



Oracle Cloud EPM TrustReport

Based on 164 end-user reviews and ratings
of Oracle Cloud EPM on TrustRadius

Curated from End-User Reviews on:



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ABOUT TRUSRADIUS

TrustRadius is the most-trusted review site for business technology, bringing transparency to the \$3.7 trillion B2B market. We help buyers make confident decisions with in-depth reviews and ratings from real software users. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. We also help vendors engage and convert buyers by putting their customer’s voice to work, authentically and at scale. Headquartered in Austin, TX, TrustRadius was founded by successful entrepreneurs and is backed by the Mayfield Fund and LiveOak Venture Partners. To learn more, visit www.trustradius.com.

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About This Report

Why read this report?

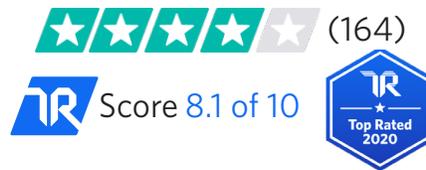
This report is designed to help you make an informed decision about Oracle Cloud EPM. It is based on 35 reviews and 128 ratings of Oracle Cloud EPM on TrustRadius, the trusted review site for business software. By crowd-sourcing user perspectives, we help you to get a true sense of the product.

This report includes analysis of the types of customers (company sizes, industries, etc.) that use Oracle Cloud EPM, what companies and users like most about the product, as well as areas for improvement. It also includes user perspectives on the ROI of Oracle Cloud EPM.

Our methodology

A broad sample of Oracle Cloud EPM's user base has been invited to review the product on TrustRadius. Reviewers were encouraged to provide candid feedback and had the option to remain anonymous. Nominal incentives were used to motivate responses from a broad spectrum of customers. All reviewers were vetted by our research team to ensure that they were legitimate customers and that their feedback was authentic and unbiased.

Oracle Cloud EPM Product Summary



Product Description

Oracle Cloud EPM is a SaaS Enterprise Performance Management platform for enterprise-level Financial and operational planning, reporting, consolidation and close, enterprise master data management, and more. It also provides visibility into organization-wide financial information by consolidating relevant data into one system. These capabilities allow line of business users to expedite the periodic reconciliation and close process and generate routine and ad hoc reports and analysis.

Oracle Cloud EPM is organized into a suite of products focusing on specific business processes and capabilities. The products cover these business areas:

- Account reconciliation
- Financial consolidation and close
- Profitability and cost management
- Enterprise-wide planning

- Enterprise narrative reporting
- Tax reporting
- Enterprise master data management

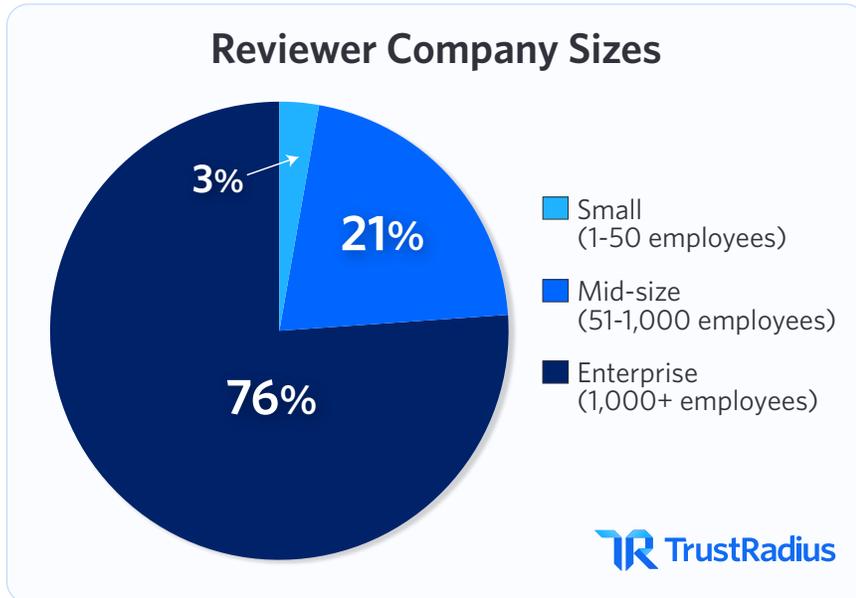
Product Features

Oracle Cloud EPM offers a range of features to provide enterprises with insights into their financial and productivity performance. Below is a description of the core features included in Oracle Cloud EPM:

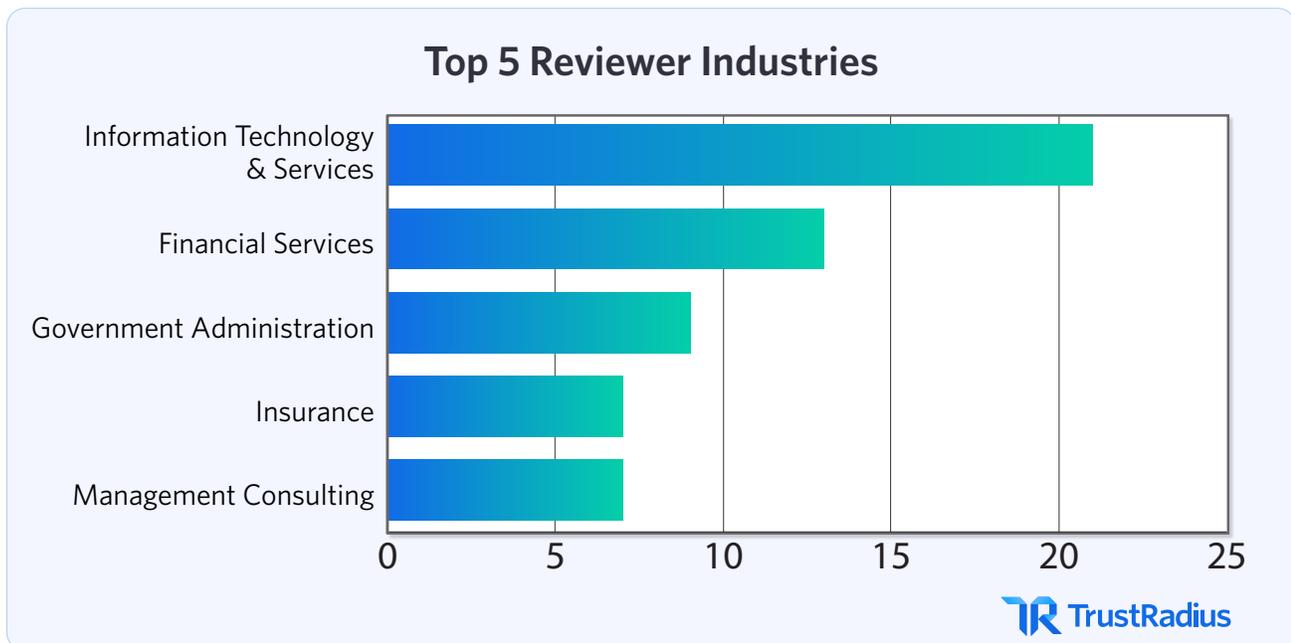
- **Planning and Budgeting:** Oracle Cloud EPM enables accurate, connected plans across the enterprise—from long-range planning to periodic rolling forecasts and line-of-business planning. It includes best practices and out of the box content for financial planning (revenue, expense, cash flow planning) as well as workforce, capital, and project planning. It facilitates resource planning and budgeting with a variety of forecasting and allocation methods and what-if scenarios.
- **Narrative Reporting:** Oracle Cloud EPM's narrative reporting features provide a full set of capabilities necessary for businesses to report on financial performance to internal and external parties. Reporting capabilities include the ability to aggregate data across multiple sources to generate and review custom reports. Oracle Cloud EPM 's reporting function helps fulfill the needs of internal decision-makers and external regulatory bodies. It also includes Microsoft Office integrations to enable line-of-business users.
- **Account Reconciliation:** Oracle Cloud EPM's integration with the rest of the enterprise's financial systems and accounts enables users to expedite the reconciliation process. Customizable matching rules, data normalization, and compliance-driven processes combine to meet financial professionals' unique reconciliation needs.
- **Financial Consolidation and Close:** Oracle Cloud EPM's support for financial consolidation and close process includes preconfigured, out-of-the-box financial best practices to help enterprises align with global reporting and GAAP requirements. It also provides automated processes, such as cash flow tracking, balance sheet calculations, and workflow progression, all designed to minimize routine manual labor burdens on enterprises.
- **Profitability and Cost Management:** Oracle Cloud EPM allows enterprises to use centralized data to create an organization-wide view of costs and profits. This visibility includes surfacing hidden costs and profits, such as calculating the costs of shared services and infrastructure. From this data, users can build out a comprehensive model of the enterprise's costs and profits to provide actionable financial visibility, which can be reported in-platform and via Smart View for non-IT users.
- **Tax Reporting:** The Oracle Cloud EPM's tax reporting capabilities allow organizations to conduct their necessary regulatory reporting across legal jurisdictions, all from one platform. The system is designed for country-by-country reporting to automate as much of the international reporting process as possible.
- **Enterprise Master Data Management:** Oracle Cloud EPM emphasizes an enterprise's ability to centralize, organize, and validate its master data to create a single source of truth. The platform's data management provides application-specific and master views of the organization's data, and is designed to support self-service data maintenance for continual change management.

User Demographics

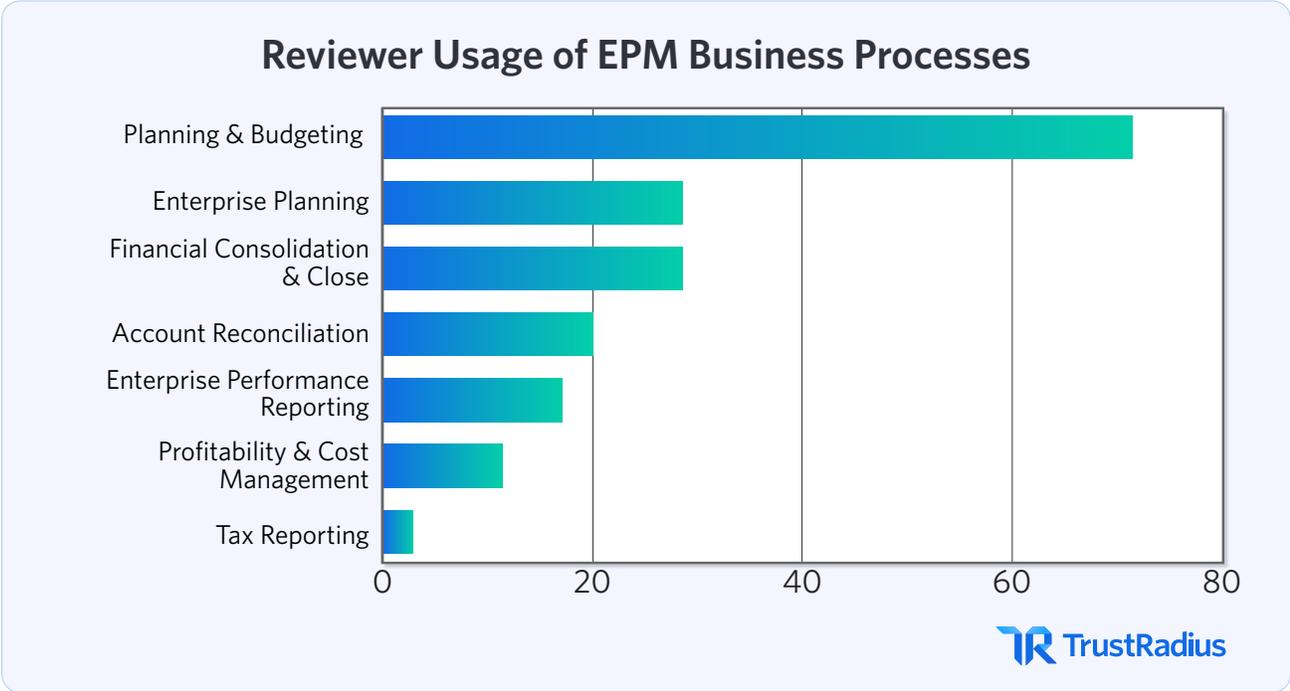
Based on reviewer demographics, Oracle Cloud EPM is predominantly used by enterprises (76%), with a sizable minority of midsize companies (21%) using the platform as well.



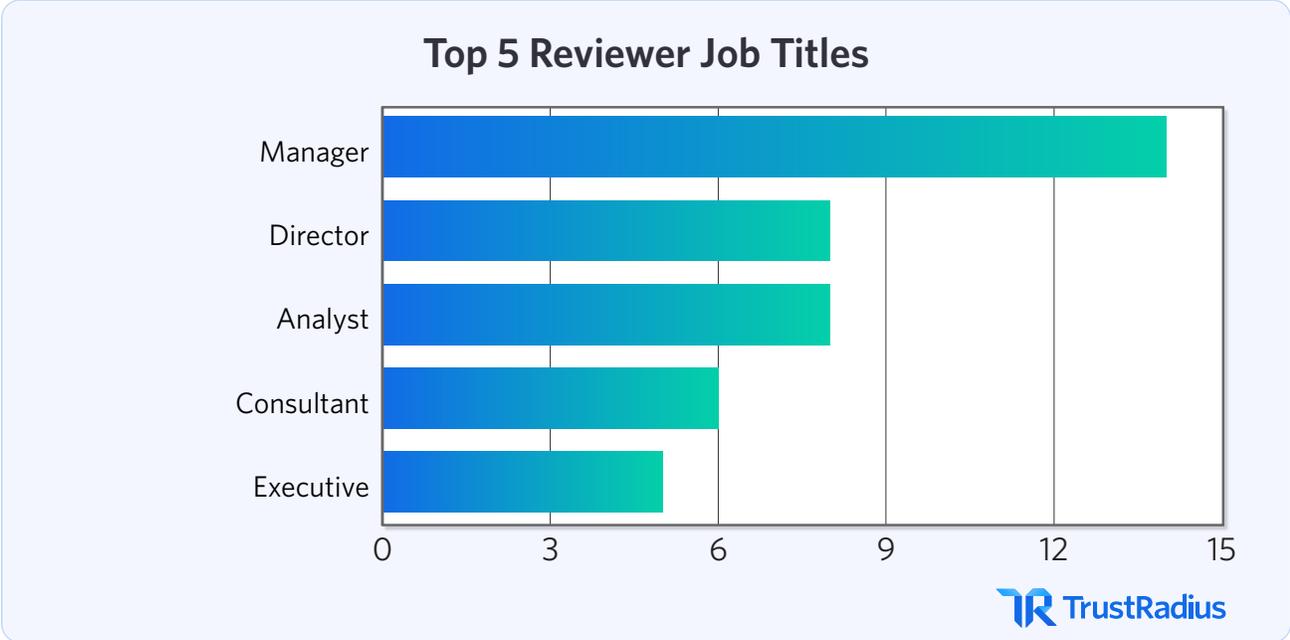
Oracle Cloud EPM is used by a wide range of industries. The five most common reviewer industries are Information Technology & Services, Financial Services, Government Administration, Insurance, and Management Consulting. There are also a range of reviewers who implement Oracle Cloud EPM on behalf of their clients in these industries.



Oracle Cloud EPM's most frequently used modules revolve around its planning, forecasting, financial consolidation and close, and account reconciliation capabilities. Large segments of the product's reviewers use the Planning and Financial Consolidation and Close modules. *Note: since these reviews were written, the Planning & Budgeting and Enterprise Planning modules have been combined. All of these business processes are now sold as part of a suite.*



The most common reviewer roles are Managers, Directors, Analysts, Consultants, and Executives.



Summary of Oracle Cloud EPM User Feedback

The following is an overview of the product usage, strengths, and areas for improvement based on feedback in the 35 reviews of Oracle Cloud EPM on TrustRadius.

Use Cases

Oracle Cloud EPM is designed to make financial planning, analysis, and close processes easier and more accurate. Reviewers have used Oracle Cloud EPM to support a variety of enterprise-scale financial and reporting efforts, frequently including financial planning and budgeting, account reconciliation, and ad hoc analytics on the organization's productivity.

"It's being used by the FP&A team for monthly business reporting package. Prior to having the Oracle EPM Cloud, the team used Excel spreadsheets. This is a lot easier without having to manually calculate other formulas."

Rosetta C.
Director of Financial Systems Development
Insurance Company
1,001-5,000 employees

"Oracle Cloud EPM is used by our entire company for analytics of our business and helping us to ensure that senior leadership understands how we are performing as a company."

Glen C.
Chief Operating Officer
Information Technology and Services
51-200 employees

"[Oracle Cloud EPM] allows us to consolidate our financial numbers at GAAP and IFRS level and report at the top level to our leadership team and executives - on a monthly, quarterly and yearly basis."

Sanket D.
IT Manager
Real Estate
501-1000 employees

"Enterprise Planning and Budgeting features are used by our finance department. It is their only tool to plan financial budgets and build their forecast. The financial reports generated out of the module are used extensively for comparing the plan vs actuals."

Verified User
Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"Oracle Financial Consolidation and Close Cloud is being used by our client to manage to close and consolidating and maintain compliance and auditability at the same time."

Verified User

Consultant in Professional Services
Computer Software Company
501-1000 employees

Strengths

1. Reporting Capabilities

Reviewers emphasize the strength of Oracle Cloud EPM's reporting capabilities. Reviewers frequently mention ease of creating new and customized reports to share with the rest of their organization.

"Smart View allows accountants to create their own reports easily. Reports are dynamically re-freshed after the month-end close. [Oracle Cloud EPM] allows flexible reporting using alternative account hierarchy."

Rosetta C.

Director of Financial Systems Development
Insurance
1001-5000 employees

"I designed and developed Interactive reports in EPBCS cloud and it is a clear winner. Smartview augments the usability of this tool especially for those users more comfortable with Excel."

Verified User

Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"A superuser could create new reports and push them in a few seconds to be used by all users. Similarly, if any user comes up with a creative report and would like to share it with other users, it's just a matter of seconds after pushing the button."

Verified User

Employee in Information Technology
Information Technology and Services Company
5001-10,000 employees

"Webstudio or financial reporting enables actuals vs plan comparisons a cleaner validation."

Verified User

Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

2. Ease of Use

Reviewers often highlight Oracle Cloud EPM's ease of use. They appreciate easy data extraction for line-of-business users, as well as ease of management.

"User-friendly interface. Navigation is intuitive, and users don't have to shoot in the dark to find settings."

Verified User

Engineer in Information Technology
Computer Software Company
51-200 employees

"Web forms are intuitive and easy to navigate. Finance can handle tasks that used to require IT."

Verified User

Consultant in Information Technology
Insurance Company
1001-5000 employees

"It is best for department budgeting and planning. It has the best in-house support to help with the transition from a legacy system to cloud-based system, like Oracle Cloud EPM."

Verified User

Consultant in Information Technology
Banking Company
5001-10,000 employees

"It's a cloud-based platform which is great in driving new user adoption for teams outside of Finance."

Verified User

Manager in Marketing
Information Services Company
10,001+ employees

3. Support for Financial Processes

Oracle Cloud EPM's support for financial modeling, reconciliation, and consolidation is a major strength, according to reviewers.

"[Oracle Cloud EPM] is particularly helpful in the planning of the sales cycles to the FP&A users. It is rolling up the GL balances effectively and generating financial statements."

ShyamSunder A.

Lead Business System Analyst (Finance)
Information Technology and Services
10,001+ employees

"Different model plans for management needs - for OPEX and revenue, we need to build different models to meet the needs of our company. Oracle Cloud EPM is good at this and meets our needs for creating these models."

Raemsh P.

Senior Manager Business Applications
Information Services
1001-5000 employees

"Task Manager in EPBCS helped business users track the planning and budgeting process."

Badri N.
Senior Oracle EBS
Consumer Goods
501-1000 employees

"Was able to harmonize different charts of accounts, processes and consolidate under one platform for budgeting and management reporting."

Verified User
Director in Finance and Accounting
Semiconductors Company
10,001+ employees

"Financial Consolidation Cloud has a lot of best practice configuration built in which ensures that you're up and running in no time. [Oracle] offers an end to end solution with features like automated cash flow reporting, multi GAAP reporting, great support for foreign exchange translation adjustments."

Verified User
Consultant in Professional Services
Consumer Services Company
501-1000 employees

4. Flexible Deployments

Oracle Cloud EPM users have benefited from the ability to tailor EPM processes to their organizations. These include data management and user experience.

"Customizable and flexible to an enterprise's needs. We have yet to need any external plugins/add-ons for our use cases."

Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

"Cloud integration - high availability and locally implemented instances that provide a custom feel. It also enables systematic and customized capture of vital information."

Vishal S.
Consultant
Computer Software
11-50 employees

5. Unified Data Management

Reviewers have highlighted the benefits of unifying data across systems to make company information more accessible and prevent discrepancies across business units.

"One global plan and integration with other cloud-like Oracle HCM for plans - reduces the manual effort of getting the data and activating information."

Raemsh P.
Senior Manager Business Applications
Information Services
1001-5000 employees

"Oracle Cloud EPM is a one stop shop where users can utilize multiple functionalities to run their business is invaluable. We have an integrated tool that helps us take data from our Planning tool to our Consolidations tool to ensure that we are all speaking the same truth."

Glen C.
Chief Operating Officer
Information Technology and Services
51-200 employees

Areas for Improvement

1. Slower Performance with Higher Data Loads

Reviewers report Oracle Cloud EPM's performance slowing as it handles higher and more complex data loads.

"Performance tends to be slow when [Oracle Cloud EPM] has to process large data."

Sanket D.
IT Manager
Real Estate
501-1000 employees

"Performance has not been reliable in the cloud and support from Oracle always requires escalation."

Verified User
Executive in Information Technology
Hospitality Company
10,001+ employees

"Every other company is using the solution and it can cause delays in data retrieval."

Verified User
C-Level Executive in Corporate
Computer Games Company
201-500 employees

"There were some performance issues during the initial installation."

Verified User
Consultant in Information Technology
Banking Company
5001-10,000 employees

2. Integrations Outside of Oracle Ecosystem

Integrating Oracle Cloud EPM with non-Oracle systems has been a pain-point for some reviewers. In particular, third-party integrations are more complex and difficult to set up for non-IT users.

"Integration between the non-Oracle transactional systems needs to be simpler."

ShyamSunder A.
Lead Business System Analyst (Finance)
Information Technology and Services
10,001+ employees

"Third-party integrations are unreliable, to say the least. The so-called automated extracts and reports fail very frequently."

Verified User
Consultant in Professional Services
Consumer Services Company
501-1000 employees

3. User Interface

Though many reviewers highlight its ease of use as a strength, other reviewers have criticized Oracle Cloud EPM's user interface. In particular, some specialized facets of the interface can introduce inefficiencies in routine users' workflows or require more of a learning curve than expected.

"Menus are not always intuitive."

Vishal S.
Consultant
Computer Software
11-50 employees

"Sometimes to do an action in the application takes too many clicks. (ie: adding a new employee in workforce). This has been feedback from our user group."

Verified User
Manager in Finance and Accounting
Financial Services Company
501-1000 employees

"Repetition and redundancy when filling out forms. I have had to cut-paste the same information multiple times for some steps in the transaction entry forms."

Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

"Our implementation consultant set up all the business rules for calculations to get us live, and we may have difficulty setting up new ones going forward. We feel like that we now need to hire someone who has the technical knowledge to help us to manage the system going forward."

Rosetta C
Director of Financial Systems Development
Insurance
1001-5000 employees

4. Cost and Structure of License

Some reviewers complain about the license costs associated with using cloud-based products. Oracle's pricing model can also be complicated, and may not make sense for smaller organizations. *Note: Oracle has since addressed pricing concerns voiced by customers with its simplified Cloud EPM suite pricing model. This was released in July 2019. For more info visit and contact Oracle: <https://www.oracle.com/applications/performance-management/>*

"[Oracle Cloud EPM] is very costly in terms of licensing unlike other Oracle products."

Verified User

Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"To configure cloud services, one must invest a lot. A system integrator is required, which costs a lot."

Verified User

Employee in Information Technology
Information Technology and Services Company
5001-10,000 employees

"Pricing [for Oracle Cloud EPM] is somewhat complicated."

Balazs K.

Software Developer
Banking
51-200 employees

"Could be expensive given the size of your company. Doesn't make sense for small companies to implement [Oracle Cloud EPM]."

Talha A.

Complex Controller
Hospitality
201-500 employees

ROI on Oracle ERP Cloud

1. Time Savings

Reviewers most commonly point to saving time as a key point of value from using Oracle Cloud EPM. The platform speeds up their forecasting, planning, and reporting processes.

"Forecasting sped up, removal of 3 days from process."

Katherine T.
Analytics and Reporting Lead
Government Administration
10,001+ employees

"Planning and budgeting have become a quick win with this tool. Excel Smartview has good user experience. Plan vs. actual comparison can be done in near real-time with the ease of financial adapter configuration."

Verified User
Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"Shorter forecast cycle window, standardization of COA leads to everyone speaking the same language."

Verified User
Director in Finance and Accounting
Semiconductors Company
10,001+ employees

"It saves our analysts time on reporting, data analysis, and calculations. It saves us 20% of time off of our calculation processes for our entire cycle."

Verified User
Analyst in Finance and Accounting
Education Management Company
5001-10,000 employees

"Time savings compared to old processes we had. Good ROI as a result of reduced man hours needed in the budgeting process."

Verified User
Consultant in Information Technology
Insurance Company
1001-5000 employees

2. Improved Financial Visibility

Reviewers see improved visibility into their financial data, processes, and outcomes due to Oracle Cloud EPM. This includes better visibility for their leadership figures, as well as ad hoc users, across geographies and different lines of business.

"EPBCS and FCCS have some strong reporting capabilities giving the user better insight into the enterprise data. EPBCS, for example, has increased the visibility to our budgeting data by nearly 60%."

Aissam D.
Senior ERP Manager
Broadcast Media
1001-5000 employees

"The reports and analytics capability has really helped in identifying the flows and the overall situation of finances. Due to this, not only the executives but also the leadership uses the application quite frequently."

Verified User
Consultant in Professional Services
Consumer Services Company
501-1000 employees

"It allows management reporting across 20 countries."

Verified User
Analyst in Information Technology
Entertainment Company
10,001+ employees

"[Oracle Cloud EPM] eliminated the need to manual consolidate excel templates, thereby reducing risk. Smartview allows the FPA team to pull data out of the system very easily & perform their own analyses."

Verified User
Manager in Finance and Accounting
Financial Services Company
501-1000 employees

3. Cost Savings

Reviewers identify cost savings as another key aspect of the return on their investment. Much of the savings stems from Oracle Cloud EPM's cloud-based design, which reduces hardware and maintenance costs for enterprises.

"[Oracle Cloud EPM] has a positive ROI impact on our business. Hardware savings and future upgrade cost can be avoided."

Raju A.
Record to Report IT Manager
Machinery
5001-10,000 employees

"We were able to reduce cost of support and reduce maintenance time."

Verified User
Manager in Information Technology
Design Company
1001-5000 employees

"Significantly reduced the amount of money we spent for the maintenance of in-house hardware. We now need less employees to manage the configurations of Oracle Cloud EPM."

Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

Executive Interview with Hari Sankar & Jennifer Toomey, Heads of EPM Product Management and Product Marketing at Oracle



THERE'S BEEN A SHIFT IN THE ENTERPRISE PERFORMANCE MANAGEMENT SOFTWARE MARKET AS A WHOLE WITH THE TRANSITION FROM ON-PREMISE TO SAAS-BASED SOFTWARE DEPLOYMENTS. WHAT ARE SOME OF THE BIGGEST BENEFITS OF SWITCHING TO A CLOUD-BASED SYSTEM?

Hari: One of the biggest benefits that our customers see is continuous innovation in the cloud. In the on-premises world, software upgrades happen once every couple of years, sometimes even less frequent than that. So people have to wait two or three years before they get access to new functionality, new capabilities, and new innovation. Whereas in the cloud, it's a very continuous update process. And we have automated updates once a quarter, on a very regular cadence.

The ability to constantly get access to innovation, whether it's technical or functional, is a big deal for many of our customers. The functional innovation is not just getting access to new functionality, it's really the ability to incrementally make changes to your business process, and business value that you get from it.

And there are many other benefits too. We've spent a lot of time building in best practices that we've seen our customers implement, whether it comes to planning or reporting or financial consolidation. Those two things, continuous innovation and best practices, are value drivers for the cloud.

Jennifer: Thinking about the idea of agility, it's very difficult for on-premise customers to make changes to their business processes. If you look at the current situation we're in and how much things are changing, the ability to be able to change your software business processes is much easier in the cloud.

WHAT ARE SOME OF THE HURDLES THAT CUSTOMERS SHOULD BE AWARE OF AS THEY MAKE THE TRANSITION FROM ON-PREMISE TO CLOUD-BASED SOFTWARE?

Hari: Two of the biggest hurdles are mindset issues. One is that people think that they have less control over cloud software than they do with on-premises software. Whether it's people in Finance or IT (oftentimes both), they're used

to intimately managing the details of their on-premise software in terms of upgrades, data backups, configuration, etc. When they move to the cloud, they have to give up some of that control.

But actually, this can be a good thing because there are certain things that IT or Finance people don't want to be managing themselves. It frees up their time to focus on the things that they know uniquely better than anybody else in the specific context of their business and industry. So that mindset shift— giving up some control, to get more free time to focus on higher value-added things—is something that requires change.

People sometimes say, "I know it's been challenging for me to manage the software upgrade process once every two years. And now you guys are talking about quarterly updates and monthly updates, how am I going to deal with that in the cloud?" So there's also a bit of a fear of the unknown.

And while making large upgrades is complex, making small updates is much easier.

The third hurdle is organizational complexities. Any large-scale change like this requires backing from up and down the organization. Companies that have executive sponsorship towards a move to the cloud because they see it as a priority for their business usually take that leap much more easily. If that executive sponsorship and support is not there, the business struggles with the transition because they have to build a case for it from the bottom-up.

WHAT SORT OF CHANGES CAN YOUR CUSTOMERS EXPECT FROM SWITCHING TO CLOUD? WHAT ADVICE DO YOU HAVE FOR MAKING THE IMPLEMENTATION PROCESS AS SMOOTH AS POSSIBLE?

Hari: When a customer is looking to make the transition from on-premises to the cloud, we always give them a few different pieces of advice. One is, consider the move to the cloud as an opportunity to rethink your process and re-imagine your process. It's an opportunity to adopt current best practices. This doesn't mean you're engaging in very long, drawn out implementation cycles. In fact, it's the opposite.

Many of our customers take a very phased approach in the cloud. It really helps to think, "You know what, 80% of what I want to do with planning is very similar to what any typical company of my size would want to do. So let me adopt those best practices without reinventing them and then incrementally expand on top of it."

That's where the incrementalism, or agile development process, mindset comes into play. It's as much a software thing as it is a process thing. And the fundamental attractiveness of our software is that it's very flexible and can accommodate the kind of re-imagination of the process that our customers want to do.

Jennifer: To build on that, when we do focus groups with our customers, some of the most successful implementations have been where Finance or other line of business departments have partnered with IT. So it can be a very collaborative process between teams. Some companies create steering committees to help roll out the changes.

CAN YOU TELL ME ABOUT HOW ORACLE CLOUD EPM IS DIFFERENTIATED FROM OTHER KEY PRODUCTS IN THE MARKETPLACE?

Hari: We are very different from alternatives in terms of the number of choices we provide customers with. Other EPM vendors in the marketplace can be more narrowly focused on one or two core competencies. For example, some EPM vendors just do planning. Others just do reporting, account reconciliation, or financial close process management. In contrast, at Oracle, we've taken a very comprehensive approach and provide a suite of solutions.

Oracle Cloud EPM is not just financial planning, but planning that happens in other functional areas like human resources, IT, sales, marketing, and so on. It also includes reporting, financial consolidation, financial close, profitability management, etc. So Oracle provides solutions for every need you can think of within the context of EPM. But it's not a monolithic, one-size-fits-all kind of platform. It's very modular and is designed for flexible deployment. Comprehensive capabilities that are designed for flexible and modular deployment is a key differentiator for us.

Oracle Cloud EPM is also connected nicely back into the Oracle Cloud ERP system. Those connections are pre-built. They come out of the box if the customer has an Oracle system in the backend.

Our third differentiator is the degree to which we're investing in artificial intelligence. We think technologies such as machine learning and process automation can fundamentally change the value proposition of performance management software and take it to a whole different level.

And the fourth differentiator is the best practice idea mentioned earlier. We have the most proven software solution in the market today because thousands of customers have deployed it in the cloud and on-premises as well. That experience of having solved enterprise performance management problems for our customers, that's in our DNA. That expertise and best practices based content is what we deliver as part of the cloud software.

THINKING MORE ABOUT THE FUTURE OF THE EPM MARKET, WHAT ARE THE MOST IMPACTFUL TRENDS THAT YOU SEE DEVELOPING OVER THE NEXT FIVE YEARS? HOW DO YOU EXPECT THOSE TRENDS TO AFFECT ORACLE CLOUD EPM'S PRODUCT ROADMAP?

Hari: I think intelligence getting embedded into the EPM software is a fundamentally important trend. We're going to see more and more of it over the next two to five years, in two areas in particular. The first one is related to automation. There's a lot of manual labor in financial, and specifically EPM, processes.

For instance, account reconciliation are being done manually by clerical staff at the end of every month, at the end of every quarter. Our belief is that a large subset of these account reconciliations can be automated initially using rules. Intelligent learning algorithms that observe how people are performing activities like reconciliations could codify that process into intelligence and rules and then automate them further.

The second area relates to the embedding of artificial intelligence technologies like predictive analytics and machine learning into EPM software. These learning algorithms can then take a look at data, understand the patterns, and provide input that serves to fundamentally improve not only the timeliness of decisions, but also the quality of decisions.

ON TRUSTRADIUS, REVIEWERS FREQUENTLY POINT TO ORACLE CLOUD EPM'S REPORTING CAPABILITIES AS A KEY STRENGTH OF THE PLATFORM. WHAT DO YOU THINK MAKES THE REPORTING CAPABILITIES STAND OUT?

Hari: We outperform our competitors in our usage of Excel as a frontend to our software. People in finance or other line of business departments are very familiar with Excel. Our 'Smart View' capability is an interface that uses Excel as the frontend to our software, which helps our customers deliver high quality reporting using a familiar interface. So that's one reason why our customers love our reporting. They love the flexibility, familiarity, and the richness of the reporting.

The second reason is that, in the last few years, we have re-imagined reporting and added 'narratives' to reports. Typically, reports are numbers and charts. But often, the numbers and charts end up raising questions like (if you're looking at a variance report) "Where is this variance coming from? What are we doing about it? Is this variance going to continue on to the next quarter, into the next year, or is it a one-time thing?"

The idea behind narrative reporting is that we provide customers with narrative commentary that helps explain the numbers and charts. This addresses the types of questions above and helps the report come to life. It becomes a tool that supports decisions as opposed to something that creates a lot of questions and back and forth.

Looking ahead, we're investing in natural language processing technologies to automate the generation of certain types of narratives. The automatically generated narratives can be

edited, embellished, or extended by people, but we can give you a baseline that is delivered by the system.

Jennifer: Our narrative reporting also allows for a high degree of collaboration. A lot of times reporting can be quite a manual process. But Oracle Cloud EPM's reporting tool is linked to a central data source that can be worked on by multiple people in a secure way. This helps add that layer of collaboration. And that's been very important, especially for our customers that are working in remote settings due to the pandemic.

SOME REVIEWERS HAVE ALSO IDENTIFIED ISSUES WITH SLOWER PLATFORM PERFORMANCE WHEN WORKING WITH KIND OF VERY HIGH DATA LOAD ENVIRONMENTS. HOW DO YOU RESPOND TO BUYERS WHO MAY BE CONCERNED WITH SOME OF THIS FEEDBACK?

Hari: Performance issues in general, and data load related performance issues in particular, could often be due to implementation related problems. There are well established best practices related to data loads; following them will minimize the occurrence of these performance issues.

These best practices are described in the user assistance documentation. We also have how-to videos and other efforts to help our customers and partners in this area. For example, we conduct online and in-person implementation workshops for our partners where we train them on best practices.

So when a customer sees a problem like this, it may be an implementation methodology issue rather than a software issue. But nevertheless, if it's a problem that a customer is experiencing, we are certainly interested in resolving it. When a problem like this is seen in more than a handful of cases, we see if we can incorporate

intelligence into the software to proactively address the issue.

Another resource that's available to customers is our Cloud Customer Connect community. Every one of our customers and partners participates in this online forum. And this becomes a peer group where a lot of knowledge related to best practices is shared across customers and partners.

JENNIFER MENTIONED COLLABORATION CAPABILITIES, AND HOW THOSE ARE HELPING INDIVIDUALS WORKING REMOTELY. RIGHT NOW, WE'RE AT A POINT WHERE BOTH EMPLOYEES AND ENTERPRISES ALIKE HAVE TO BECOME MORE FLEXIBLE AND ADAPTABLE IN MANY UNPRECEDENTED WAYS. IN YOUR OPINION, HOW DOES THE COVID-19 PANDEMIC AND THE ECONOMIC DECLINE IMPACT THE NEED FOR AN EPM PLATFORM?

Hari: Enterprise performance management software becomes even more important when a crisis like this hits. There's a lot of uncertainty that's thrown at you. Many of our customers have seen demand go away, or demand from certain segments or certain channels go away. For example, we work with a lot of retail businesses, and while their online business is booming, their store channel has been pretty much shut down for the last several months. Some customers are also seeing disruptions in supply. And everybody's seeing issues related to cash flows.

We have software related to scenario modeling and planning that can help our customers plan for these scenarios. In normal times, you predict what the world is going to look like and plan

for that scenario. In an uncertain time like this, you need to be prepared to deal with a number of different potential scenarios. What if the economy opens up three weeks from now? Or what if it opens up three months from now? What if the demand pickup follows a V-shaped recovery? What if it follows a slower, U-shaped recovery? We offer powerful scenario modeling and planning capabilities that can help our customers proactively plan and prepare for these different types of scenarios.

For those customers who proactively moved to the cloud prior to the crisis, they saw no disruptions to their operations. The customer demand and supply disruptions are still there. But they had a superior ability to run their planning software and budgeting software, close their books, and deliver reporting to their internal and external stakeholders without skipping a beat. Whereas traditional IT-managed, on-premise deployed customers had more of a challenge keeping their software running, compared to their peers who moved to the cloud.

The crisis could alter the timelines that people had in mind for moving from on-premises to the cloud. This may result in an acceleration of the move from on-premises to the cloud.