

Manufacturers and High-Tech Companies Need to Transform to Digital

ORACLE

Solution Overview: Oracle CX for Manufacturing and High Technology

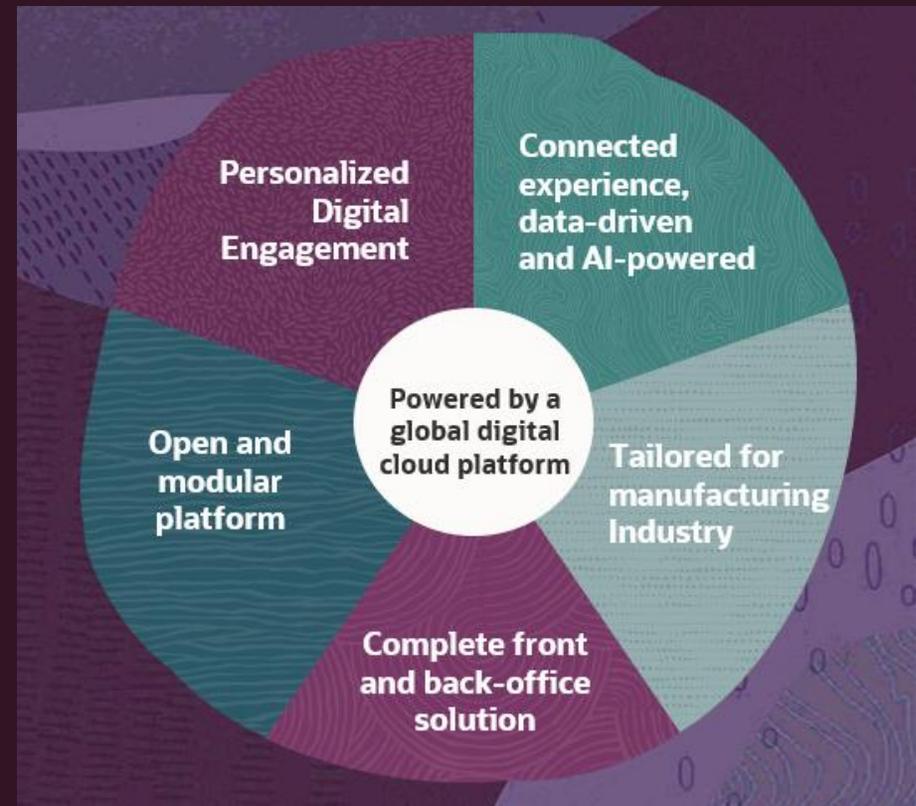
The world has changed, and companies need to implement advanced digital capabilities to win.

Connecting and unlocking the value of data in real time to fully understand the customer is the foundation for success in the experience economy. Digital innovation allows manufacturers to reconcile customer and asset data, to anticipate customer needs in the moment, drive efficiency, and increase value. Connected intelligence enables companies to surface relevant, contextual customer data and content to create the proper blend of sales and service that gives them the competitive advantage. Manufacturing and tech executives who want to succeed must focus on digital implementation and a frictionless customer experience in the current landscape.

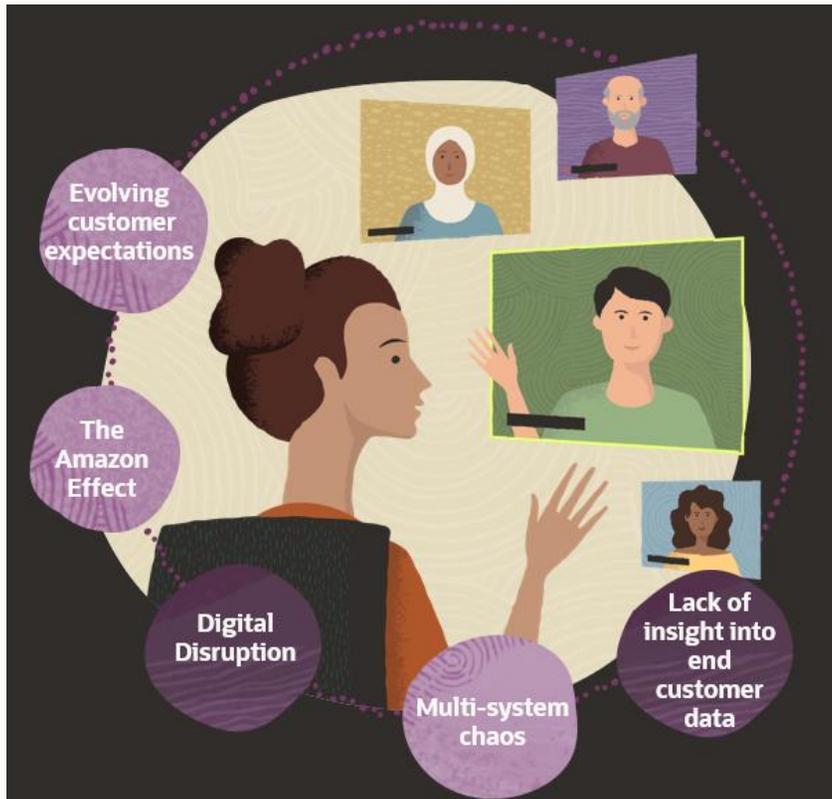
Solution Overview

Oracle has decades of leadership in meeting the manufacturing and high tech industries' most stringent requirements at scale, activating the core requirements of the industry to be forward thinking and innovative for the transition to digital. All of this is deployed on Oracle Cloud Infrastructure with next-gen data centers and a global reach- this means a single platform for global, multi-country requirements. Oracle provides a multinational hierarchy to map out global organizations in terms of the processes and complexity that results.

Oracle's data-driven unified platform helps manufacturers have a complete 360- degree customer view and the data connected to asset sales resulting in the ability to increase customer digital interactions with a frictionless experience enabling cross and up sell opportunities. This results in an enhanced renewal rate, greater rate of transitioning customers to subscription models, and driving new revenue as a service. With the connected front and back office as well as the extended supply chain, Oracle's industry-tailored solution gives companies the competitive advantage needed to fully transition to digital and win wallet share.



Manufacturing and High Tech Companies Compete on CX in the Digital Age



Challenges

Companies lack a unified experience needed in order to create a proper 360 customer profile and link to the sale of assets, so they don't fully understand the customer.

Companies have grown rapidly and expanded through acquisitions with multiple brands and as a result they have multi-system chaos- fragmented processes, multiple systems to track, and legacy systems which decrease productivity.

Companies are faced with demands for new business models and figuring out how to make the transition and leverage their investments like IoT and managed services.

Solution Benefits

Oracle helps companies create a fully digital transformation to create the contactless and touchless customer experience that increases loyalty and financial value

Oracle's fully digital experience with the customer 360 really extends the front office to the back office specifically with regard to the supply chain. The supply chain extends into the customer experience and fragmentation is minimized.

Complete, market-leading solution from a single vendor – An end-to-end unified solution tailored to the manufacturing industry with a cohesive information model delivered on the Oracle Cloud. Where the industry is currently product focused vs relationship and subscriptions, this solution allows companies to tie the asset to the customer and experience the benefits of that cohesive structure.

The Oracle platform for manufacturing and high tech companies negates the need for these companies to otherwise manage multiple components and legacy systems across various clouds, with differing pricing schemes and operational models. Oracle provides a single data model and unique person identity in Fusion cloud applications.

With Oracle, companies can accelerate innovation, reduce customer service costs, increase service revenue and improve field service productivity while increasing customer loyalty and advocacy.

Solution Highlights: CX Manufacturing Platform Capabilities

Digital Sales and Marketing

Customer centric digital engagement

Digital Omni-channel marketing, promotions and recommendations

Net new and Install base sales and marketing execution

Sales Planning, Optimization and Execution

Channel partner revenue and compensation management

Deal Negotiation, configurations, quote and contract

Enterprise Services Management

Digital Omni-channel service and engagement

Manufacturing Industry user experience, processes and data model

Contract, warranty, subscription and renewal management

Field service and partner resource optimization

Service inventory, returns, depot and **logistics management**

Order management, fulfillment, billing and payment



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