ORACLE FUSION DISTRIBUTED ORDER ORCHESTRATION

CENTRALIZED ORDER ORCHESTRATION

KEY FEATURES

- Centralized & standardized order fulfillment processes and procedures
- Fulfillment process visibility across multiple fulfillment systems
- Centralized monitoring of order status
- Gantt Chart view of fulfillment process progress
- Jeopardy calculation to allow pro-active notification of potential problem orders
- Predefined actions to fix problem orders
- Predictable fulfillment processes
- Supply visibility across multiple fulfillment systems and external partners
- Selection of optimal fulfillment source based on delivery time or cost
- Lead-time, ATP, CTP, and PTP promising
- Allocation of scarce supply
- Suggestions for alternate sources and substitute items
- What-if analysis of alternate scenarios with cost and delivery-time metrics
- Mass update operations to manage backlog and rescheduling
- Always on, 24x7 order promising
- Constraint logic to manage allowable user actions
- Leverages existing order capture and fulfillment systems
- Interface layer abstracts specific capture and fulfillment systems from the orchestration process definition
- Extensible SOA framework decreases integration costs
- Pre-integrated with Siebel & E-Business Suite

Oracle Fusion Distributed Order Orchestration is a Fusion Supply Chain Management application designed to improve order orchestration across diverse order capture and fulfillment environments. Centrally-managed orchestration policies, global availability, and fulfillment monitoring increase customer satisfaction and order profitability.

Centralized Monitoring and Exception Management

Oracle Fusion Distributed Order Orchestration is an ERP-agnostic, standalone application that enables organizations to accurately and efficiently manage customer orders across multiple order capture and fulfillment systems. It collects orders from diverse order capture systems, converts and stores them in a standard format, distributes them to multiple fulfillment systems, receives fulfillment status updates, and coordinates status updates back to the capture systems.

Fusion Distributed Order Orchestration provides a centralized view to these orders, allowing users to view statuses, a summary of exceptions by customer, product, or supplier, and to drill into the data to view additional details. Jeopardy alerts proactively identify orders that may not meet promise dates, allowing organizations to identify issues in time to take high-quality corrective actions. This is all supported by in-context embedded analytics to provide the user with the right insights to make the best possible decision.

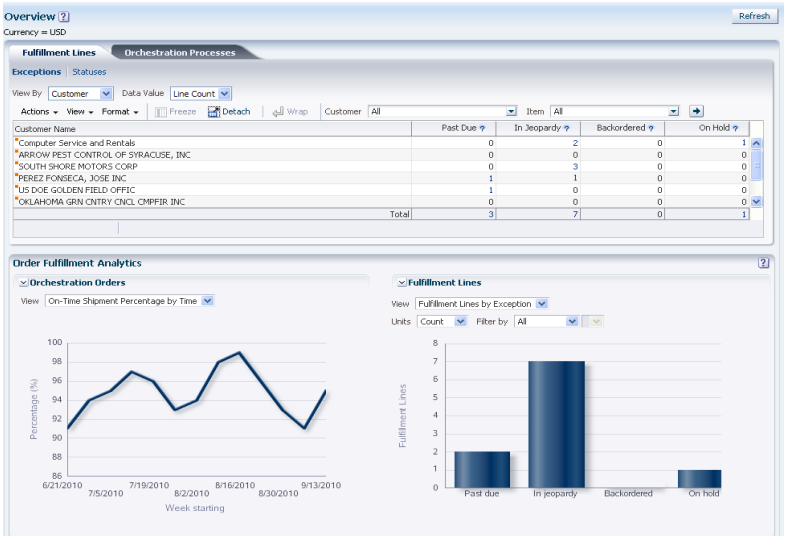

Figure 1 – Distributed Order Orchestration – Status & Exception Summary

KEY BENEFITS

- Decrease Average Order Cycle Times
- Reduce Revenue Impact of Fulfillment Issues
- Decrease Systems Cost and Minimize IT Complexity
- Decrease Inventory Cost
- Decrease Order Handling Costs
- Improve Exception Management
- Adapt Quickly to New Business Needs
- Promise Orders More Accurately
- Increase Revenue and Customer Satisfaction
- Reduce Fulfillment Costs
- Reduce Order Fulfillment Errors
- Increase Profitability Per Order
- Enable More Efficient Handling of Complex Orders

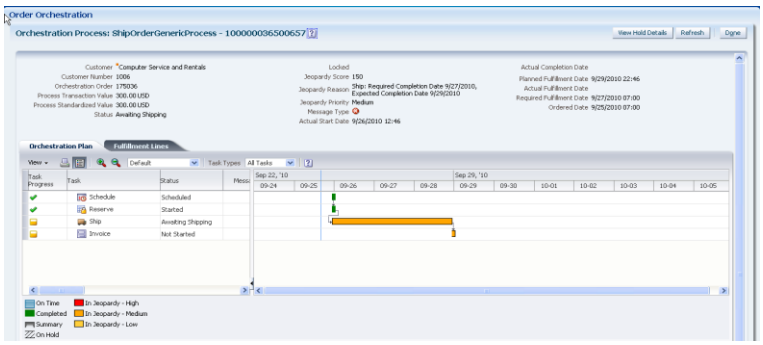

Figure 2 – Distributed Order Orchestration – Orchestration Process View with Jeopardy Status

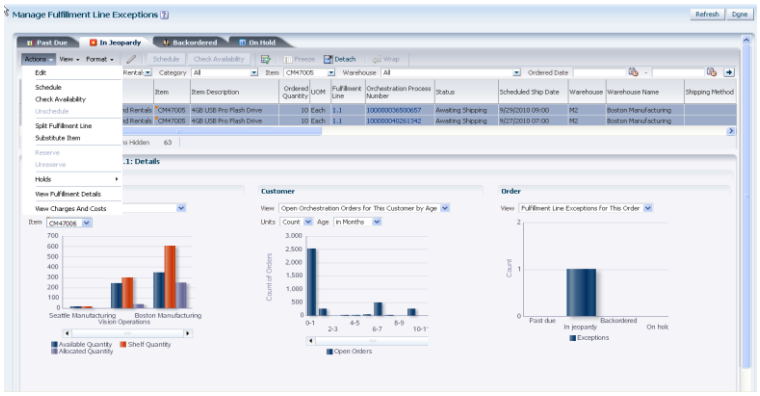

Figure 3 – Distributed Order Orchestration – Detail Page & Corrective Actions

Centralized Order Promising

With Oracle Fusion Global Order Promising, an optional component of the Oracle Fusion Distributed Order Orchestration solution, users can make optimal product availability commitments, taking advantage of all available supply, to increase revenues and customer satisfaction while reducing fulfillment costs. Global Order Promising collects key supply information from disparate systems and applies user-definable sourcing and promising rules to select the best availability options for the customer and for the enterprise. Promising options include: Lead-time based, Available to Promise, Capable to Promise, and Profitable to Promise. Allocation by demand class ensures that scarce supply is reserved for the most important customers.

Order promising capabilities also help to manage supply and demand jeopardy conditions during order processing. Users can view exceptions, drill into the details, view alternate availability options, and perform what-if simulation using embedded analytics to make tradeoffs between service levels and costs, or between competing customer orders. Global Order Promising's advanced memory-resident architecture ensures that the order promising capability is available 24x7, even as its transaction and reference data are being refreshed.

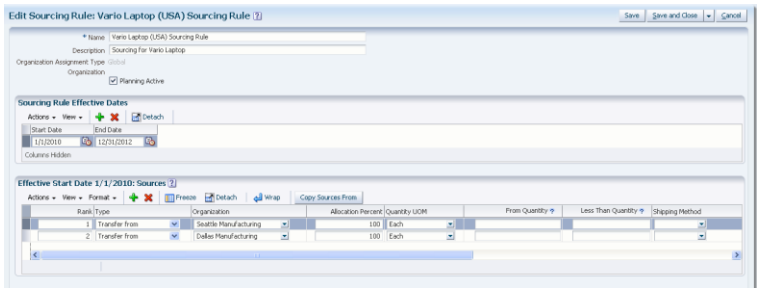

Figure 4 – Global Order Promising – Definition of Sourcing Rules

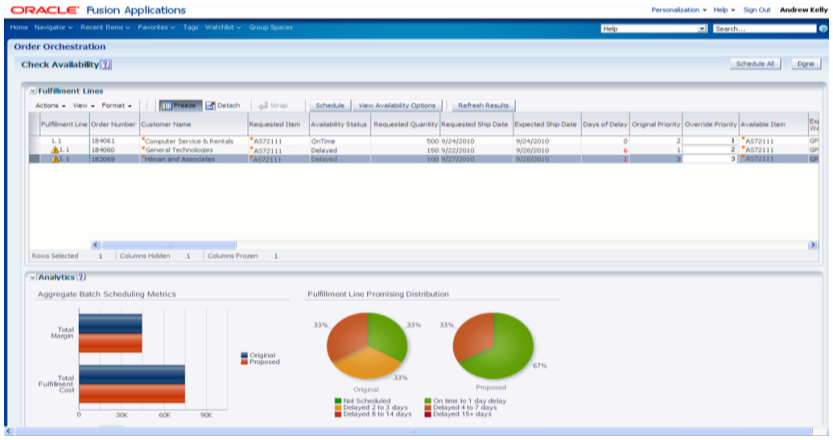

Figure 5 – Global Order Promising – What-if Analysis of Alternate Scenarios

Execute Against Predictable Order Orchestration Policies

Using a robust set of pre-built application capabilities, business users can define, implement and maintain their own fulfillment orchestration policies without the need to resort to technical programming tools. During the process definition phase, the change order logic is defined within the process itself as opposed to writing/testing separate processes for each specific change order scenario. In addition, as an order is processed, users can define how long each step in the process should take so proactive alerts are created when a specific promise to a customer may be behind schedule. Selection of which policy to be used is also configurable and flexible. This flexible architecture enables organizations to construct, implement and adjust policies as needed by each of their existing fulfillment channels, and to future-proof their implementation. This results in faster deployments and lower overall costs.

Figure 6 – Distributed Order Orchestration – Process Definition Administration

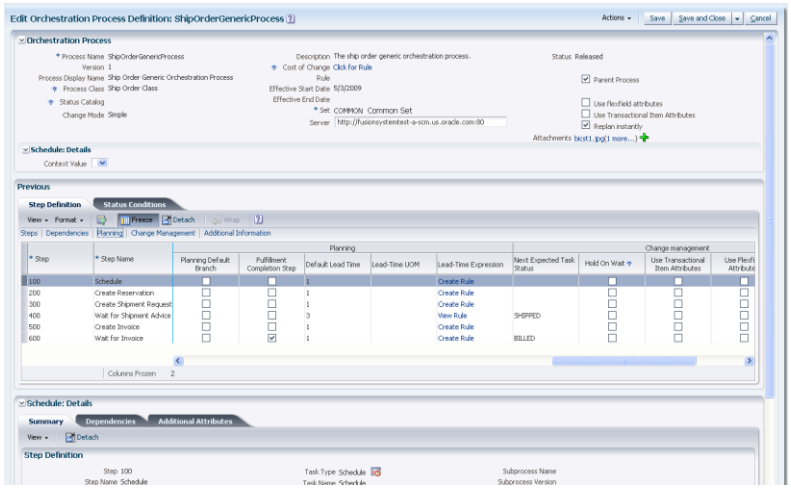

Figure 7 – Distributed Order Orchestration – Easy Change Order Logic Definition

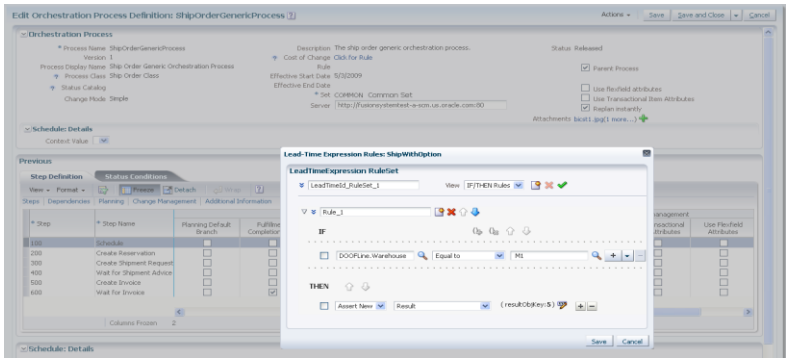

Figure 8 – Distributed Order Orchestration – Jeopardy Definition

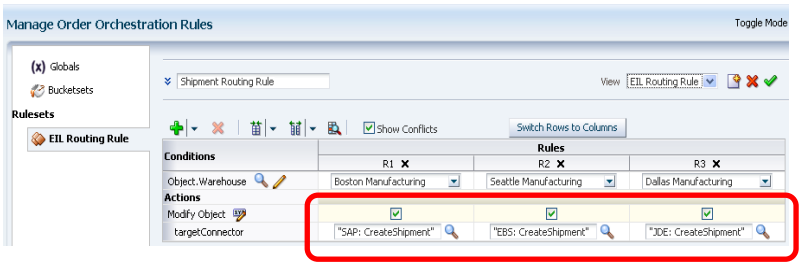

Figure 9 – Distributed Order Orchestration – De-coupling of Orchestration Process and Target Fulfillment Systems

Contact Us

For more information about Fusion Distributed Order Orchestration, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

Hardware and Software, Engineered to Work Together