ORACLE
Retail

Oracle Retail Order Management & Order Broker Cloud Operational Audit

Would you like a fresh set of eyes to evaluate your current business processes and make suggestions for improvement based on retail industry best practices? Could you use a review of your system setup and configurations to ensure that everything is running at maximum potential? Would you like an industry expert to review your internal processes and documentation and target areas for improvement? An Oracle Retail Order Management & Order Broker Cloud Operational Audit allows you to **leverage expert knowledge of your Oracle systems and receive immediate feedback for improving performance and processing through updated setup and configuration that is sure to guarantee that you are operating at optimal performance capability**.

WHAT IS AN OPERATIONAL AUDIT?

Oracle's Retail Implementation Consultants will meet with you onsite to conduct a complete review of your system configurations and documented operating procedures. In addition to reviewing your setup screen by screen, your Consultant will review all written processes surrounding Customer Service, Merchandising and Inventory, Payment and Deposit processing, Ecommerce and Store System Integration, Warehouse Fulfillment and Financial reporting. Following the completion of the audit, you'll receive an Audit Review Document that details expert findings and suggestions for increasing productivity through system performance fine tuning.

WHAT IS THE VALUE OF AN OPERATIONAL AUDIT?

We know that things change as your business grows and new product and service offerings are added along the way. Our expert consultants will take a look at the big picture and work in conjunction with you to suggest areas of improvement based on their vast knowledge and experience of the retail industry.

KEY FEATURES

- Identify configurations that require updating to meet your current business requirements
- Review job processing to ensure that scheduled tasks are running optimally
- Evaluate and adjust business processes to decrease processing time and prevent common errors
- Compile and analyze findings
- Provide a detailed Audit Review Document with suggestions for success

ORACLE

Key audit process topics include:

- Reviewing system configurations to include reason codes, payment methods, order types, System Control Values (SCVs) and more
- User setup, assigned roles and security settings review
- Payment processors, authorization service setup review including Integration layer configurations and performance
- Review of scheduled jobs and automatic system processing to optimize usage of queues and performance
- Revisit of your hardware footprint to improve overall performance and speed
- Review of all documented procedures for suggestion of streamlining business practices

HOW IS AN OPERATIONAL AUDIT CONDUCTED?

Our process is comprised of the following steps, designed to get meaningful, actionable results:

INTERACTIVE SESSIONS

- Your Oracle Consultant will facilitate a kick off meeting of up to 2 hours to review the scope of the audit, introduce stakeholders and agree upon an engagement schedule.
- Oracle will conduct a detailed review of up to 10 of your Standard Operating Procedure documents (SOPs) related to Order Management and Order Broker.
- An onsite business process review of your systems will be conducted over a period of up to 4 business days including up to 7 onsite interviews related to your day to day operational processes. Each interview may have up to 4 attendees from your internal team.

AUDIT DELIVERABLES

- Receive an Audit Review Document containing detailed findings and recommendations following the completion of the audit.
- Your Oracle Consultant will conduct a remote review meeting of up to 4 hours to review the Audit Review Document and document feedback and questions and update the document accordingly.
- A follow-up meeting will be conducted up to 2 hours to review the incorporated changes before the final Audit Review Document is delivered.

GETTING STARTED

Leverage Oracle's methods, tools, and extensive experience across diverse retail sectors and geographies. Working with Oracle's Retail Consulting provides you with a unified conduit to retail experts in Development, Support, and Global Delivery, having the entire Oracle team behind your success. To learn more, contact your local Oracle Sales or Consulting representative.

CONNECT WITH US

Email us at retail-central-consulting_ww@oracle.com, or visit oracle.com/goto/retail

b blogs.oracle.com/retail f facebook.com/oracleretail/ twitter.com/OracleRetail in linkedin.com/company/oracle-retail/

Integrated Cloud **Applications & Platform Services**

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