

# Ship Your Goods Faster and at a Lower Cost

**ORACLE**  
Customer Success  
Services

Transport your goods quickly and cost efficiently worldwide with Oracle Transportation Cloud, Oracle Global Trade Management Cloud, and expert operational support.

## **Faster, Cheaper, More: The Global Race for Shipping Goods**

Shipping goods around the globe requires selecting the best transportation options to balance time and cost for your customers and for your company's success, as well as adherence to global trade rules.

Constant transparency and control are also crucially important. If you have a multitude of integrated systems and third-party components within your logistics processes, you'll need superior data flows to always know where your goods are and how your processes are performing.

**Oracle Cloud Applications can give you the efficiency and transparency you need in your logistics.**

Oracle Transportation Management runs all transportation activity across global, multimodal supply networks with effective shipment planning and execution. The solution creates scenarios to ensure optimal routing, the best carrier rates, lower transportation costs, and excellent customer service.

Oracle Global Trade Management centrally manages and automates global trade operations and compliance. The solution screens for restricted parties, sanctions, embargoes, and tariffs on both imports and exports, produces complete customs documentation to ensure on-time delivery, and mitigates the risk of penalties.

End-to-end operational support by Oracle Customer Success Services will let you achieve best results with your Oracle Cloud logistics. You will have experts by your side to support, manage, and monitor your processes and data flows from start to finish across integrated systems—keeping you constantly informed and in control.

## **Who Better to Support Oracle Than Oracle**

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.

## **Optimize shipments of your goods**

- **Superior cost/time ratio** through increased logistics efficiency and cost optimization
- **Constant transparency and control** through end-to-end shipment management across integrated systems, and customized dashboards and reporting for holistic supply chain visibility
- **Global trade compliance** through screenings and regulations management

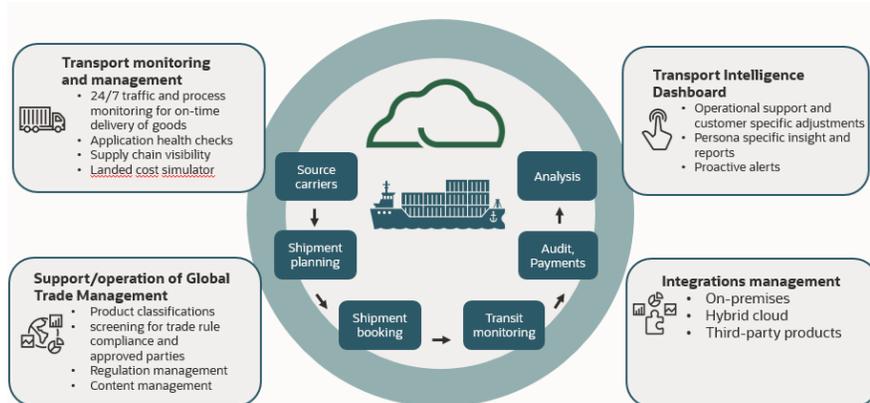
## **Related Services**

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

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 logistics. A designated Technical Account Manager in your region coordinates service delivery and escalation management and provides personal guidance to you and your team.

## Transparency and Control

Oracle Customer Success Services offers targeted services for transportation management.



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



**Transportation monitoring and management:** Customer Success Services keeps an eye on your goods with 24/7 traffic and process monitoring for on-time delivery and supply chain visibility. Application health checks ensure high performance and availability.



**Transport Intelligence Dashboard:** Dashboards are tailored and enhanced to your specific requirements to give you user specific reports and business intelligence, ad hoc analysis, and proactive alerts



**Integrations Management:** Spanning across on-premises, hybrid cloud, and third-party enhancement support, Oracle Customer Success Services takes break-fix ownership of complex issues to get them resolved quickly and avoid finger pointing.



**Support and operation of Global Trade Management:** Oracle Customer Success Services helps you transport your goods in accordance with international trade rules through compliance screenings, regulation management, and content management.

Take advantage of Oracle Cloud Applications and operational support by Oracle Customer Success Services to stay ahead of your competitors in the global race for shipping goods.

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## Connect with us

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