

5 Reasons to Move to Oracle Order Management

Oracle Fusion Cloud Order Management is the AI-enabled engine that helps power seamless order capture, orchestration, fulfillment, and analytics across the entire order to cash process.

Key challenges

Disparate capture and fulfillment systems

Disconnected systems and limited transparency hinder the ability to capture and orchestrate orders, increasing supply chain disruptions and putting commitments at risk.

Disjointed or hard-coded processes

Multiple order channels and fulfillment modes in separate, inflexible systems create silos and necessitate manual handoffs. Midstream order changes require custom IT recoding. This complexity delays responses and increases the risk of errors and misallocating inventory.

Fragmented supply visibility

Without a unified promising engine, companies fulfilling orders from various suppliers struggle with poor visibility, inconsistent delivery, and inefficient decision-making. This could lead to higher fulfillment costs or incorrect promise dates, jeopardizing revenue.

Error-prone order capture

Addressing pricing policies, taxes, and availability checks through numerous channels, by hand, is slow and susceptible to errors, and can lead to delays, margin leakage, compliance risks, and dissatisfied customers.

Manual, reactive order handling

Order capture, returns, exception management, and PDF ingestion require labor-intensive steps that slow cycle times and introduce errors. Disconnected dashboards make it difficult to see at-risk orders in real time, resulting in potential revenue or service levels slip.

CRITICAL INSIGHTS

Analysts consistently rate Oracle as a leader in cloud supply chain management applications.

How Oracle can help

Order hub for omnichannel consistency

Oracle Order Management captures, validates, and orchestrates order fulfillment via direct entry, EDI, CPQ, ecommerce, or AI-based PDF ingestion. It's a hub for multiple systems that enables accurate processing across the entire order-to-cash flow.

Flexible, no-code orchestration

Order Management links order sources and fulfillment paths based on configurable orchestration process and routing rules. Orchestration works with Global Order Promising, allocation rules, and AI analytics built-in to ATP/CTP commitments for faster deployments.

Smarter promising, happier customers

Global Order Promising delivers available-, capable-, and profitable-to-promise commitments in real time. User-defined sourcing, allocation rules, and what-if simulations let companies reserve supply for priority customers while balancing service levels and cost.

Unified, rule-driven management

Order Management validates orders for completeness, tax, pricing, and compliance via configurable business rules that auto-populate details so clean orders can flow into fulfillment systems. Oracle Configurator also streamlines product configurations.

Autonomous order processing

Oracle's AI-driven Sales Order Assistant, Return Order Assistant, and multimodal PDF conversion automate data entry, eligibility checks, and product recommendations, cutting manual effort. Exception Assistants suggest fixes while integrated workflows deliver decisions.

Get better results faster with Oracle Fusion Cloud Order Management

Oracle's cloud OM solution enables seamless order capture, orchestration, fulfillment, and analytics across order to cash processes.

Learn more