-pointing where quality problems are occurring and finding the root causes enable the business to prevent future problems.
- **Reduce costs.** Rework, mistakes, unpaid warranty claims, expensive spare parts and sub-optimal resource assignments eat directly into the company's bottom line. Finding and remediating these unnecessary costs can positively impact the balance sheet for the entire company.

Key Features at a Glance

The Depot Repair Information Discovery tool is comprised of two separate modules: the Repair Order Dashboard and the Supplier Warranty Claims Dashboard. The Repair Order Dashboard provides visibility to current and past repair orders and all related reverse logistics and service supply chain data. It enables a manager to slice and dice the data and to drill down to specific repair orders in their native transactional screens.

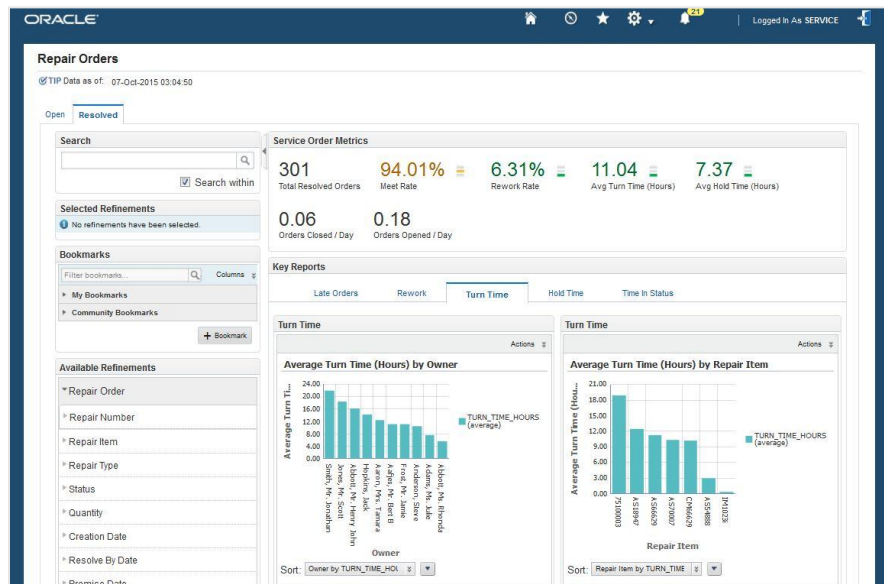


Figure 2. Repair Order Dashboard

The Supplier Warranty Claims Dashboard provides visibility to current and past supplier warranty claims, enabling a claims manager to see which suppliers are paying claims against them, and which are not paying, short-paying, disputing or delaying payment.

RELATED PRODUCTS

- Oracle Depot Repair
- Oracle Complex MRO
- Oracle Service Contracts
- Oracle Installed Base
- Oracle Teleservice
- Oracle Service Cloud
- Oracle Order Management
- Oracle Field Service
- Oracle Service Parts Planning
- Oracle Spares Management
- Oracle Projects

RELATED DOCUMENTS

- Depot Repair Data Sheet
- Outsourced Repair Data Sheet
- Waste Management Solution Data Sheet
- Oracle Service Cloud with Depot Repair Data Sheet

These two dashboards together provide the following key features:





- **Identify and remediate aging, late, escalated and unassigned orders.** Orders which require immediate action are displayed in bold colors at the top of the screen. Managers can quickly identify, expedite, resolve and re-assign critical orders.
- **Identify and remove process bottlenecks and resource imbalances.** Pre-built graphs show slow-moving process steps and workloads. Managers can remove bottlenecks and rebalance workloads quickly by optimally re-assigning orders, resolving holds and expediting orders and part requests.
- **Continuously improve the speed, quality and cost of repairs.** Pre-built graphs enable a manager to find and analyze costly rework, bad decisions and processing mistakes, and determine the root causes to reduce those costs on future repairs.
- **Monitor performance of service centers, technicians, partners and suppliers.** Pre-built graphs provide full visibility to the performance of individual technicians as well as groups, partners and suppliers, both internal and external. Managers can slice and dice data to investigate root causes of underperformance and ways to improve it.
- **Process, adjudicate and settle claims faster.** The Supplier Warranty Claims Dashboard provides full visibility to open and resolved claims, their status and how long they've been in process, as well as which suppliers are underpaying or not paying what they owe.
- **Improve claim recovery percentage.** The Supplier Warranty Claims Dashboard provides direct visibility to warranties, claim instructions, work orders and claim notes to make sure that claims are submitted with the right process, paperwork and timeframes to prevent costly rejections and delays.
- **Identify deadbeat suppliers and bad parts quickly.** Pre-configured graphs on the Information Discovery tool make it easy to compare the performance of different suppliers and the parts they provide, critical information during supplier evaluations and contract discussions.

These features provide the tools and insight to enable best-in-class reverse logistics, operations and service supply chains.

CONTACT US

For more information about Depot Repair Information Discovery, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.


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