

Modern Financial Closing with Oracle Cloud

ORACLE
Customer Success
Services

Complete your period close process quickly, accurately, and efficiently every time with Oracle Fusion Cloud Services and expert operational support.

Manage the Complexity of the Financial Close Process

Closing the books is a complex process as multiple subledgers and modules such as payroll, payables, and cash management need to be closed one by one and consolidated to achieve an accurate report on time.

Your finance team must manage a multitude of process steps and dependencies across hybrid systems and applications against strict deadlines.

Oracle Financial Management automates accounting processes and delivers a single source of truth for global reporting and compliance management. With advanced automation and machine learning capabilities such as digital assistants, the solution is the most comprehensive, integrated, and scalable cloud financial system available.

With end-to-end operational support by Oracle Customer Success Services, you will have access to experts who can help you manage, monitor, and support the complex closing process per your schedule with Oracle Cloud. From start to finish, Oracle Customer Success Services will help you reliably meet your deadlines and compliance rules with accurate reports.

Oracle Supports Oracle Best

Oracle Customer Success Services has 1,000+ Oracle Cloud and Applications specialists worldwide who bring a wealth of experience to serve customers with complex environments and challenging business goals.

Flexible support offerings with service level agreements provide targeted support to address your unique requirements and help you make the most of your cloud-based financial management system. A designated Technical Account Manager in your region coordinates service delivery and escalation management and provides personal guidance to you and your team.

Reliably close your books on time

- Manage complexity and ensure fast financial close process execution
- Proactively prevent risk of process failures and delays
- Gain transparency and control
- Optimize process execution through continuous improvements

Related services

Oracle Cloud Priority Support: Prioritized issue resolution, personalized support, and guidance from a designated Oracle Technical Account Manager with application expertise.

Critical Process Management for SaaS: 24/7 period close process monitoring, expert advice on process improvements.

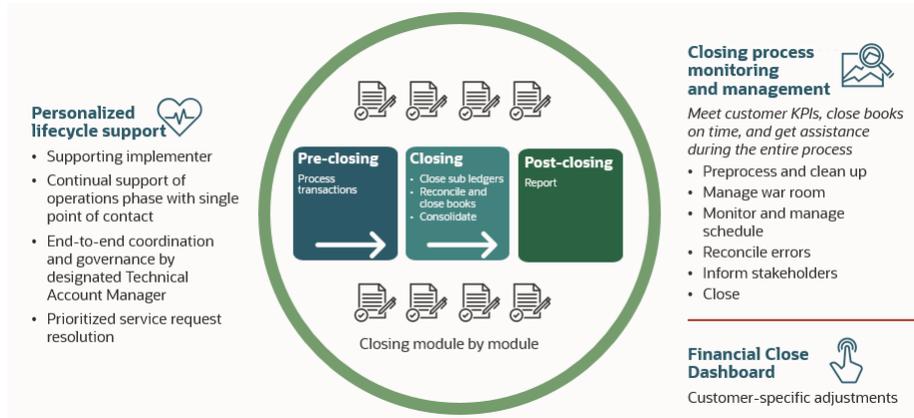
Oracle Regression Testing for SaaS: Automated and manual testing, and defect management.

Oracle Extension and Integration Support for SaaS: Oracle SaaS, PaaS, and on-premises applications. Response and resolution SLAs. Triage and follow up for non-Oracle issues.

Oracle Business Help Desk for SaaS: Assistance by SaaS functional and technical experts, issue resolution with SLAs, continuous improvement KPIs.

By Your Side Every Step of the Way

Specific to the financial close process, Oracle Customer Success Services provides targeted services and extended monitoring to ensure reliable execution before, during, and after the closing process.



End-to-end financial close process support by Oracle Customer Success Services



Personalized lifecycle support: Implementers will eventually move on when the project is complete. Customer Success Services Technical Account Managers stay engaged with their clients across the lifecycle of the cloud solutions and provide targeted guidance, escalation management, and prioritized issue resolution.



Closing process monitoring and management: A team of financial close experts will assist you during the entire process as much as you need, delivering against the KPIs you define. Based on a proven methodology and detailed process runbooks, the Oracle Customer Success Services team delivers comprehensive preclosing, closing, and post-closing activities including:

- Preprocess and clean up
- War room management
- Schedule monitoring and management
- Error reconciliation
- Keeping stakeholders informed constantly
- Process closure and reporting



Financial close dashboard: Oracle Customer Success Services will tailor and enhance dashboards to your specific requirements to give you an execution platform and a holistic view on a single pane, interactive drill downs, role-based reporting, as well as user friendly access and security management.

Leverage Oracle Financial Management Cloud and operational support by Oracle Customer Success Services for SaaS, and provide your business with a modern, well planned, and efficiently executed financial closing process.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success/run-and-operate/
Outside North America, find your local office at oracle.com/contact



blogs.oracle.com/customer-success-services/

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