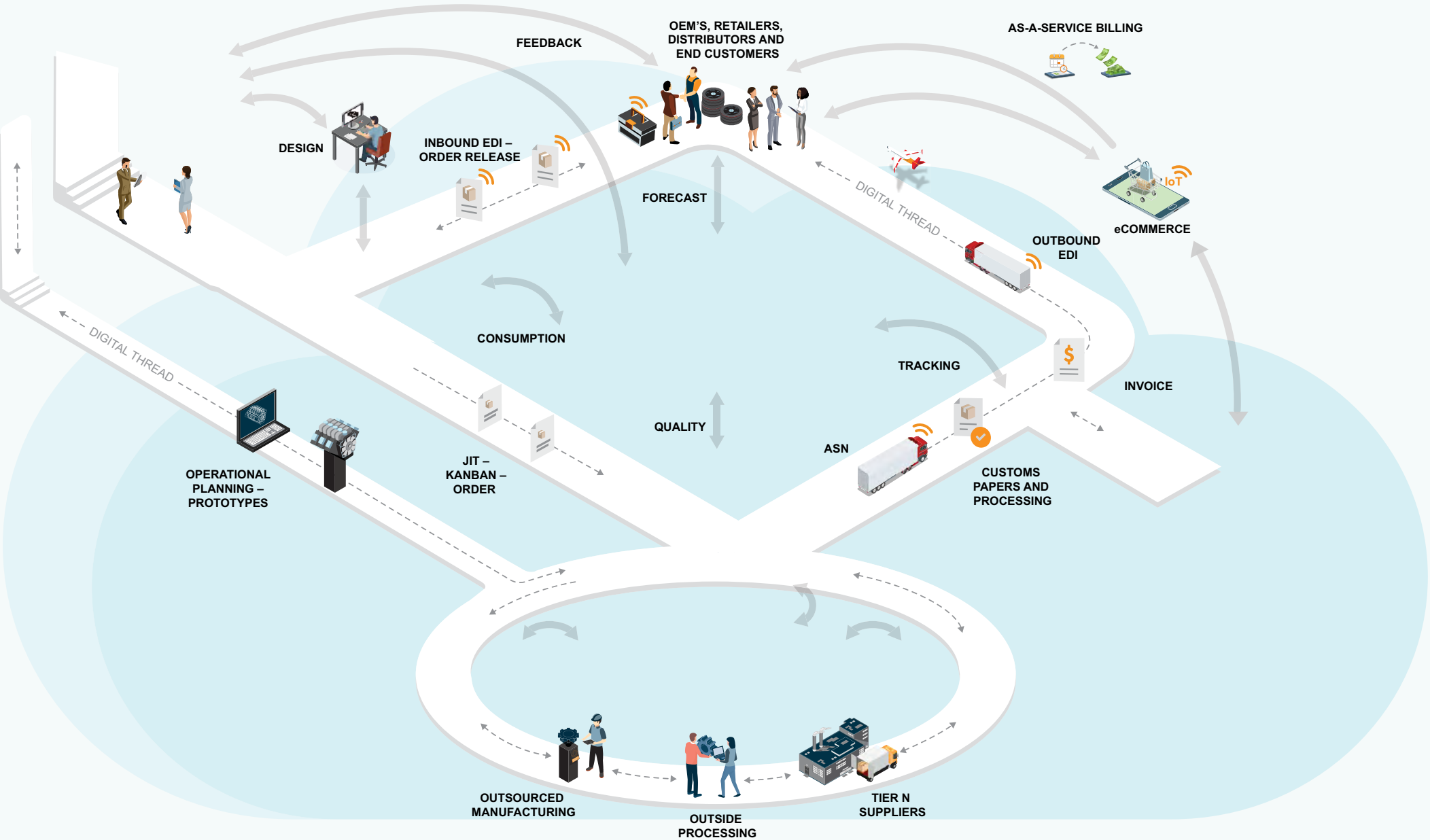


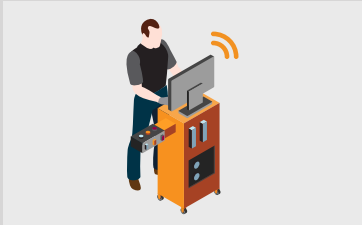
Industry Value Map – Automotive Suppliers



Oracle provides a complete, integrated set of solutions to meet the complex needs of automotive suppliers. Oracle enables access to information and creates flexibility to effectively anticipate, manage, and respond to rapidly changing automotive and manufacturing demands for all enterprise processes across all lines of business.



Oracle provides a complete, integrated set of solutions to meet the complex needs of automotive suppliers. Oracle enables access to information and creates flexibility to effectively manage the supply chain.



Product Planning | R&D Engineering

Manage product lifecycles systematically. Innovate, reduce cost, and deliver profitable products while collaborating with all parties in the supply chain.

Roles: CTO, VP Research & Development, VP Product Management, VP Engineering, VP Hardware, VP Software, VP Business Development, VP Sales

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Automotive customers expect incentivized pricing, a wide range of models, and rapid time to market. Due to these high expectations—and the emergence of personalized automobiles—suppliers are feeling the pressure to accelerate innovation and stay ahead of the competition by supporting tomorrow’s digital landscape today. To do so they need a robust, intuitive product lifecycle solution as digitization and new disruptive technologies are shrinking product lifecycles and pushing the industry toward service-based business models. Increases in software-led innovation, combined with the move to cloud-based offerings, means product development cycles are shifting from linear to continuous.</p>			<p>And as companies produce more complex technology products and services, they can only afford to invest in the very best ideas. To stay ahead of the competition, leading automotive supplier companies need to digitally transform their innovation and product development processes.</p> <ul style="list-style-type: none">● Delivering the right product to market at the right time.● Improving innovation NPI and financial performance.● Shifting business models to support delivering products as service-based offerings.● Managing shrinking product lifecycles and the pressure to get to market before competitors.		<ul style="list-style-type: none">● Managing increasing complexity in products, design networks, supply chains, and manufacturing.● Enabling collaboration in product development, and synchronizing designs between internal and external teams.● Maintaining quality while controlling costs.	

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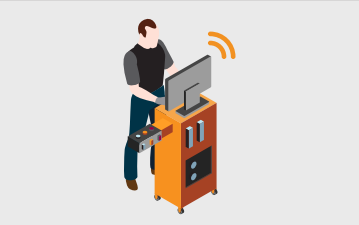
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<p>Oracle’s Connected Digital Innovation solution is a modern cloud platform that enables the creation of a digital thread capable of tracking the automotive supplier product lifecycle from idea to inception—through release, in-field use, and service. Comprised of a suite of Oracle Cloud products that can be chosen to meet specific needs, the solution provides a closed-loop innovation cycle that integrates quality data, user feedback, Internet of Things-enabled product usage analysis, and collaboration across the value chain. This enables automotive suppliers to reduce time to market, while improving quality and customer satisfaction.</p>			<ul style="list-style-type: none">● Fuel the innovation pipeline with ideas from customers, social media, market insights, and Internet of Things data about product usage.● Improve innovation by using a defined process with objective evaluation criteria to ensure the best ideas are progressed.● Manage portfolio and development to improve ROI and NPI, with better time to market, compliance, acceptance, and development costs.● Support real-time design collaboration across LOBs, suppliers, partners, and customers through shared master data management and visualization.		<ul style="list-style-type: none">● Centralize CAD-agnostic product design, engineering, repair, and change data.● Thread detailed specifications, digital assets, and product attributes via a single enterprise product record, to accelerate downstream processes and streamline launches.● Drive continuous improvement by integrating enterprise-wide quality processes across all organizations.● Integrate customer feedback, quality data, and regulatory checks in a closed-loop, workflow-automated system.	

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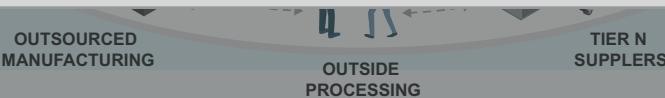
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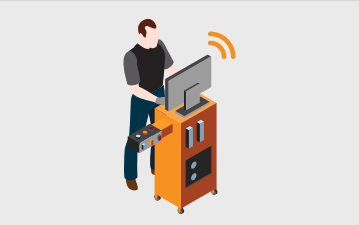
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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
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<p>Innovation Management Cloud →</p> <p>Accelerates and streamlines innovative ideas by collecting feedback from the customer, partner, supplier, and internal resource ecosystem. Social collaboration and embedded analytics enable faster decision-making and traceability, allowing key decision-makers to become more data driven, and results-oriented.</p>	<p>Product Hub Cloud →</p> <p>Controls enterprise product data and processes securely, and helps businesses rapidly commercialize products for globalized manufacturing and multi-channel commerce.</p>	<p>Project Portfolio Management Cloud →</p> <p>Provides integrated project management that helps plan and manage resources, and oversee innovation, design, product release, and quality-management activities.</p>
<p>Product Development Cloud →</p> <p>Provides a product lifecycle management (PLM) solution designed to help organizations accelerate time to market by managing and coordinating product development data and processes.</p>	<p>Quality Management Cloud →</p> <p>Drives best practice from issue to resolution, with a unified platform designed to enable quality visibility, collaboration, and execution.</p>	<p>Internet of Things Asset Monitoring Cloud →</p> <p>Monitors sensors on suppliers' connected products in real time, and analyzes unique usage patterns to identify issues and product enhancement opportunities.</p>



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<ul style="list-style-type: none">● How can you release new products ahead of the competition?● How can you reduce development cycle times?● How do you evaluate research and development (R&D) performance and processes?● How do you review and make decisions about funding for new product development or sustained engineering?● Can you manage the delicate balance between cost, speed, quality, and meeting customer expectations?			<ul style="list-style-type: none">● Are you delivering the right products to the market fast enough?● Do you have the right portfolio mix to meet short-term revenue and long-term growth goals?● How do you align initiatives to corporate objectives?● Do you have a process for monitoring and objectively evaluating projects to make go/no-go or kill decisions?● How many quality systems are you using? Are you comfortable with the results?		<ul style="list-style-type: none">● How are quality issues surfaced within your organization? Is it difficult to get product feedback from the field or from manufacturing?● Do you have an Internet of Things strategy to provide feedback to engineering?● Are you monitoring assets or social sites for automated feedback about product management or quality?	

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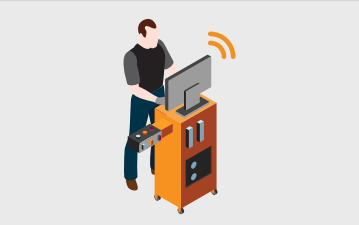
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Metric	Description	Unit of Measure
Revenue from new products	Measures innovation and vitality impact	%
ECO cycle time	Measures agility and responsiveness of the engineering function—for engineer-to-order manufacturing model	Days
Product development cycle time	Measures efficiency of the product development process—from product concept to prototype to production	Months
End-of-life costs	Measures what it costs to phase out a product as a percentage of revenue	%
New-product margins	Measures margins associated with new products introduced in the last two years	%
Revenue lost as a result of product development delays	Measures annual sum of revenue lost due to delays (schedule slippage resulting in delayed product launch, customer order cancellations, customer penalties, etc.)	%
R&D expenses	Measures R&D expenses as a percentage of revenue	%
Scrap and rework cost	Measures effectiveness of the product development process in terms of annual cost related to scrap and rework driven by eco cycles and design issues	%

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Leading disk-drive manufacturer

A leading infrastructure provider for data centers, communications networks, and industrial facilities

[Samsung Electro-Mechanics](#) (case study) – Reduced ERP data for all product types by deploying the Oracle Advanced Compression solution.

Challenges:
Due to expanding manufacturing operations, Samsung Electro-Mechanics needed to introduce a cost-effective, easy-to-use solution capable of accommodating ERP data growth. The organization also sought to improve system performance and increase work efficiency—for example, by generating reports for electronic component production, sales, and distribution.

Quote:
“Oracle Advanced Compression provided the simplicity and efficiency that we required to manage our exponential ERP data growth. We can now automate data compression, maximize our storage utilization, and reduce costs.”
Soonku Park, Senior Manager, Information Strategy Group, Samsung Electro-Mechanics

- Results:**
- Increased operating efficiency by reducing CPU usage rates by up to 30%.
 - Compressed ERP data by 30%, and maximized storage utilization and tracking to achieve projected savings of more than US\$2.6 million in total cost of ownership over five years.
 - Achieved faster response times, including component inventory status and production scheduling.

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Leading disk-drive manufacturer – Moved three Fortune 500 companies to the cloud for a single source of truth for product data.

Challenges:
Consolidation is prevalent in the disk-drive industry, and as one of the biggest manufacturers (a US\$20 billion company), this organization had already bought up considerable assets. Revenue went from US\$5.3 billion to US\$8 billion in a year due to the acquisitions; however, the two newly acquired organizations were SAP customers, creating integration challenges. The biggest issue was that production data was segregated across disparate legacy systems.

Results:

- Reduced IT costs through common systems across all business units.
- Integrated to EDQP for auto classification of product information.
- Rationalized business attribution and data cleansing.
- Standardized cloud process across its three entities.

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 **SAMSUNG**
ELECTRO-MECHANICS

Leading disk-drive manufacturer

A leading infrastructure provider for data centers, communications networks, and industrial facilities

A leading infrastructure provider for data centers, communications networks, and industrial facilities – Implemented Oracle Innovation Management Cloud for requirements management and traceability.

Challenges:
Tie marketing/customer requirements (from field engineers) through to product requirements and track to any corresponding engineering changes. Manage requirements across the complete lifecycle of the product, and maintain a single platform to document, revise, release, and distribute requirements across all functional teams

Quote:
“We can now tie customer requirements to engineering requirements to the tests we have completed for our records. Something that we could not do previously. We have also put in place a standard operating procedure for the entire global community for this business area. Very challenging but we did it.”

Global Project Lead

- Results:**
- Implemented Oracle Innovation Management Cloud requiring multi-language and global data protection regulation, including operations in North America, China, India, and Europe, consisting of a 600-person user base.
 - Improved ability to tie customer requirements to engineering requirements to the tests completed.

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Analyst report: [Aberdeen – Innovation Management](#)

Analyst report: [CIMdata – Oracle’s PLM Cloud Connects Product Master Data from Ideation to Commercialization](#)

Analyst report: [Kalaypso and Oracle – How to Manage Innovation as a Business](#)

Executive brief: [Oracle PLM Cloud](#)

Executive brochure: [Oracle Product Hub Cloud](#)

Data sheet: [Oracle Innovation Management](#)

Executive brief: [Oracle Product Development](#)

Podcast: [Oracle Innovation Management](#)

Solution brief: [Three Tenets of Modern Product Lifecycle Management Cloud](#)

White paper: [Oracle Advanced Compression](#)

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Sales Operations | Marketing

Execute targeted marketing, integrate channel partners, forecast globally, employ high-margin deal/pricing strategies, capture sales orders, manage promotions and sales incentives, and leverage actionable intelligence for better decision-making.

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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Technology-driven trends are forcing automotive supply chain companies to find creative new ways to engage with their entire ecosystem—from OEMs and suppliers to retailers, distributors, and customers—earlier in the sales cycle. It is paramount for automotive suppliers to differentiate their brands from competitors and embrace the diverse mobility, autonomous driving, electrification, and connectivity the market demands.			<ul style="list-style-type: none">● Managing the increasing number of sales channels and efficiently capturing orders from OEMs, suppliers and partner websites, resellers, and other third parties.● Meeting customers' expectations for common user experiences across channels.● Coping with increased order management complexity due to M&As—many companies are running multiple order capture and fulfillment systems.● Supporting new business and revenue models built around subscription- and/or consumption-based billing.		<ul style="list-style-type: none">● Implementing new product bundling and pricing strategies to take advantage of market shifts.● Growing sales with effective partner communication and channel management.● Maintaining a comprehensive view of customers to maximize value, revenue, profits, and customer satisfaction.● Gaining a complete and accurate customer profile—with brand associations, preferences, purchase histories, and other relevant information.	

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Oracle's Deliver-Anything-as-a-Service solution enables automotive suppliers to deliver omnichannel customer experiences while providing flexibility for new revenue models. Automotive suppliers can help nurture customers and prospects through the lead-to-cash process across all their channels, while using insights to predict new sales, services, and engagements. They can also streamline fulfillment across multiple systems, through order orchestration and global order promising. Monetization models enable new digital offerings, from basic recurring revenue to sophisticated usage-based services, to be deployed quickly to generate more predictable revenue streams.			<ul style="list-style-type: none">Managing OEM demand and delivery of products and services across business systems and channels seamlessly.Streamlining order fulfillment across multiple systems by supporting inbound EDI data.Nurturing customers, tier-N suppliers, and prospects through the lead-to-cash process across all channels.Gaining the insight needed to predict new sales, services, and engagements.Leveraging monetization models to enable new digital offerings.		<ul style="list-style-type: none">Managing and analyzing individual marketing campaigns and prioritizing investments by simulating expected results.Automating closed-loop customer segmentation models, campaigns, and lead management for targeted pricing/incentive programs.Creating new opportunities by harnessing 360-degree insights from customer/market data.Managing partners using a comprehensive and integrated partner relationship management system, as part of a complete campaign-to-cash process.Configuring, pricing, and selling product and service bundles based on customer expectations, preferences, and behaviors.	

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<p>Eloqua and Content Marketing Cloud → Helps connect and analyze the behaviors, and activities of OEMs, suppliers, customers, and prospects—engaging and nurturing them along the purchase path.</p> <p>Sales Cloud → Provides a comprehensive sales automation solution that connects key sales business processes and helps drive performance through customer insights.</p>	<p>CPQ Cloud → Ensures products and services are correctly configured, priced, and quoted.</p> <p>Commerce Cloud → Enables businesses to create exceptional online buying experiences.</p> <p>Order Management Cloud Acts as the hub for order entry, ATP, and orchestration across multiple ERP systems.</p>	<p>Project Portfolio Management Cloud → Helps manage the execution and delivery of complex installation projects.</p> <p>Subscription Management Cloud → Manages product-as-a-service revenue models.</p>
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<ul style="list-style-type: none">● Do you have difficulty planning, executing, and collaborating on projects across the enterprise?● Do you have difficulty orchestrating orders across business lines?● Do you have legacy ERP systems that are specific to one or more divisions? Could decommissioning them and moving to a common standard save you money?● Are you able to configure and quote products and services using existing customer pricing agreements—regardless of channel?			<ul style="list-style-type: none">● Are you planning to offer complete product/ service solution bundles? Could you provide a common customer experience across all channels?● Do you hear complaints about usability issues with your current commerce applications? Are these apps mobile-friendly?● Is your business expanding into new regions that your IT infrastructure and applications do not serve?			

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	Metric	Description	Unit of Measure
Marketing	Qualified leads	Measures converting leads generated into qualified leads	%
	Campaign response rate	Measures targeting of campaigns and increased response rates	%
	Campaign time to market	Measures average cycle time of taking a campaign from concept to launch, across any channel	Months
	Cost per campaign	Measures average cost of a marketing campaign run across any channel	\$
Sales	Cost per lead	Measures the cost of generating a lead across all marketing channels	\$
	Customer acquisition rate	Measures the rate at which new customers are added to the existing customer base, net of churn (e.g., customers lost / defected)	%
	Return on marketing investment	Measures marketing effectiveness—the revenue leverage delivered by marketing spend	%
	Sales and marketing costs	Measures sales and marketing costs or budget as a percentage of total revenue	%

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	Metric	Description	Unit of Measure
Marketing	Indirect channel	Measures sales from non-direct channel	%
	Average deal size	Measures average size of customer orders booked annually	\$
	Close rate	Measures converting qualified opportunities pursued into revenue-generating orders	%
	Cross-sell rate	Measures the percentage of customer orders on which multiple products are sold	%
Sales	Length of sales cycle	Measures length of sales cycle from identification of opportunity to close of sale	Days
	Order processing time	Measures time taken to process a customer order that is received	Days
	Order management	Measures total cost of managing orders from capture to completion as a percentage of revenue	%
	Orders returned	Measures orders returned as a percent of total	%

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[Mack Truck](#) (video) – Overhauled its marketing approach with modern Oracle Cloud CX suite.

Challenges:

Mack Trucks sought to modernize and digitize its marketing mix. Social channels were underutilized and difficult to scale and track back to marketing ROI. Buyer behaviors were changing—with potential customers self-educating and entering the funnel at a more advanced stage.

Quote:

“Oracle enables us to be more engaging, insightful, and responsive—and consistently deliver a rewarding customer experience across our social media channels—all from a single, unified platform.”

John Walsh, Mack Vice President of Marketing

Results:

- Increased social presence, scalability, and engagement.
- Established a platform for integrated, multi-channel campaigns with the ability to track social contribution.
- Gained the ability to deliver personalized content and progress leads.

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[Trimble Navigation](#) (case study) – Deployed an Oracle cloud-based configuration solution to help customers select the right products faster.

Challenges:

As Trimble expanded into new markets and more remote regions, it needed an easy-to-use tool to help partners get their sales operations up and running quickly.

Quote:

“Oracle streamlines the entire opportunity-to-quote-to-order process enabling us to deliver a superior customer experience through all channels.”

Angela Driver, Director, Business Systems and Service, Trimble Navigation

Results:

- Freed up resources—80% of its SITECH channel partner base no longer needs assistance from Trimble’s account team for quotes.
- Realized 10% to 15% in incremental revenue.
- Enabled Trimble to go directly to consumers working with their partners, lowering the cost of the sale and enabling more low- or no-touch sales.



OUTSOURCED
MANUFACTURING

OUTSIDE
PROCESSING

TIER N
SUPPLIERS

TECHNOLOGY

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[Avaya](#) (video) – Deployed a scalable partner management platform using Oracle Sales Cloud, PaaS, Java Cloud, and Integration Cloud Service.

Challenges:

The company was struggling with ongoing maintenance of a custom-built legacy platform. It needed a more cost-effective approach, and was looking for a cloud-based solution that could scale.

Quote:

“From the time we start marketing through selling and providing services, we use Oracle Marketing Cloud to generate leads, Sales Cloud for partner management and incentive comp, and Social Cloud to manage the relationships end to end.”

Fari Ebrahimi, Sr. VP & Global CIO, Avaya Inc.

Results:

- Reduced customizations by 80% using open standards instead of proprietary toolsets.
- Created a next-generation platform to serve half a million customers on five continents..

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Analyst report: [Forrester – Wave B2B eCommerce Suites](#)

Analyst report: [Gartner – Magic Quadrant for Sales Performance Management](#)

Analyst report: [McKinsey & Company – Disruptive Trends That Will transform the Auto Industry](#)

eBook: [Oracle CPQ Cloud: Sell More. Sell Faster. Sell Anywhere](#)

Infographic: [Subscription Commerce is Here – Are You Ready?](#)

Video: [Modern Supply Chain](#)

Video: [Simplify Business-to-Business Messaging in the Cloud with Oracle's Collaboration Messaging Framework](#)

WSJ article: [Manufacturers Must Gear Up for the “As-a-Service” Economy](#)

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Integrated Business Planning

Drive optimal executive decision-making by aligning strategic objectives and operational plans of key resources—people, equipment, inventory, materials, time, and money—to effectively and profitably satisfying the entire ecosystem.

Roles: CEO, COO, CFO, VP Logistics, VP Supply Chain, VP Manufacturing, VP Sales, VP Operations, VP Marketing, VP Engineering, VP Finance

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Automotive suppliers are facing increased competition, commoditization, and globalization. They are also dealing with shorter product lifecycles and the pressure to introduce new service-based business models. To survive, they need to ensure excellence in both operational and strategic management, laying the foundation for continuous innovation.			<ul style="list-style-type: none">● Eliminating pervasive information silos that limit visibility, hamper collaboration, increase costs, and inhibit innovation.● Using clear, objective analysis to remove the emotional bias from the decision-making process.● Responding quickly and accurately to demand fluctuations.● Integrating strategy, planning, and execution into a seamless process.		<ul style="list-style-type: none">● Creating and aligning enterprise-wide strategic plans for profitability, resource allocation, and performance optimization.● Integrating shifting NPI plans and priorities with ongoing operational planning.	

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Integrated Business Planning

Drive optimal executive decision-making by aligning strategic objectives and operational plans of key resources—people, equipment, inventory, materials, time, and money—to effectively and profitably satisfying the entire ecosystem.

Roles: CEO, COO, CFO, VP Logistics, VP Supply Chain, VP Manufacturing, VP Sales, VP Operations, VP Marketing, VP Engineering, VP Finance

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Oracle’s Integrated Business Planning and Execution solution aligns finance, sales, and operational metrics to meet the automotive suppliers’ corporate goals. This ensures executives have the insights to make critical decisions at the right time. By predicting and responding to identified gaps in business performance, organizations can achieve substantial benefits to their bottom line. Automotive suppliers that operate a well-run, monthly integrated business planning process are more efficient, more effective, and more profitable than those that don’t.</p>			<ul style="list-style-type: none">● Obtaining the insights to make critical decisions at the right time.● Predicting and responding to identified gaps in business performance.● Driving intelligence across the enterprise by linking strategic, financial, and operational management processes.● Creating a single source of truth for generating strategic and operational plans that enable accurate decision-making aligned to corporate goals.		<ul style="list-style-type: none">● Reviewing key performance metrics against industry benchmarks and desired targets aligned to strategic corporate goals.● Using scenario planning across an integrated set of financial, sales, and operational plans to optimize business performance.● Calculating the risk associated with all strategies and plans, and understanding the variables that have the most impact.● Streamlining annual planning and budgeting cycles using a monthly integrated business planning process.	

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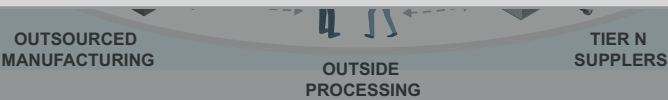
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<p>Supply Chain Planning Cloud →</p> <ul style="list-style-type: none">● Provides a complete sales and operations planning (S&OP) solution for aligning organizations around an integrated operating plan to meet strategic business goals.● Enables accurate sensing, predicting, and shaping of customer demand through a comprehensive demand-planning application.● Enhances operational efficiency and customer satisfaction by planning item, material, and component supply, monitoring supply performance, and responding to demand, availability, and resource issues as they occur.	<p>Enterprise Planning and Budgeting Cloud Service →</p> <ul style="list-style-type: none">● Enables organizations of all sizes to adopt an enterprise-wide and department-level planning and budgeting process.● Allows users to create multiple what-if scenarios with sophisticated modeling and predictive analytical capabilities.● Helps meet business objectives by creating goal-oriented reports, and dashboards.	<p>Profitability and Cost Management Cloud Service →</p> <ul style="list-style-type: none">● Empowers business users with the insight and flexibility to increase profitability.● Provides actionable insight into allocation-based business processes, by seamlessly combining data from financial and operational systems.● Provides the transparency to support analysis within today's automotive supply chain enterprises. <p>Blockchain Platform →</p> <ul style="list-style-type: none">● Manages a comprehensive distributed ledger cloud platform to reliably share data and conduct transactions with suppliers, banks, and other trading partners.
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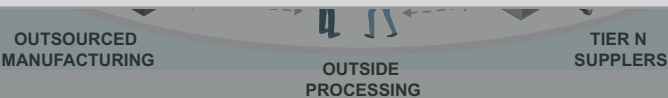


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<ul style="list-style-type: none">● How do you proactively manage your business performance to achieve your short-term, mid-term, and long-term business objectives and profit goals?● Do you have an artificial intelligence and analytics solution that can provide timely, actionable information throughout the business process?● Are your financial plans in line with operational plans?● Can you evaluate alternative what-if scenarios in the formation of budgets, strategies, and operational plans?● Can you drill down and understand the root causes for issues and gaps?			<ul style="list-style-type: none">● How can you break down internal organization silos and drive the plan to maximize performance?● How do you manage increasing demand volatility and supply complexity?● How can you increase the agility, flexibility, and value in the supply chain?● Can execution characteristics, capabilities, and constraints be modeled correctly in order to gain an achievable strategic plan?		<ul style="list-style-type: none">● Can you clearly understand variances—from a budget to a plan, or a baseline to a scenario, at operational and financial levels?● Can you evaluate alternative what-if scenarios in the formation of budgets, strategies, and operational plans?	



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Metric	Description	Unit of Measure
Forecast accuracy	Measures variance between quarterly revenue forecasts and quarterly revenue actuals, relative to actual revenue achieved	%
Sales admin time	Measures salespeople’s time spent on administrative activities	%
Supply chain planning costs	Measures supply chain planning and forecasting costs as a percentage of sales	%
Direct material spend	Measures direct material spends relative to total sales	%
Perfect order fulfillment	Measures the percentage of orders 1) delivered on time and in full to request date AND/OR to commit date; 2) that meet the customers three-way match (invoice, PO, and receipt); and 3) have no product quality issues. (Source SCOR)	%
Inventory turns	Measures velocity of inventory (before, during, and after manufacturing) relative to sales	#
Supply chain management costs	Measures the fixed and operational costs associated with the plan, source, make, and deliver supply chain processes.	%

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[Cummins Inc.](#) (case study) – Decreased cost and increased revenue by deploying several Oracle Cloud solutions.



Challenges:

Cummins needed a strategic, unified process that could help them lower their IT run costs and overall product costs.

Quote:

“We had five different systems, 352 interfaces, thousands of organizations, and little appetite for change. To win people's hearts and minds, we had to help them understand that the world had changed. They would be able to leverage new innovations every six months, but sometimes that meant changing their process in order to adopt the technology. In year one, we had 98 percent user adoption.”

Fabio Fukuda, Director Global HRIS & Analytics, Cummins Inc.

Results:

- Reduced high-risk suppliers, and created a multisourcing supplier platform that reduced supplier failures.
- Standardized the data entry process for trading partners—especially partner location—to ensure consistency and control after shipments leave the warehouse.
- Improved customers’ receiving processes and reduced inconsistencies in shipment information throughout the supply chain.



OUTSOURCED
MANUFACTURING

OUTSIDE
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TIER N
SUPPLIERS

TECHNOLOGY

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[NCR—Texas Digital](#) (video) – Increased speed and agility at lower cost with Oracle ERP Cloud and SCM Cloud.

Challenges:

After acquiring Texas Digital, NCR recognized that the business was being run on extremely outdated systems and processes.

Quote:

“We deployed Oracle SCM and ERP. Moving to the cloud will not only give us the agility, it will also help us decrease our cost model.”

Chris Neff, Senior Director, IT, NCR

Results:

- Faster time to value with lower cost for new feature implementation.
- Growth driven with easy scalability.
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[ARRIS](#) (video) – Moved to the Oracle Cloud to drive their next phase of growth.

Challenges:

- Fragmented and disconnected systems due to multiple acquisitions.
- Lack of timely data to manage business effectively.
- The need for scalable systems and processes for future mergers and acquisitions.

Quote:

“ARRIS is driving the adoption of cloud technology in our own industry to accelerate innovation in internet and video services, so we recognize Oracle Cloud’s power to improve efficiency, scale, and speed for our customers on a global level.”

Phil Baldock, Chief Information Officer, ARRIS

Results:

- Integrated multiple, disparate systems from procurement and payment to product design.
- Improved customer satisfaction by reducing lead times and accurately promising delivery dates.
- Reduced costs and increased efficiency by standardizing and reducing the number of processes by 30%.
- Improved productivity and visibility by replacing 19 project management applications with one.

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Data sheet: [Oracle Demand Management Cloud](#)

Data sheet: [Oracle Sales and Operations Planning Cloud](#)

Data sheet: [Oracle Supply Planning Cloud](#)

eBook: [Oracle Planning and Budgeting Cloud: Complete Planning, Budgeting, and Forecasting Solution](#)

eBook: [Why Supply Chain Leaders are Moving to the Cloud](#)

Infographic: [Increase Business Agility, Enable Insightful Decision-Making, and Achieve More with Fewer Resources](#)

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Supply Chain Management

Drive profitable revenue growth by integrating the planning process, synchronizing demand and supply, and dynamically responding to resources across the global network. Improve supplier performance and collaboration to optimize inventory.

Roles: COO, CFO, VP/Director Supply Chain, VP Logistics, VP/Director Manufacturing, VP Services, VP Sales, VP Engineering, VP Finance

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Automotive suppliers support highly complex supply chain networks. With multiple siloed plans, it can be hard to achieve end-to-end visibility across global supply chains. Static, uncoordinated segments leave them spending most of their planning time connecting and assimilating data. Without the right technology, it can be challenging to analyze and predict customer behavior, accurately forecast demand, and optimize inventory while responding to market changes. On top of that, today's automotive suppliers need to support direct sales channel (B2B and B2C) encompassing various outsource manufacturers and tier-N suppliers, ensuring their continued success to the automotive industry.			<ul style="list-style-type: none">● Dealing with demand and supply variability/ forecasting issues.● Making faster/better decisions in supply chain planning and manufacturing production.● Resolving issues quickly when outdated plans hinder visibility.● Streamlining complex operational processes to increase productivity and mitigate risks.		<ul style="list-style-type: none">● Aligning business priorities to operational excellence.● Delivering excellent service while minimizing cost.	

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<p>Oracle’s Supply Chain Management solution delivers the visibility, insights, and capabilities required to create an intelligent supply chain. It enables automotive suppliers to use emerging technologies such as Internet of Things, artificial intelligence, and blockchain, to improve forecast accuracy, optimize decision-making, streamline compliance confirmation, improve collaboration, automate supply chain execution, improve transparency, reduce financial transaction third-party costs, and proactively manage exceptions. It integrates end-to-end processes on a unified cloud platform providing rapid simulation and enables faster, more profitable responses to supply and demand changes. Companies can optimize their supply chain operations through easier collaboration with contract manufacturers.</p>		<ul style="list-style-type: none">● Gaining product innovation, strategic material sourcing, outsourced manufacturing, integrated logistics, omnichannel fulfillment, and integrated demand and supply planning capabilities.● Providing a consensus demand-planning process across sales and marketing, incorporating NPI, promotions, regions, and seasonality trends.● Aligning forecasts to actual demand, using artificial intelligence and attribute-based forecasting, ad hoc line-item forecasting, and advanced analytics.● Using sense, shape, and response capabilities to support S&OP, with accurate forecasts that all departments can agree upon.			<ul style="list-style-type: none">● Transitioning to a proactive, real-time planning process and one-number demand management.● Using real-time scenario planning to enable quick responses to supply and demand changes, plant utilization, and bottlenecked resources.● Facilitating workflow-driven collaborative planning to improve responsiveness to changes in demand and supply.● Enabling top-down, bottom-up planning for validating business plans and identifying potential gaps.● Unifying performance management with business intelligence on a common set of dashboards—viewable by different dimensions.	

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<p>Supply Chain Planning Cloud →</p> <p>Devises revenue growth and cost-reduction strategies, and consistently executes them with enterprise-wide alignment.</p> <p>Supply Chain Collaboration Cloud →</p> <p>Detects, analyzes, and resolves disruptions with key trading partners and within the enterprise. Intelligently automates end-to-end processes to make the entire supply chain more efficient and responsive.</p>		<p>Inventory Management Cloud →</p> <p>Provides comprehensive visibility and management of material flows, warehouse work, and product costs across the supply chain.</p> <p>Procurement Cloud →</p> <p>Streamlines source-to-pay processes through automation and social collaboration, while controlling costs and achieving higher margins.</p>		<p>Blockchain Platform →</p> <p>Manages a comprehensive distributed ledger cloud platform to reliably share data and conduct trusted transactions with suppliers, banks, and other trading partners.</p> <p>Analytics Cloud →</p> <p>Streamlines daily operations and strategically optimizes the responsiveness of the supply network through industry-proven SCM best practices, prebuilt dashboards, reports, and metrics.</p>		



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<ul style="list-style-type: none">Do you have the flexibility and agility to deliver to the agreed customer service levels and meet changing demands?Can you integrate supply, demand planning, and supply chain collaboration?Can your supply chain systems profitably respond to rapid supply and demand changes? Do your planners provide timely answers?Is on-time delivery performance an issue? Is inventory an issue?How do you forecast demand and measure its accuracy?			<ul style="list-style-type: none">Do you have adequate forward-looking visibility into your supply chain to effectively manage growth and margin objectives?Do you have the ability to segment and isolate problem areas that impact performance?How do you forecast demand and measure its accuracy? Is on-time delivery performance an issue? Is inventory an issue?Do you outsource manufacturing? If so, do you supply components to your contract manufacturers and track their consumption?Can you effectively identify and resolve problems across your supply network?		<ul style="list-style-type: none">Are you happy with your supplier performance (commit, cycle time, etc.)?Do you need better collaboration with trading partners on supply plans or contract manufacturing order status?Do your partners have differing B2B communication requirements (portal, B2B messaging, trading community membership)?What is the average time to create, negotiate, and approve a supplier contract?	

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Metric	Description	Unit of Measure
On-time order delivery	Measures percentage of orders delivered per customer request date	%
Order accuracy	Measures the accuracy of the order entry processes	%
Supply chain planning costs	Measures supply chain planning and forecasting costs	%
Perfect order fulfilment	Measures the percentage of orders that: 1) delivered "on time and in full" to request date and/or to commit date 2) meet the customer's three-way match (invoice, PO, and receipt) 3) have no product quality issues	%
Forecast accuracy	Measures variance between quarterly revenue forecast and quarterly revenue actuals, relative to actual revenue achieved	%
Inventory turns	Measures velocity of inventory (before, during, and after manufacturing) relative to sales	%
Supply chain management costs	Measures the fixed and operational costs associated with the plan, source, make, and deliver supply chain processes.	%

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[GE Digital](#) (video) – Procured and implemented the Oracle Cloud SCM and ERP Solutions with great success



Challenges:

GE Digital wanted to standardize systems to support rapid geographic growth and increasing complexity.

Quote:

“The interactive nature of the ERP Cloud system, especially for regular users, is better than ever. The ability to see your work list and actions you need to take—with actionable notifications—has been huge. And, we have dashboards that take us from a quote to a revenue dollar in the ledger. It’s all in one stream, so we can tie everything together.”

John Mageropoulos, Vice President of Cloud ERP Solutions, GE Digital

Results:

- Gained a modern Cloud ERP and SCM solution that drives productivity and flexibility through agile business processes.
- Improved decision-making through real-time business analytics and reporting.
- Reduced time to close books to one day.



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After acquiring Texas Digital, NCR recognized that the business was being run on extremely outdated systems and processes.

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[ARRIS](#) (video) – Moved to the Oracle Cloud to drive their next phase of growth.

Challenges:

- Fragmented and disconnected systems due to multiple acquisitions.
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Quote:

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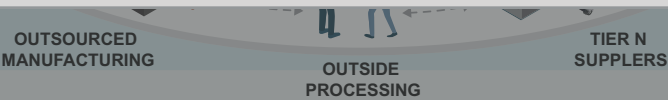


Supply Chain Management

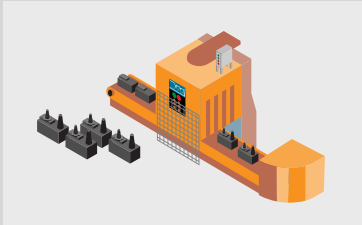
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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Analyst report: 451 Research – Oracle Launches Blockchain Cloud Service			Data sheet: Oracle Sales and Operations Planning Cloud			
Analyst report: IDC – The Emergence of Blockchain			eBook: Why Supply Chain Leaders are Moving to the Cloud			
Analyst report: MIT – Technologies Driving Transformation			Infographic: Adaptive Supply Chain Planning			
Data sheet: Oracle Planning Central Cloud						
Data sheet: Oracle Supply Planning Cloud						
Data sheet: Oracle Demand Management Cloud						



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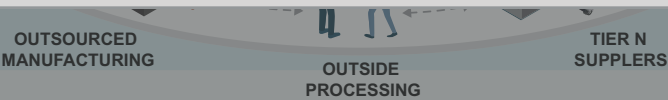


Manufacturing and Assembly

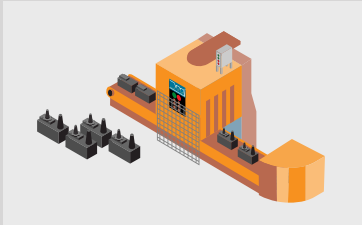
Maximize efficiencies, enhance product quality, and improve responsiveness to demand fluctuations through lean, flexible manufacturing processes, while coordinating all in-house and outsourced efforts.

Roles: COO, VP/Director Manufacturing, VP/Director Operations, VP/Director Supply Chain

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Modern data technology is affecting the manufacturing and assembly landscape more than ever before. In response, automotive supply chain companies must streamline, synchronize, and pivot at lightning speed. Identifying problem areas and analyzing the entire assembly-line process from a single location requires constant collaboration and robust solutions. Without the key infrastructure and tools in place to keep the line moving, automotive suppliers will lack the agility to predict issues and respond to them in time. In turn, this will negatively affect the entire planning, assembly, quality, and timeliness of product shipping.			<ul style="list-style-type: none">● High cost and yield impact of maintenance, internal repair, and operational risks.● Misalignment between demands on local and global operational excellence.● Lack of flexibility and efficiency in production, while needing to cut costs and drive innovation.● Ineffective strategies to manage manufacturing performance.● Increased risk of unplanned sourcing, production, and scheduling events for all order and product configurations.		<ul style="list-style-type: none">● Inaccurate visibility into production costs and product profitability.● Inability to develop comprehensive manufacturing strategies based on macroeconomic conditions and supply chain performance.	



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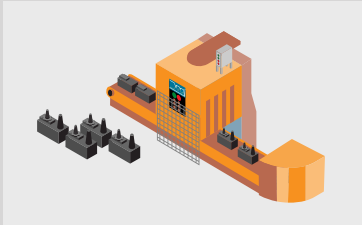
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Roles: COO, VP/Director Manufacturing, VP/Director Operations, VP/Director Supply Chain

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Oracle’s Smart Manufacturing solution enables automotive suppliers to better predict and resolve maintenance issues, correlate quality issues to machine and environmental factors, reduce downtime, and improve quality. By connecting devices to the manufacturing process, Oracle provides a modern platform to collaboratively manage and improve manufacturing.</p> <ul style="list-style-type: none">● Improving visibility into costs, efficiency, and quality across factories.● Monitoring production performance and predict maintenance requirements.● Monitoring assets and predict failure.		<ul style="list-style-type: none">● Reducing maintenance downtime and costs by moving from time-consuming declarative data to real-time prediction analysis framework.● Capturing manufacturing equipment sensor data for pattern detection and data mining.● Using artificial intelligence to discover patterns that predict yield and product defects early in the manufacturing cycle.● Providing robust engineer-to-order, configure-to-order, assemble-to-order, locate-to-order, and make-to-stock process flows, to optimize responsiveness.			<ul style="list-style-type: none">● Enabling plant managers to monitor production operations in real time and analyze shop floor analytics for continuous improvement.● Evaluating risk scenarios and creating mitigation plans.● Synchronizing manufacturing with up-to-date product information.● Automating manufacturing execution systems that can be remotely monitored and adjusted to changes in supply, demand, and market dynamics.● Planning and scheduling to realistic equipment capacity and adjust operations in real time.	

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Manufacturing and Assembly

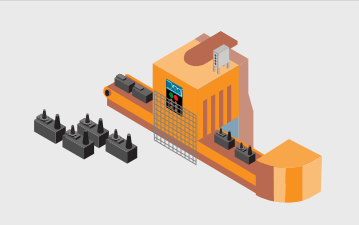
Maximize efficiencies, enhance product quality, and improve responsiveness to demand fluctuations through lean, flexible manufacturing processes, while coordinating all in-house and outsourced efforts.

Roles: COO, VP/Director Manufacturing, VP/Director Operations, VP/Director Supply Chain

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Internet of Things Production Monitoring Cloud →</p> <p>Integrates real-time machine and factory performance data into the discrete manufacturing decision-making process.</p> <p>Manufacturing Cloud →</p> <p>Streamlines manufacturing processes through visualization, back-flushed transactions, and social collaboration, while controlling costs.</p> <p>Supply Chain Planning Cloud →</p> <p>Devises revenue growth and cost-reduction strategies proactively, and consistently executes them with enterprise-wide alignment.</p>		<p>Maintenance Cloud →</p> <p>Plans and executes work with an integrated solution that connects maintenance, supply chain, and financial applications, providing a cost-effective and streamlined way to modernize maintenance processes.</p> <p>Quality Management Cloud →</p> <p>Provides an enterprise solution to define, identify, analyze, and correct quality events and improve the overall effectiveness, safety, and profitability of products and services.</p>			<p>Adaptive Intelligent Applications for Manufacturing Cloud →</p> <p>Uses artificial intelligence to find key patterns and correlations for predicting issues and tracing product genealogy for root cause, impact, and containment analysis.</p> <p>Blockchain Platform →</p> <p>Provides a comprehensive distributed ledger cloud platform to reliably share data and conduct trusted transactions with suppliers, banks, and other trading partners.</p> <p>Inventory Management Cloud →</p> <p>Provides comprehensive visibility and management of material flows, warehouse work, and product costs across the supply chain.</p>	



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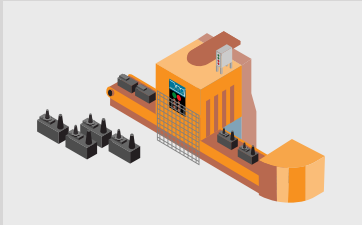
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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<div><ul style="list-style-type: none">● What is your strategy to improve manufacturing assembly efficiencies or product quality?● What is your strategy to integrate Internet of Things in your facilities?● What is your roadmap for predictive maintenance and predictive efficiency analysis?● Do you have the ability to segment and isolate problem areas that affect performance and/or quality?● How are you looking to improve transparency and visibility across your supply chain?<ul style="list-style-type: none">● How can you innovate more in manufacturing and supply chain?● How are you looking to improve transparency in your factories?● How long does it take you to get value from an Internet of Things proof of concept?● What risks have you identified with rolling out innovations?● How do you collaborate with startups and operational technology partners on manufacturing innovation?</div>						

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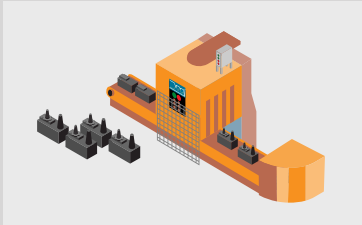
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- Key Challenges
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Metric	Description	Unit of Measure
WIP turns	Measures cost of goods sold divided by WIP inventory	Num
Manufacturing yield	Measures the percentage of parts produced correctly and per specifications the first time through the assembly, without rework	%
Manufacturing (conversion) costs	Measures the total manufacturing (conversion) costs to produce the item	\$
Manufacturing cycle time	Measures time taken in manufacturing process	Days
Overall equipment effectiveness	Measures the existing production efficiency of a particular line, cell, or machine. Calculated as actual output divided by theoretical maximum output	%
Scrap and rework cost	Measures average annual costs associated with scrapping of material plus any costs incurred in product rework to make it sellable, as a percentage of sales	%

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[Noble Plastics](#) (video) – Improved manufacturing process dramatically by using Oracle Internet of Things Cloud.



Leading supplier of sensing, electrical protection, control and power-management solutions

Challenges:

Noble Plastics wanted to automate and improve efficiencies as it transformed from a shoot-and-ship job shop to a product design firm. The company improved visibility into and control over the injection molding process, eliminating manual intervention costs, and providing a key opportunity for automation and innovation.

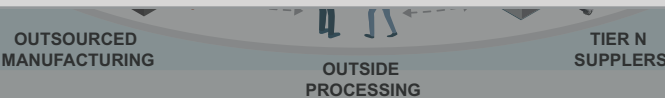
Quote:

“If we can reduce our manufacturing cycle time, it’s a huge deal for our customers—and for us.”

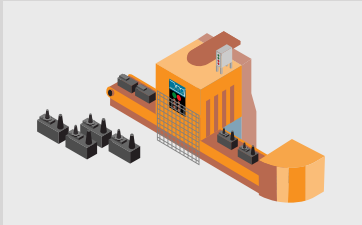
Scott Rogers, Technical Director, Noble Plastics

Results:

- Improved customer satisfaction.
- Aided digital transformation from a job shop to an innovative design and manufacturing company through automation.
- Developed a new business model, offering robot monitoring as-a-service.
- Leveraged Oracle Internet of Things to reduce cycle time, improve manufacturing process, and enhance product quality.



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Leading supplier of sensing, electrical protection, control and power-management solutions

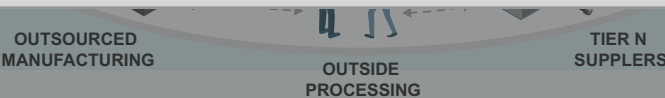
Leading supplier of sensing, electrical protection, control and power-management solutions – Implemented Oracle Internet of Things Production Monitoring for real-time visibility of calibration machine metrics and predicting machine failures.

Challenges:

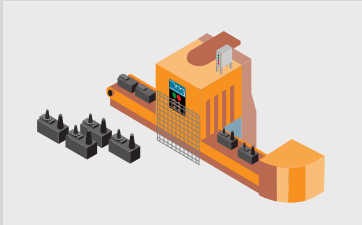
The company wanted to reduce manufacturing costs as result of delayed reaction times to degradation in yield and quality. Inconsistent productivity metrics across sites and products made the issues more challenging to track. They wanted to eliminate wasted time organizing and compiling data for root-cause analysis.

Results:

- Reduced production of bad parts by reacting in real-time.
- Measured and improved plant efficiency across sites.
- Executed faster root-cause analysis.



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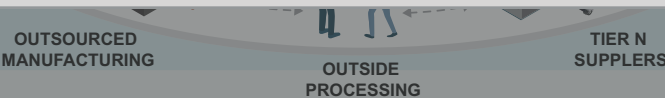


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<p>Analyst report: Accenture – Digital Factory, Cracking the Code to Success</p> <p>Analyst report: HBR – How Smart, Connected Products are Transforming Companies</p> <p>Analyst report: McKinsey – Digitization of the Manufacturing Sector</p> <p>eBook: Improved Manufacturing Decisions</p>			<p>Solution brief: Quality Management Cloud Executive Brief</p> <p>Video: Oracle Supply Chain Cloud: Manufacturing Cloud Overview</p> <p>White paper: Why End-to-End Visibility Is Key to a Modern Manufacturing Process</p> <p>Infographic: Increase Business Agility, Enable Insightful Decision-Making, and Achieve More with Fewer Resources</p>			



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Asset Management

Optimize assets while minimizing capital expenditure by efficiently and proactively monitoring asset health and performance.

Roles: COO, VP/Director Manufacturing, VP/Director Outsourced Manufacturing, VP/Director Operations, VP/Director Supply Chain

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Operating and maintaining large, expensive, or remote assets presents many challenges—from optimizing complex, global supply chains to mitigating the impact of unpredictable events. Poor management of these operational processes can significantly increase costs, and have a negative impact on profitability. Without the right technology, it can be challenging to predict physical asset maintenance and needs, which will affect all your supply chain activity from manufacturing, inventory movement, warehouse, and shipping of your goods.</p>			<ul style="list-style-type: none">● Dealing with demand and supply variability/forecasting issues.● Making faster/better decisions in supply chain planning and manufacturing production.● Streamlining complex operational processes to increase productivity and mitigate risks with your assets.● Lacking certified resources to run the physical asset equipment.● Extending asset life and subsequently improve return on assets.			

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<p>Oracle’s Smart Manufacturing solution better equips automotive suppliers to effectively predict and resolve issues, and identify operational requirements of tier suppliers. By connecting devices to the manufacturing process, Oracle provides a modern platform to collaboratively manage and improve manufacturing.</p> <ul style="list-style-type: none">● Improving visibility into costs, efficiency, and quality across factories.● Monitoring production performance and predicting maintenance requirements.● Monitoring assets and predict failure.		<ul style="list-style-type: none">● Reducing maintenance downtime and costs by moving from time-consuming declarative data to real-time prediction analysis framework.● Capturing manufacturing equipment sensor data for pattern detection and data mining.● Using artificial intelligence to discover patterns that predict yield and product defects early in the manufacturing cycle.● Providing robust engineer-to-order, configure-to-order, assemble-to-order, locate-to-order, and make-to-stock process flows, to optimize responsiveness.			<ul style="list-style-type: none">● Enabling plant managers to monitor production operations in real time and analyze shop floor analytics for continuous improvement.● Evaluating risk scenarios and creating mitigation plans.● Synchronizing manufacturing with up-to-date product information.● Automating manufacturing execution systems that can be remotely monitored and adjusted to changes in supply, demand, and market dynamics.● Planning and scheduling to realistic equipment capacity and adjust operations in real time.	

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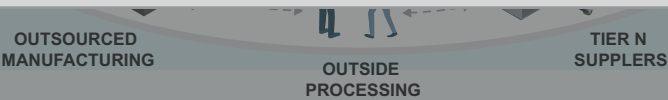
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<p>Internet of Things Production Monitoring Cloud →</p> <p>Integrates real-time machine and factory performance data into the discrete manufacturing decision-making process.</p>	<p>Blockchain Platform →</p> <p>Provides a comprehensive distributed ledger cloud platform to reliably share data and conduct trusted transactions with suppliers, banks, and other trading partners, such as outsource manufacturers.</p>	<p>Internet of Things Asset Monitoring Cloud →</p> <p>Monitors sensors on suppliers' connected products in real time, and analyzes unique usage patterns to identify issues and product enhancement opportunities.</p>
<p>Adaptive Intelligent Applications for Manufacturing Cloud →</p> <p>Uses artificial intelligence to find key patterns for predicting issues and tracing product genealogy for root cause, impact, and containment analysis.</p>	<p>Field Service Cloud →</p> <p>Transforms customer experiences by leveraging time-based, self-learning, predictive engines to automate and optimize field service operations—leading to greater productivity and efficiency.</p>	<p>Internet of Things Connected Worker Cloud →</p> <p>Uses the latest wearable technologies to track warehouse workers and improve efficiency and safety—providing real-time visibility into worker status, location, and work environments.</p>



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<ul style="list-style-type: none">● Can you manage and monitor assets— as well as the big data of property portfolios—with precision, in order to make better-informed investment decisions.● Do you have the capabilities to analyze, report, and take action on health and safety incidents● How can you maximize return on investment by ensuring assets perform better, last longer, and cost less to maintain?● What tools do you have to gain a complete, accurate view of all assets at every stage of the lifecycle?● Can you increase asset utilization and take control of operating and maintenance costs?			<ul style="list-style-type: none">● How will your service business scale and remain profitable as assets become connected in real time?● Can you gather asset information, such as asset location, asset configuration, maintenance activities, and production throughput?● Do you see service as a key differentiator for your business, and what percentage of your revenue is driven from service—today and in the future?		<ul style="list-style-type: none">● What are your customers saying about your equipment versus your competitors' equipment, including available competitive warranties?● What is the average percentage split between reactive, planned, and proactive repairs?	

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Metric	Description	Unit of Measure
Outsource manufacturing	Measures the value of goods produced via outsourced (contract) manufacturing	%
Defect/recall rate	Measures the percentage of defective/recalled parts	%
Average production downtime	Measures the hours of downtime at a facility	%
Supply chain management costs	Measures the fixed and operational costs associated with the plan, source, make, and deliver supply chain processes. It takes into account order management (deliver), material acquisition (source), inventory carrying (indirect plan), planning/finance (plan), and information technology costs (indirect enable)	\$
Overall equipment effectiveness	Measures the existing production efficiency of a particular line, cell, or machine. Calculated as actual output divided by theoretical maximum output	%
Scrap and rework cost	Measures average annual costs associated with scrapping of material plus any costs incurred in product rework to make it sellable, as a percentage of sales	%

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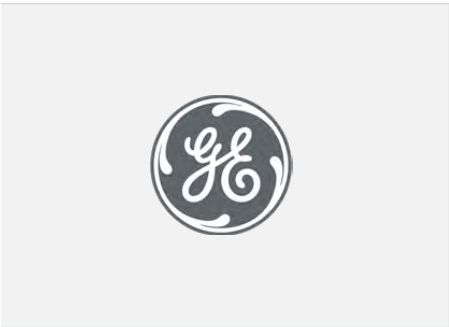
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A large, diversified industrial products manufacturer



A large, diversified industrial products manufacturer – Improved management of their plant equipment with Oracle Enterprise Asset Management.

Challenges:

This customer was unable to provide the maintenance team and senior management with consistent performance metrics across production lines and plants, and sought to optimize their plant machinery investments.

Quote:

“With Oracle Enterprise Asset Management, we have standardized our processes and increased confidence in the data our employees use to make daily manufacturing and maintenance decisions.”

Maintenance Manager

Results:

- Synchronized manufacturing operations—even when underwent a scheduled shutdown.
- Integrated production orders with maintenance orders to fully maximize plant output.
- Improved visibility into preventative maintenance costs, enabling them to make more effective purchasing and operations decisions.
- Realized a better profit-margin due to manufacturing and maintenance process improvements, enhanced reporting, and better decision-making.

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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
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A large, diversified industrial products manufacturer



[GE Digital](#) (press release) – Announced a strategic partnership to build a first-of-its-kind platform for companies to digitally connect industrial assets across the world.

Challenges:

Optimize and integrate into one view for customers, allowing for end-to-end insight from customer assets in the field and on the factory floor to the front and back office to the boardroom.

Quote:

“We are building an ecosystem with world-class partners who share our belief that customers benefit at the intersection of information technology and operations technology. Oracle has become a market leader in cloud-based enterprise software and we are co-developing solutions on Predix that will leverage this intersection to provide our customers with new insights that were not possible before.”

Bill Ruh, CEO, GE Digital

Results:

- Automate and optimize business processes.
- Enable better asset visibility, more-efficient supply chains, intelligent manufacturing, including predictive maintenance and service.
- Improve logistics and transportation efficiency.

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Analyst report: [Gartner – IT Asset Tracking](#)

Analyst report: [ARC – ALM Concept](#)

Data sheet: [Oracle Asset Tracking Datasheet](#)

Brochure: [Oracle Logistics Solutions – Reinventing Logistics Excellence](#)

Press release: [Oracle Utilities Launches a New Asset Performance Management Solution in the Cloud](#)

Video: [Maximize Logistic Performance](#)

White paper: [Remote Monitoring and Maintenance Missio](#)

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Warehouse Management I Logistics

Manage all inventory, warehouse, and transportation needs effectively, accurately, and on time while minimizing associated costs.

Roles: VP/Director Distribution, VP/Director Logistics, VP/Director Transportation Management, VP/Director Warehouse Management

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Automotive suppliers have some of the most globally dispersed design, operations, and sales channels in any industry. They must deal with fluctuating demand, constant inventory adjustments, and the influx of inbound and outbound freight. To do so effectively, suppliers must have visibility throughout the supply chain. It's a struggle to accurately plan for multimode, multileg, multiple shipments through multiple partners and dispersed distribution centers. All of these things affect the final product cost, and impact suppliers' ability to compete in the automotive supply chain.			<ul style="list-style-type: none">● Optimizing logistics and transportation routing to ensure on-time delivery.● Measuring performance, analyzing, and gaining full visibility of logistics and transportation operations—especially with outsourced providers.● Planning and executing logistics, transportation, and warehouse management across a global network.● Managing multiple transportation systems—including international, domestic, and fleet.● Achieving complete visibility over goods in transit.		<ul style="list-style-type: none">● Managing dynamic KPIs for freight spend and carrier performance.● Maintaining integrated, holistic visibility across domestic and international items, orders, and shipments.● Handling high turnover in non-management positions, which makes recruiting and training critical.● Managing customs compliance manually.	

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<p>Oracle's Digital Logistics solution allows automotive suppliers to monitor and manage cargo, vehicles and schedule services, obtain real-time updates on location and status of cargo for shippers and fleets for logistics service providers, as well as the status, location, and estimated time of arrival of shipments.</p> <ul style="list-style-type: none">● Improving rating and route efficiencies of transported goods.● Reducing costs of freight.● Obtaining cargo insight throughout the shipment process for shippers. <p>Oracle's Smart Connected Warehouse solution provides automotive suppliers the ability to use Internet of Things sensors throughout the warehouse</p>		<p>to monitor inventories, equipment health, and worker safety using algorithms to identify patterns and out-of-range variations. It helps automotive suppliers optimize manual and automated warehouse flows, predict pick-and-pack flow efficiency, predict and resolve equipment maintenance, correlate product quality issues to storage and real estate environmental factors, correlate pick-and-pack quality errors to worker and flow factors, anticipate and monitor worker safety issues, reduce downtime, and improve overall safety, quality, and efficiency.</p> <ul style="list-style-type: none">● Optimizing and efficiently managing warehouse operations.● Improving inventory tracking, traceability, and overall visibility.			<ul style="list-style-type: none">● Improving product quality using environmental sensors.● Reducing stops by connecting your material handling data to run remote operations and proactive maintenance.● Monitoring all shipments to better understand allocated inventory during planning and mitigate any service-level or delivery risks.● Integrating logistics and transportation planning, execution, and freight payment onto a single application across all modes and providers.● Providing shippers with low line-haul rates by combining small shipments with different origins and destinations.	

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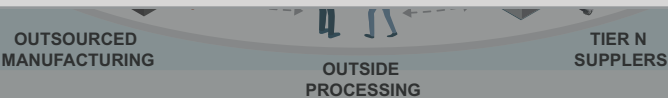
Warehouse Management | Logistics

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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
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<p>Warehouse Management Cloud →</p> <p>Transforms warehouse and inventory management for the new fulfilment economy with best-of-breed functionality, while giving companies a 360-degree view of their inventory.</p>	<p>Analytics Cloud →</p> <p>Streamlines daily operations and strategically optimizes the responsiveness of supply networks through industry-proven SCM best practices, prebuilt dashboards, reports, and metrics.</p>	<p>Procurement Cloud →</p> <p>Streamlines source-to-pay processes through automation and social collaboration, while controlling costs and achieving higher margins.</p>
<p>Transportation Management Cloud →</p> <p>Enables companies to minimize cost, optimize service levels, support sustainability initiatives, and create flexible business process automation within their transportation and logistics networks.</p>	<p>Internet of Things Connected Worker Cloud →</p> <p>Uses the latest wearable technologies to track worker efficiency and safety—providing real-time visibility into worker status, location, and work environments.</p>	<p>Inventory Management Cloud →</p> <p>Provides comprehensive visibility and management of material flows, warehouse work, and product costs across the supply chain.</p>
<p>Global Trade Compliance Cloud →</p> <p>Enables central management of global trade operations, ensuring the automotive supplier can optimize, automate, and monitor cross-border transactions.</p>	<p>Internet of Things Asset Monitoring Cloud →</p> <p>Monitors sensors on suppliers' connected products in real time, and analyzes unique usage patterns to identify issues and product enhancement opportunities.</p>	



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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<ul style="list-style-type: none">Do you have access to analytics and decision-enhancing statistics regarding your warehouse and transportation solutions?Do you have visibility into where your inventory is—down to the unit—at any point along the supply chain network?Are you optimizing your best mode of transport, including rates and routes?Do you have a single system that manages all your customs and trade compliance needs at a global level?Could operations benefit from newer, better capabilities to optimize labor, space, and movement?			<ul style="list-style-type: none">Do you require license plate number management within your warehouse system?Are your solutions agile enough to support changes to the business?How do you manage system updates? Are you on the most current version of your solution?Could more real-time integration with external supplier and customer data improve service levels?		<ul style="list-style-type: none">Do you have a single system that manages all your transportation needs?Are you sure international shipments are compliant and not exposing your company to unnecessary risk?	

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Metric	Description	Unit of Measure
Expedite costs	Measures expedited costs as a percentage of outbound logistics costs	%
Inventory turns	Measures the velocity of inventory relative to sales	\$
Warehousing costs	Measures total costs related to owning and operating a warehouse as a percentage of sales	%
On-time delivery	Measures if a receipt is delivered to the customer on the due date or up to five business days prior	%
Inventory accuracy	Measures the consistency to which the data in your inventory system agrees with the actual inventory in your supply chain	%
Inventory shrinkage	Measures the value of products lost between point of manufacture to the point of sale as a percentage of total products produced	%

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[Leroy-Somer](#) (case study) - Optimized supply chain process with Oracle Transportation Management Cloud.



Challenges:

Minimize the costs required to implement a transportation management system. The system must be capable of cost-effectively tracking parts shipments, monitoring KPIs across industrial suppliers, and improving supply chain processes and communication with suppliers.

Quote:

“We deployed Oracle Transportation Management Cloud Service in just weeks, a timeframe vital to our business continuity. In addition, we have optimized our supply chain processes and expenditure, improving the service we provide to our drive system and alternator customers.”

Olivier Couret, Logistics Director, Leroy-Somer

Results:

- Increased supply chain efficiency, transparency, and communication by enabling more than 100 of Leroy-Somer’s largest suppliers to connect with the company anytime and anywhere.
- Optimized supply chain process to effectively manage and track all forms of transportation.
- Minimized inbound carrier costs to clean and centralize all transportation data on a single system.
- Ensured optimum monitoring of KPIs with a cloud-based transportation data repository capable of generating reports anywhere, at any time.

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Warehouse Management I Logistics

Manage all inventory, warehouse, and transportation needs effectively, accurately, and on time while minimizing associated costs.

Roles: VP/Director Distribution, VP/Director Logistics, VP/Director Transportation Management, VP/Director Warehouse Management

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
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[Lumentum](#) (video) – Used Oracle Global Trade Management Cloud to unify its distributed manufacturing across thirty countries

Challenges:

With its TradeBeam license expiring, Lumentum was looking for a better solution. The company needed a cloud-based alternative to support its import- and export-related activities.

Quote:

“We knew we wanted to be cloud-based because it has the advantages of no up-front investment and rapid deployment. And we also wanted to take a fresh look at our business processes.”

Sree Vaidyanathan, VP Information Technology, Lumentum

Results:

- Improved visibility throughout end-to-end trade processes.
- Gained standardized and more accurate trade data.
- Automated and improved efficiency in trade processes (license determination/assignment).
- Integrated compliance solution to Oracle ERP.

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LEROY
SOMER

LUMENTUM

PANDUIT

[Panduit](#) (video) – Optimized its global transportation network with Oracle Transportation Management Cloud.

Challenges:

The company wanted to reduce freight spend and implement additional process discipline. It also wanted a way to identify and create “ship windows” to reduce expedited freight given away by sales.

Quote:

“Deploying Oracle Transportation Management Cloud will allow us to free resources, reduce overhead, and position Panduit to efficiently deliver the most trusted customer experience.”

Sam Hanieh, Global Logistics Manager, Panduit

Results:

- Identified opportunities for cost saving.
- Consolidated orders to reduce freight spend.
- Automated the freight settlement process.
- Developed logistics dashboards for planning and execution, creating a more strategic logistics culture.

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Analyst report: [Gartner – 2018 Magic Quadrant TMS Report](#)

Video: [Maximize Logistic Performance](#)

Analyst report: [Gartner – Warehouse Management Systems Magic Quadrant 2017](#)

White paper: [Remote Monitoring and Maintenance Mission](#)

Analyst report: [IDC – WMS Moves to the Cloud](#)

Brochure: [Oracle Logistics Solutions – Reinventing Logistics Excellence](#)

Video: [GTM Cloud – A Modern Digital Platform for Trade Compliance](#)

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Parts and Services

Protect and build brand loyalty and revenues by creating an excellent customer experience for support, sales, services, and warranties—along with digital service enablement, subscription, and consumption-based billing.

Roles: VP/Director Depot Repair, VP/Director Service, VP/Director Support, VP Warranty Administration / Management

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
As markets continue to evolve, automotive supply chain companies are bundling services together and selling products as-a-service. This means customers' expectations around service and support have increased significantly. As such, automotive suppliers must continue to support customers with a frictionless service experience across all channels including web, email, mobile, social, chat, call center, self-service, field service, and partners.			<ul style="list-style-type: none">● Maintaining a central hub, providing a full view of customers, to determine entitlements and sales opportunities, and improve support.● Creating effective practices to measure performance and profitability within service operations.● Minimizing field, support, and self-service resolution times—especially those requiring unscheduled maintenance or visits.● Growing revenue by identifying, creating, and launching profitable new service offerings and aftermarket sales.		<ul style="list-style-type: none">● Having limited ability to track call center effectiveness and customer interactions.● Getting real-time visibility into consumption histories, service analytics, and spares inventories.● Lacking integration between service with sales, marketing, and back-end systems.● Delivering a fast, efficient, and profitable service operation in the face of spiraling demand.	

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<p>Oracle's Digital Spaces Monetization solution combines Oracle's leadership in cloud marketing with mobility to help automotive suppliers transitioning to more service-based business models. It provides a single cloud platform that integrates Internet of Things-based remote service monitoring for connected products with service request management, knowledge management, and customer self-service to exceed customers' increasing expectations. This enables automotive suppliers to proactively identify potential issues, and often resolve them, by remotely providing a firmware update to the affected devices.</p>			<ul style="list-style-type: none">● Increasing the number of loyal program members.● Providing customer behavior intelligence.● Integrating Internet of Things-based remote service monitoring for connected products with service request management, knowledge management, and customer self-service to exceed customers' increasing expectations.● Identifying potential issues—and often resolving them—by providing a remote firmware update to the affected devices.		<ul style="list-style-type: none">● Utilizing advanced real-time scheduling, remote service monitoring, and diagnostics to boost service-technician productivity and equipment availability.● Allocating and planning service-technician resources and spare inventories based on profitability and cost metrics.● Executing an efficient and comprehensive warranty administration from service request, through entitlement, service, and financial reconciliation.	

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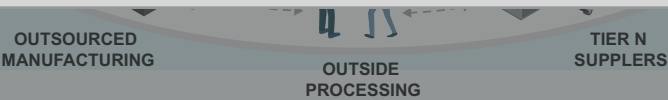
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<p>Commerce Cloud →</p> <p>Enables businesses to create exceptional online buying experiences.</p> <p>Internet of Things Asset Monitoring Cloud →</p> <p>Monitors sensors on suppliers’ connected products in real time, and analyzes unique usage patterns to identify issues and ideas for product enhancements.</p>	<p>Field Service Cloud →</p> <p>Transforms customer experiences by leveraging time-based, self-learning, and predictive engines to automate and optimize field service operations—leading to greater productivity and efficiency.</p> <p>Eloqua Content and Marketing Cloud</p> <p>Helps connect and analyze the behaviors, and activities of OEMs, customers, and prospects—engaging and nurturing them along the purchase path.</p>	<p>Blockchain Platform →</p> <p>Manages a comprehensive distributed ledger cloud platform to reliably share data and conduct transactions with suppliers, banks, and other trading partners.</p>
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<ul style="list-style-type: none">● Are you under pressure to increase first-time fix while reducing the cost to serve?● Do you have an integrated service platform focused on driving customer engagement, improving retention, and increasing sales?● How will your service business scale and remain profitable as assets become connected in real time?● Do you see service as a key differentiator for your business, and what percentage of your revenue is driven from service—today and in the future?● What are your customers saying about your equipment versus your competitors' equipment, including available competitive warranties?			<ul style="list-style-type: none">● Do you maximize the amount of revenue that you could drive across the entire service lifecycle?● What is the average percentage split between reactive, planned, and proactive repairs?			

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Metric	Description	Unit of Measure
Calls deflected to self-service	Measures the effectiveness of self-service across all channels	%
Customer satisfaction	Measures positive responses to overall satisfaction question posed to customers	%
Time to resolution	Measures customer service quality and efficiency by average time lapse in business days between receiving a customer issue and closing the issue across all issues resolved during a year	Days
Time to first service	Measures average number of business days between receiving a customer request for field service and first-visit servicing of the customer, across all service incidents during the year	Days
Total RMA processing cost per RMA	Measures what it costs to handle and repair an RMA	\$
Utilization rate (personnel)	Measures total time spent by all field service personnel at customer locations during a month divided by the total FTE service personnel time available during the month	%
Warranty and service	Measures what it costs to support product warranties and warranty related services	%

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Panasonic

RICOH

[Rasamny-Younis Motor Company \(RYMCO\)](#) (case study) – Improved customer service and decreased time spent on monthly reports by 93 percent.

Challenges:

Help customers choose and maintain their vehicles while simultaneously accelerating monthly financials and sales, improving servicing performance, and inventory reporting to ensure enhanced customer satisfaction.

Quote:

“Since installing Oracle Database Appliance, we have had fantastic feedback from our users. They can now generate reports much more quickly and the service is very stable. It’s been an excellent choice that has allowed us to focus on our main business objective—making sure our customers are always completely satisfied.”

Naseer Ghanem, IT Manager, RYMCO

Results:

- Delivered high-availability database services, improving efficiency and boosting service in automobile showrooms and service centers by replacing custom-built legacy HP servers with plug-and-play [Oracle Database Appliance](#).
- Deployed the new solution in under three working days, ensuring minimum disruption to showroom and service center operations.
- Improved overall performance by 60% and reduced response time by 10x—enabling managers to make faster decisions.

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Panasonic



[Panasonic](#) (case study) – Enhanced customer satisfaction by boosting customer self-service rate 13x with Oracle Service Cloud.

Challenges:
The company wanted to create an easy-to-use support website, with FAQ content, and improve operating efficiency for customer service.

Quote:
“Thanks to Oracle Service Cloud’s robust, easy-to-use reporting and analytics capabilities, we can deliver the most relevant and updated FAQ content to our customers. With Oracle, our FAQ access rates are 21x higher. We also improved customer self-service rate by 13x.”

Motoaki Sashida, General Manager, Information System Group, Panasonic Corporation

- Results:**
- Increased FAQ rate by 21 times.
 - Slashed email inquiries by 20%.
 - Built a global FAQ site for 37 countries.

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[Ricoh](#) (case study) – Improved customer service and reduced overall maintenance costs with Oracle Service Cloud.

Challenges:

The company wanted to enable its sales representatives to easily access a centralized knowledge base.

Quote:

“With Oracle Service Cloud, we gained an integrated knowledge-management platform to ensure consistent and up-to-date frequently asked questions content, enabling us to manage content more efficiently and cut overall maintenance costs by 40%.”

Eiji Shinohara, General Manager, Sales and Service Process Transformation Department, Business Process Transformation, Corporate Division, Ricoh Company, Ltd.

Results:

- Reduced overall maintenance costs by 40%.
- Improved customer service by enabling sales representatives and engineers to provide rapid responses to diverse customer inquiries.
- Streamlined call center support services by providing customers with online FAQs, facilitating self-service, and enabling them to quickly find the most relevant answers to questions.

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Analyst report: [Forrester – Wave B2B eCommerce Suites](#)

Analyst report: [Gartner – Magic Quadrant for Sales Performance Management](#)

Analyst report: [IDC Notes Oracle’s Powerful Market Position in Monetization](#)

Blog: [IoT is Radically Changing Customer Service](#)

Brochure: [Oracle in Suppliers Capabilities](#)

Data sheet: [Engagement Cloud Sales and Service](#)

Data sheet: [Oracle Field Service](#)

Data sheet: [Oracle Value Chain Planning – Service Parts Planning](#)

eBook: [Automotive Industry Viewpoints](#)

eBook: [Creating Great Service Experiences: How Modern Customer Service Works](#)

Press release: [Oracle Monetization Cloud](#)

Video: [Signaling is an Integral Part of What You Can Do](#)

White paper: [Why Time to Market is More Critical Than Ever for Today’s Automotive Supplier](#)

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Human Resources

Recruit and match best candidates to job requirements, develop and reward top performers, retain critical knowledge and key talent for the long term.

Roles: CHRO, VP Human Resources, CEO, CFO, COO

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Recruiting and retaining top engineering and technology talent is a high priority for companies. As technology is becoming a key differentiator in products and services across many industries, competition for top technology talent is fierce. It is critical for companies to identify and attract top technology talent before the competition.			<ul style="list-style-type: none">● Identifying and recruiting top talent early.● Aligning business objectives, employee development, talent recruitment, and resource optimization.● Measuring employee engagement / commitment accurately with business performance across multiple units.			

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Oracle [Human Capital Management \(HCM\) Cloud](#) offers a complete solution. It's social, collaborative, mobile, and engaging—allowing you to identify the best sources of internal and external talent, so you can respond quickly and execute forward-looking talent strategies. This simply powerful solution unlocks the potential of your workforce to future-proof your institution in the digital age.

- Identify, recruit, and retain top talent using artificial intelligence.
- Deliver services faster through self-service, automated workflows, and best-practice HR processes.
- Automate compliance and reporting capabilities based on a complete view of human resources data.

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<p>HCM Cloud →</p> <p>To survive and thrive in the digital age, organizations need a solution that's personal to them, adaptable to a changing landscape, intelligent to help them make quicker, smarter decisions, and complete to lower TCO.</p>		<p>Solutions within the Oracle HCM Cloud suite include Global Human Resources Cloud, Talent Management Cloud, Workforce Rewards Cloud, Workforce Management Cloud, Work Life Solutions Cloud, and HCM Analytics.</p>			<ul style="list-style-type: none">● Utilize HR best practices and social sourcing to attract, hire, develop, and retain the top technology talent to drive profitable innovations and delight customers.● Streamline processes and improve reporting and compliance capabilities.● Predict future talent needs and gain a complete picture of your current talent pool, using analytical insights.	

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- How do you attract and retain top technology staff?
- Is your HR platform powerful enough to enable digital business transformation?
- Are you prepared for the next wave of business disruption?
- How do you drive efficiencies in your HR processes?

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Metric	Description	Unit of Measure
Number of employees per HR staff FTE	Measures total number of employees per number of HR staff FTE	FTE
HR transactions handled via web	Measures the percentage of HR transactions handled via web (or self-service)	%
Workforce completing a formal performance management	Measures the percentage of workforce completing a formal performance management or feedback process	%
Cost per hire	Measures the direct average recruiting and hire cost	\$
Employee turnover rate	Measures employee turnover percentage, based on average number of total employees	%
HR cost per employee	Measures total HR staff costs, benefit costs, recruiting costs, learning costs, and HR systems costs divided by the total number of employees	\$
Learning and development investment per employee	Measures total learning- and development-related investment made by the organization on a per-employee basis	\$
Time to hire	Measures time to hire or fill open position requisitions in days	Days

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[G-TEKT Co.](#) (case study) – Maximized talent potential and supported growth with Oracle HCM Cloud.



Challenges:

Maximize talent capability by deploying a comprehensive HCM system to capture and manage employee data. Change the mindset of employees towards proactive value by improving the ability to identify and promote young talent to sustain the automotive business.

Quote:

“By gaining complete visibility of HR data with Oracle HCM Cloud, we can easily identify our future leaders and support sustainable growth. Oracle also improved the accuracy, efficiency, and fairness of our evaluation process.”

Isao Yoshizawa, Managing Director, Business Administration Division, G-TEKT Corporation.

Results:

- Improved the accuracy and fairness of the evaluation process.
- Enhanced talent management by establishing a robust Oracle HCM Cloud to capture and analyze the information of nearly 1,200 local employees.
- Encouraged proactive thinking, and identification and promotion of young talent.

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Analyst report: [Nucleus Research – Oracle Pushes the Cloud at HCM World](#)

Analyst report: [Nucleus Research – Separating the Walk from the Talk](#)

Digibook: [HR Transformation – Aligning People and Business](#)

Solutions guide: [Better Engagement Through Work Life Solutions](#)

White paper: [Improve Hiring Quality, Efficiency, and Speed with Talent Acquisition in the Cloud](#)

White paper: [Win the Talent War with a Better Candidate Experience](#)

White paper: [Payroll for the People – Five Best Practices for the Global Organization](#)

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Finance and Accounting

Provide access to complete, accurate, real-time insights with artificially intelligent financial planning. Comply with increasingly stringent financial reporting regulations and disclosure requirements. Identify and invest in product and service innovations and minimize exposure to risks.

Roles: CFO, VP Finance, Controller

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Today's finance executives face a constant balancing act. On the one hand, they must comply with increasingly stringent financial reporting regulations, which entails constant information gathering, governance, and disclosure requirements. On the other, they must help guide the enterprise to a profitable future, investing in new opportunities while mitigating risks.			<ul style="list-style-type: none">● Delivering real-time financial insights to manage costs and find new sources of revenue.● Managing risk amidst high variability of demand, global labor and currency rates, and material costs affecting the balance sheet.		<ul style="list-style-type: none">● Governing and complying with all regulatory requirements for financial recording and reporting.● Consolidating and reporting financial results in multiple GAAPs/IFRS, and reconciling differences among the various standards—especially around revenue recognition for software and service sales.	

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Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Oracle Enterprise Resource Planning (ERP) Cloud enables you to transform finance and operations for a modern automotive organization. Reduce costs with more efficient, standardized financial processes to make informed decisions and optimize resources. Maximize resource allocation across the organization with data-driven insights for program-specific costs and revenue opportunities.			<ul style="list-style-type: none">● Improve decision-making quality through a complete view of all financial data.● Deliver services faster through self-service, automated workflows, and best-practice finance processes.		<ul style="list-style-type: none">● Automate compliance with fiduciary and statutory requirements.● Optimize supplier performance and value by providing a self-service portal for frequent inquiries, such as days sales outstanding, aging balance, and invoicing.● Improve business value with integrated risk and performance analytics.	

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Roles: CFO, VP Finance, Controller

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>Enterprise Resource Planning (ERP) Cloud →</p> <p>Modern organizations need the agility to respond to rapid change if they are to thrive in the new digital economy. Oracle ERP Cloud is designed for organizations of all sizes. Whether you want to streamline accounting and ledgers, comply with new revenue recognition guidelines, automate expense processing, or report on new KPIs, Oracle ERP Cloud can help. It provides the insights you need to refine your business model, seize competitive opportunities, and become an agile finance team.</p>		<p>Solutions within the Oracle ERP Cloud suite include Financials Cloud, Revenue Management Cloud, Accounting Hub Cloud, Project Financial Management Cloud, Project Management Cloud, Procurement Cloud, Risk Management Cloud, and ERP Analytics.</p>			<p>Enterprise Performance Management (EPM) Cloud →</p> <p>Oracle EPM Cloud helps companies of any size lead with confidence in the digital economy. With industry standards and modern best practice, Oracle EPM Cloud helps you drive accurate, agile plans across the enterprise to analyze profitability, manage costs, and accelerate the financial close.</p>	
					<p>Solutions within the Oracle EPM Cloud suite include Account Reconciliation Cloud, Enterprise Data Management Cloud, Enterprise Performance Reporting Cloud, Enterprise Planning Cloud, Financial Consolidation and Close Cloud, Planning and Budgeting Cloud, Profitability and Cost Management Cloud, and Tax Reporting Cloud.</p>	

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- Do you have complete, timely insights at your fingertips to make strategic decisions?
- Is your ERP platform powerful enough to enable digital transformation?
- Do you have the information you need to forecast budget performance accurately—for both revenues and expenses?
- Are you able to plan and measure fiscal policies and results?
- How do you consolidate financial reporting systems to reduce the time required to produce statutory reporting and meet compliance requirements?

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Metric	Description	Unit of Measure
Number of days to close the books, year-end	Measures average number of days to complete a year-end financial close of the books	Days
Number of days to close the books, month-end	Measures average number of days to complete a monthly financial close of the books	Days
Annual invoices processed	Measures average number of invoices processed per A/P FTE	#
Customer billing (or A/R) FTEs	Measures customer billing (or A/R) FTEs per billion dollars in revenue	FTE
Days sales outstanding	Measures number of days revenue in A/R balances are awaiting collection	Days
Finance cost	Measures finance cost as a percentage of revenue	%
Finance FTEs	Measures number of finance FTEs per billion dollars of revenue	FTE
Planning and performance management costs	Measures planning and performance management costs as percentage of revenue	%

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Finance and Accounting

Provide access to complete, accurate, real-time insights with artificially intelligent financial planning. Comply with increasingly stringent financial reporting regulations and disclosure requirements. Identify and invest in product and service innovations and minimize exposure to risks.

Roles: CFO, VP Finance, Controller

- Key Challenges
- Best Practices
- Solutions
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[Toppan SMIC Electronics \(Shanghai\)](#) (case study) – Automated financial and supply chain processes with Oracle ERP and SCM Cloud solutions.

Challenges:

Slow growth due to extensive manual processes and a lack of system integration. The company had poor insight into costs, revenues, and supply chain efficiencies.

Quote:

“By automating our financial and supply chain processes with Oracle Enterprise Resource Planning Cloud, we improved operating efficiency and supported our rapidly growing business. We also gained real-time analysis, enabling our management team to make faster decisions.”

Shao Wei, General Manager, Information Technology & Security Management Dept., Management Division, Toppan SMIC Electronics (Shanghai) Co.,Ltd.

Results:

- Gained a scalable cloud solution that increased efficiency by eliminating manual processes.
- Accelerated management decisions with timely visibility across the supply chain through integration and robust reporting.
- Reduced risk and costs by improving operational financial decisions.



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Analyst report: [Nucleus Research – Oracle Cloud for Finance](#)

Best-practice guide: [Agile Finance Revealed –The New Operating Model for Modern Finance](#)

Competitive comparison: [Oracle ERP Cloud](#)

Data sheet: [Oracle Financials Cloud](#)

Data sheet: [Oracle Revenue Management Cloud](#)

Ebook: [Oracle Financials Cloud: Modern Finance](#)

ROI calculator: [Calculate Savings with Oracle ERP Cloud](#)

White paper: [Oracle Financials Cloud: Shared Service Centers](#)

White Paper: [The End of Technology Obsolescence – ERP Trends in 2018](#)

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Integration and Analytics

Obtain a complete view of consolidated, cleansed, and enriched data for customers, partners, products, components, and suppliers, with reliable operational data throughout the global organization. Support data-driven insights with a robust model capable of delivering information from disparate sources.

Roles: VP IT, COO, CIO

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
Companies need and utilize extraordinarily complex business processes to compete. Process integration and automation must remain flexible to leverage best-in-class applications and technologies, and create the integrated functionality and services they need. They must also avoid hard-coded integrations that are costly to maintain and risky to change.			<ul style="list-style-type: none">Managing a highly fragmented, legacy systems infrastructure.Gaining visibility across multiple data sources to enable decisions from key business processes.		<ul style="list-style-type: none">Managing manual processes for upgrading system environments, service delivery, and application integration.Integrating globally dispersed systems across lines of business to enable business flow.	

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<p>Oracle Analytics Cloud is a single, strategic platform that meets your needs for speed and scale. At the same time it accommodates your users and their requirements. It fits into your environment, helping you do as much of your analysis as possible in the cloud. It also offers easy access to any source, so you make the best use of all your data no matter where it is. It provides a variety of options for intelligent analysis without being overwhelming to deploy and manage, making it an effective way to engage more people in analysis and extend your organization's expertise.</p>			<ul style="list-style-type: none">● Provide self-service discovery, data loading and blending, powerful inline data prep, automatic visualizations, data storytelling, and extensible analytics across any device.● Automate visualization for all your data, whether you load it through self-service or operational integrations.		<ul style="list-style-type: none">● Deliver a true, governed, self-service environment.● Enable cutting-edge collaboration that extends mobile and social concepts to analytics — providing proactive, contextual insights.● Provide powerful, easy, what-if analysis.	

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<p>Analytics Cloud →</p> <p>Powers data-driven decisions with autonomous analytics. Connects people, places, data, and systems to fundamentally change how you analyze, understand, and act on information.</p>	<p>Integration Cloud →</p> <p>Eliminates barriers between business applications through a combination of machine learning, embedded best-practice guidance, prebuilt integration, and process automation.</p>	<p>Includes an extensive library of adapters to Oracle and third-party SaaS and on-premises applications — enabling you to deliver new business services faster.</p>
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<ul style="list-style-type: none">● How are you going to transform the perception of the IT organization as a cost center to a business enabler?● Are you prepared to support the cases for infrastructure or system-of-record investments by ensuring they link to your organization's top priorities?● How will you manage the need to innovate within existing budget constraints?● Do you have an enterprise architecture strategy to support cloud?● Are you prepared to manage integration and security in the cloud?						

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Metric	Description	Unit of Measure
Custom integration percentage	Measures percentage of systems that have point-to-point, custom integration	%
Data management costs	Measures time spent cleaning up or rationalizing data through more consistent definitions and usage	%
Employee productivity gains	Measures improved productivity of employees due to integrated processes and systems. Faster access to data, faster access to execution, and robust two-way integration between systems	%
Process integration costs	Measures the sum of people, process, and technology costs associated with integrating processes across systems divided by total IT costs	%
Reduction in process cycle time	Measures total time taken by FTEs involved with process rework due to errors or missing information multiplied by the percentage improvement in process cycle time	Days
Reduction in system integration time	Measures the number of systems to be integrated times the average FTE time taken for system integration multiplied by time saved	Days
Reduction in system integration costs	Measures the cost of integrating a particular management system with other systems multiplied by percentage reduction in systems integration costs	\$
Reporting costs savings	Measures time spent collecting, consolidating, and formatting data for presentations divided by publications	\$

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[Brake Parts](#) (press release) – Modernized and digitized manual processes with Oracle Sales Cloud.



Challenges:

Brake Parts struggled to gain timely customer responses, and needed to automate its RFQ processes and new product process introductions.

Quote:

“Using Oracle Autonomous Integration Cloud with Oracle Sales Cloud, we were able to modernize our applications and automate customer-facing activities across departments—transforming our sales operations.”

Lisa Oliver, Sales Operations, Brake Parts

Results:

- Decreased costs, increased business insights, and enhanced innovation across their departments—transforming sales operations.
- Eliminated manual steps and increased customer responsiveness.

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Data sheet: [Control Your Data and Your Destiny with Oracle Analytics Cloud](#)

Ebook: [Modern Integration and Intelligent Automation for a Connected Enterprise](#)

Research report: [Lessons from the Cloud: Analytics and Insights](#)

Video: [Process Automation in Oracle Integration Cloud](#)

Video: [What is Oracle Integration Cloud?](#)

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Information Technology

Align company objectives with an IT strategy and execution plan to streamline all business functions with innovative cloud solutions that enable profitable growth.

Roles: CIO, IT Manager, Head of Infrastructure, PMO, CTO, DBA Manager

Key Challenges	Best Practices	Solutions	Key Questions	Metrics	Customer Success	Key Resources
<p>The IT industry is undergoing an unprecedented period of change. The growth in cloud is pushing more organizations to new, service-based business models. To keep up, many organizations are fuelling innovation through acquisitions and accessing new markets through mergers.</p>			<ul style="list-style-type: none">Managing and integrating multiple technologies and cloud platforms.Aligning enterprise architecture to support business objectives.		<ul style="list-style-type: none">Recruiting, developing, and retaining IT skills.	

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Oracle [Cloud](#) provides a complete, integrated platform to help organizations modernize, innovate, and compete in a digital world. It enables them to cost-effectively build, deploy, and manage workloads seamlessly.

- A single cloud platform that supports industry standards and open APIs.
- Unified architecture across SaaS, PaaS, and IaaS.

- A single pane of glass for managing Oracle solutions.

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Cloud Platform as a Service →

- Delivers the infrastructure and middleware components that allow you to build, integrate, migrate, deploy, secure, and manage mobile and web applications in the cloud.
- Redefines how to modernize, innovate, and compete in a digital world.
- Provides openness, maximum security, and built-in intelligence.

Cloud Infrastructure as a Service →

- Includes compute, storage, network, bare metal, and container services.
- Enables organizations to run any workload at any time over an enterprise-grade cloud.
- Offers innovative migration tools to simplify how organizations migrate on-premises workloads to the cloud.

Converged Infrastructure →

- Consolidates and protects your data to improve cost-efficiency by replacing multi-solution infrastructures.
- Delivers excellent results with cloud-ready IT infrastructure available in three consumption models: on premises, in the public cloud, or Oracle Cloud at Customer.

OUTSOURCED
MANUFACTURING

OUTSIDE
PROCESSING

TIER N
SUPPLIERS

TECHNOLOGY

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Metric	Description	Unit of Measure
Current infrastructure elements not conforming to architecture standards	Measures acceptable product or service performance along one or more dimensions, such as functional levels, performance variation, service lifetime, efficiency, safety, and environmental impact	%
IT costs	Measures IT spending as a percentage of revenue. It's the most recognized measure of total IT investment relative to top-line business results.	%
Mean time between failures	Measures the predicted elapsed time between inherent failures of a mechanical or electronic system, during normal system operation.	Hours
Mean time to recovery	Measures the maintainability of repairable items—the average time required to repair a failed component or device.	Hours
Overall SLA achievement	Measures service-level agreement delivered for information technology services.	%
Planned downtime	Measures the amount of scheduled downtime as a result of scheduled maintenance for administration and upgrades.	Hours
Unplanned downtime	Measures the amount of downtime attributed to unplanned maintenance.	Hours

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[The Factory](#) (blog) – Created an online marketplace to simplify wholesale vehicle sales among automotive dealers.



Challenges:

Simplify the laborious task of appraising and selling off unwanted vehicles through auction houses— a process often marked by delays and excessive paperwork for the dealer, the original vehicle owner, and the potential buyer.

Quote:

“Oracle offers an integrated cloud stack that includes business intelligence, analytics, big data preparation, and other services, which will be valuable in the future. It’s plug-and-play, so we can add cloud services as we go.”

Lynn Clark, CEO, The Factory

Results:

- Gained the ability to quickly connect with external applications and services.
- Implemented real-time data integration and mobile accessibility of dealer management system, credit checking, and background histories for each vehicle.
- Enabled dealers to make on-the-spot offers for vehicles, and enabled owners to immediately accept, decline, or counter offer based on real data results.

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Analyst report: [Ovum Decision Matrix—Oracle Named a Leader in Enterprise Mobile Apps Development Platforms \(PDF\)](#)

Brief: [Harvard Business Review—Using Digital Platforms and Artificial Intelligence to Outpace Rivals](#)

Brief: [Lessons from the Cloud: Move Workloads](#)

Digibook: [IaaS Customer Stories](#)

White paper: [Next-Generation Cloud Delivers Enterprise Scale](#)