

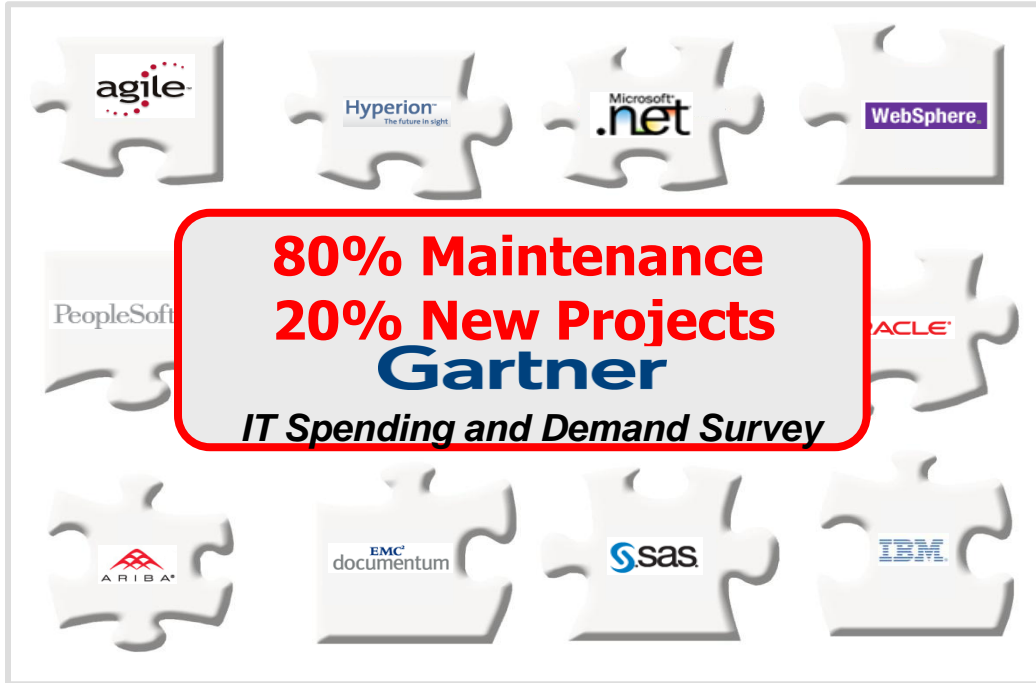
ORACLE®

New Zealand's Next Top Model

James Taylor

Oracle Fusion Middleware NZ

The Challenge

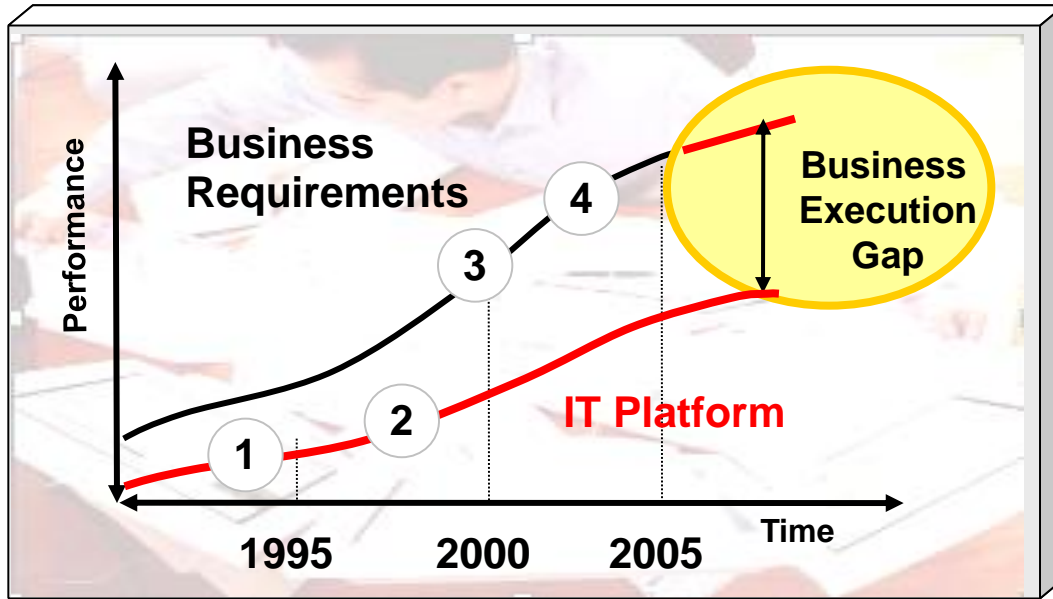


How to....?

- ... orchestrate multi-channel customer interactions?
- ...automate processes across applications?
- ...easily modify such processes?
- ...make relevant business insight available to the masses?
- ... make upgrade safe customization to applications?

The Result

When business conditions evolve faster than the company's ability to change and respond...



- ① ERP Deployment
- ② CRM Deployment
- ③ Internet Explosion
- ④ Industry Consolidation

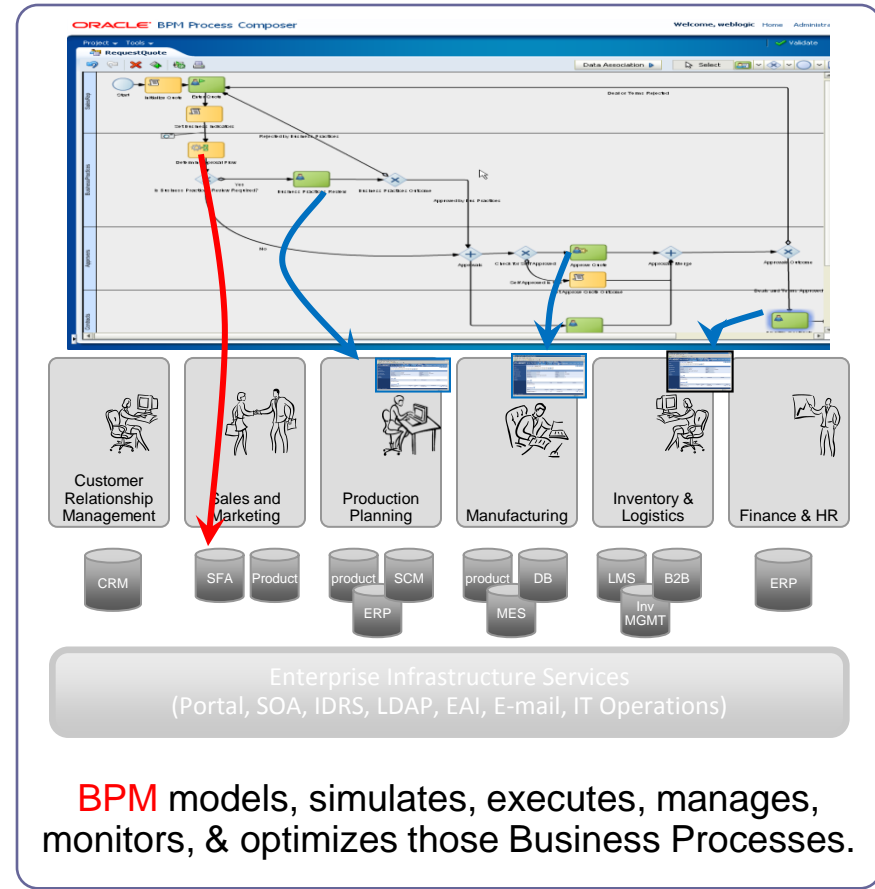
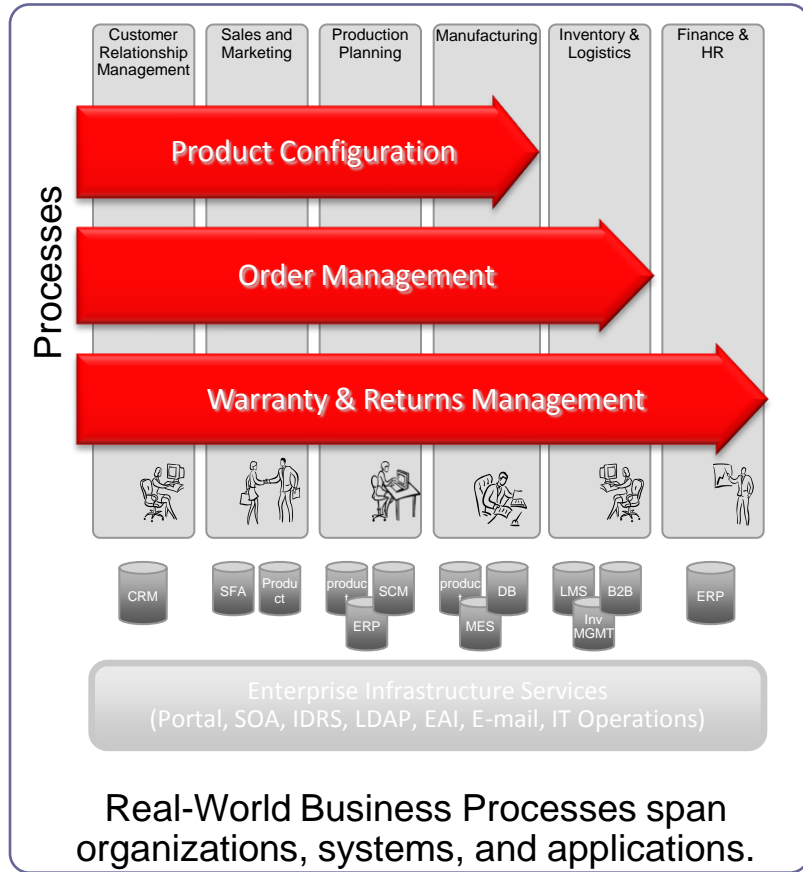
... business performance suffers

What is Business Process Management?

Business Process Management

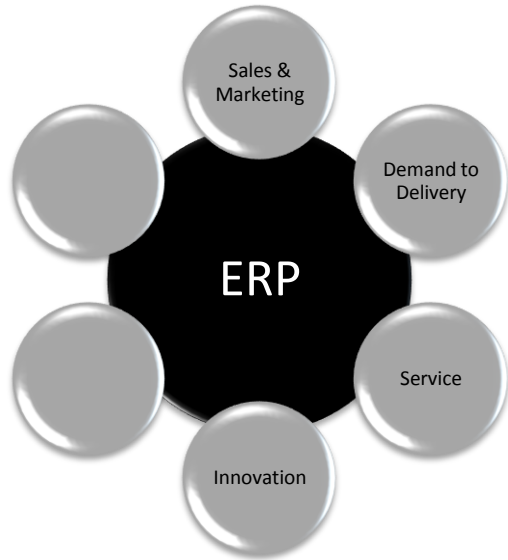
An explicit approach to modeling, automating, measuring and optimizing business processes across organizational divisions, systems and applications

BPM Benefits: End-to-end Optimized Processes

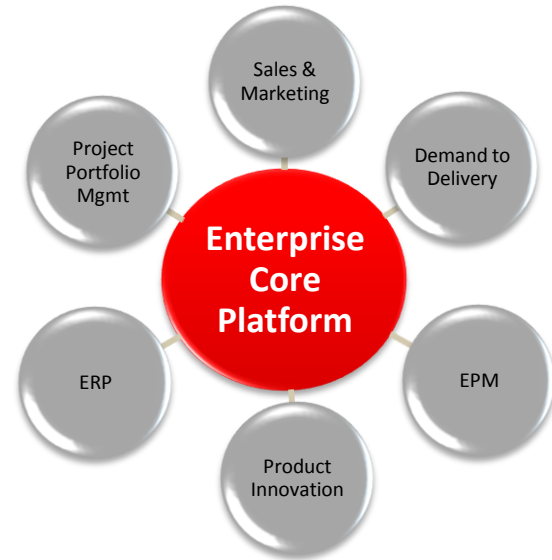


Shifting from ERP-Centric to Enterprise-Centric

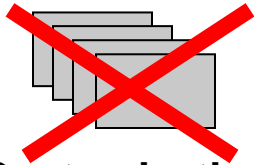
ERP Centric : Commodity, Internal Focus



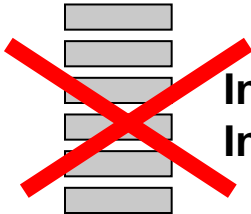
Enterprise Centric : Differentiation, External Focus



Fusion Apps Technology Improvements



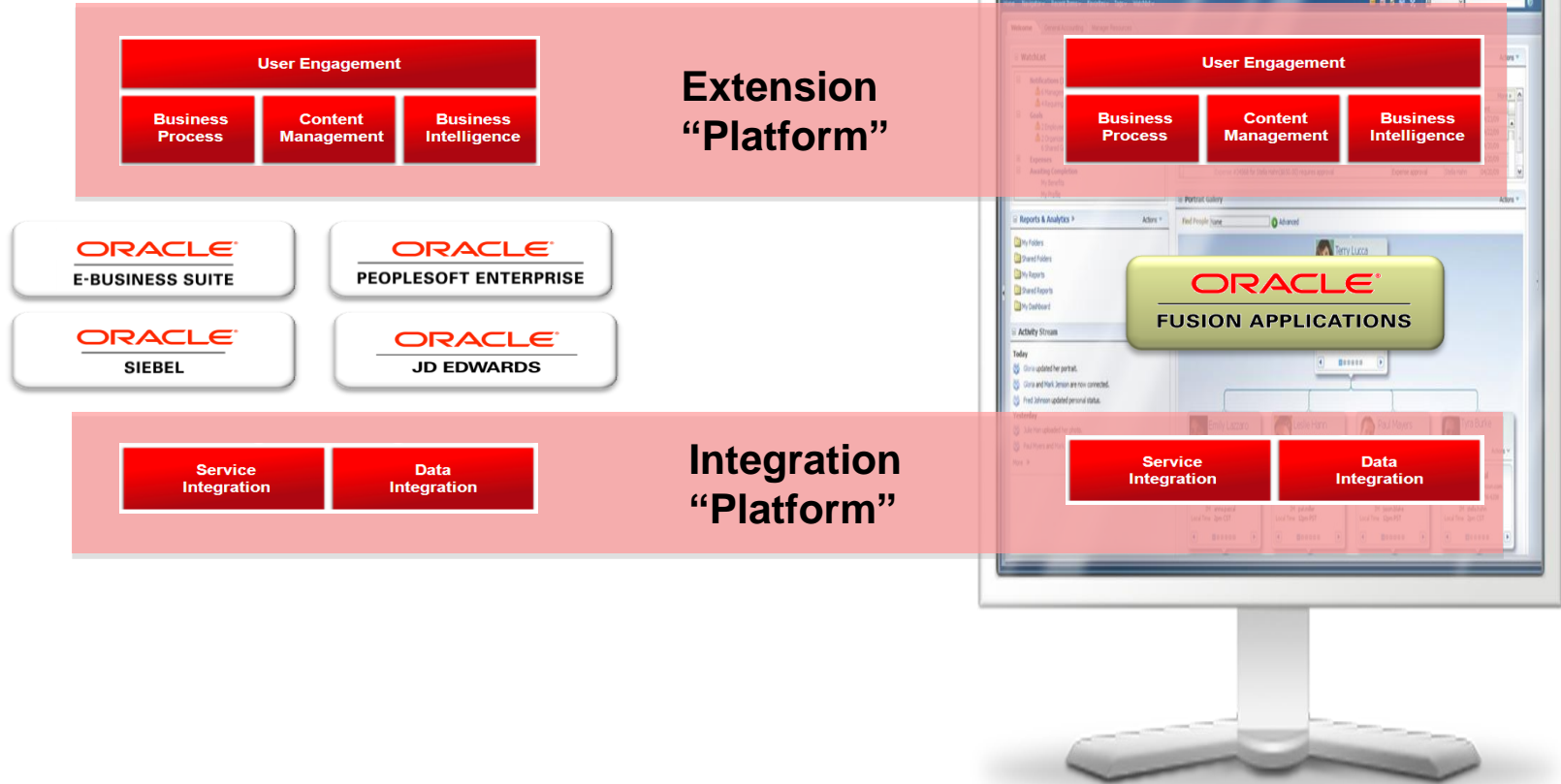
Customizations



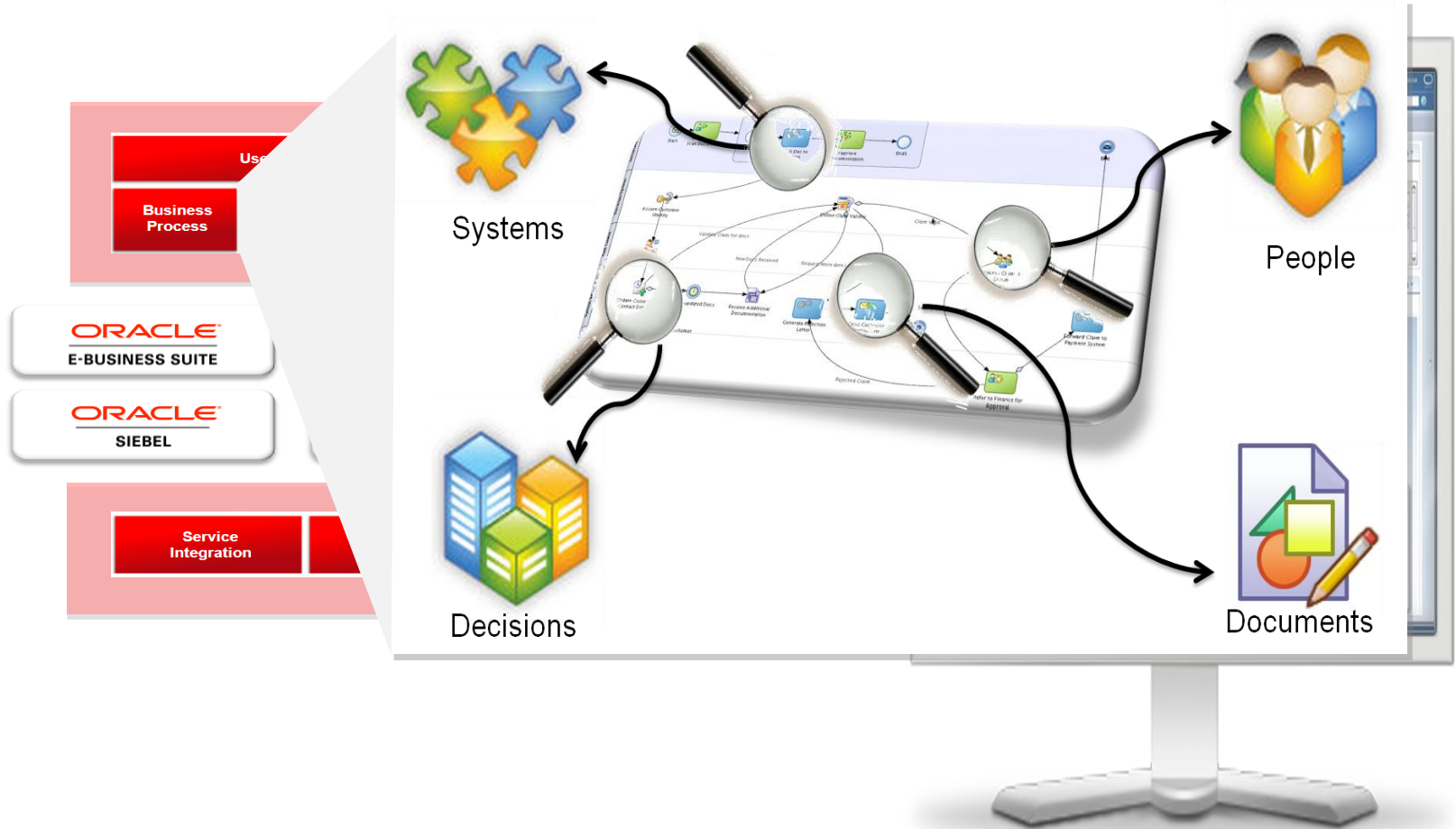
**Interfaces/
Integrations**



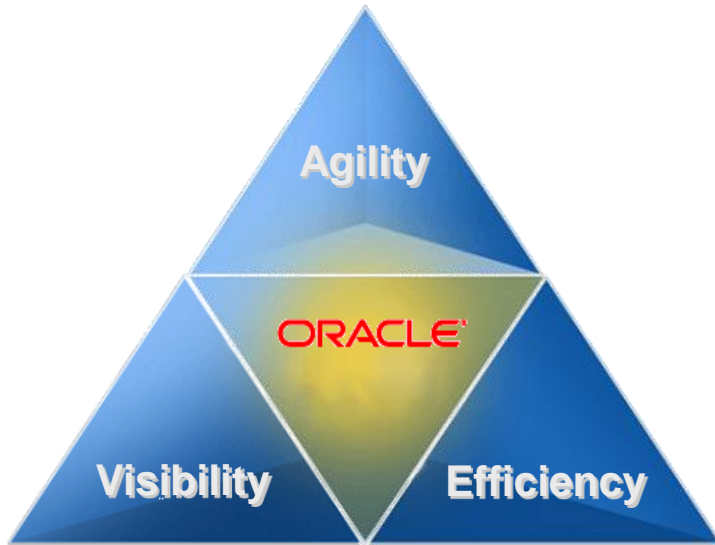
Oracle's Approach



Business Process Management

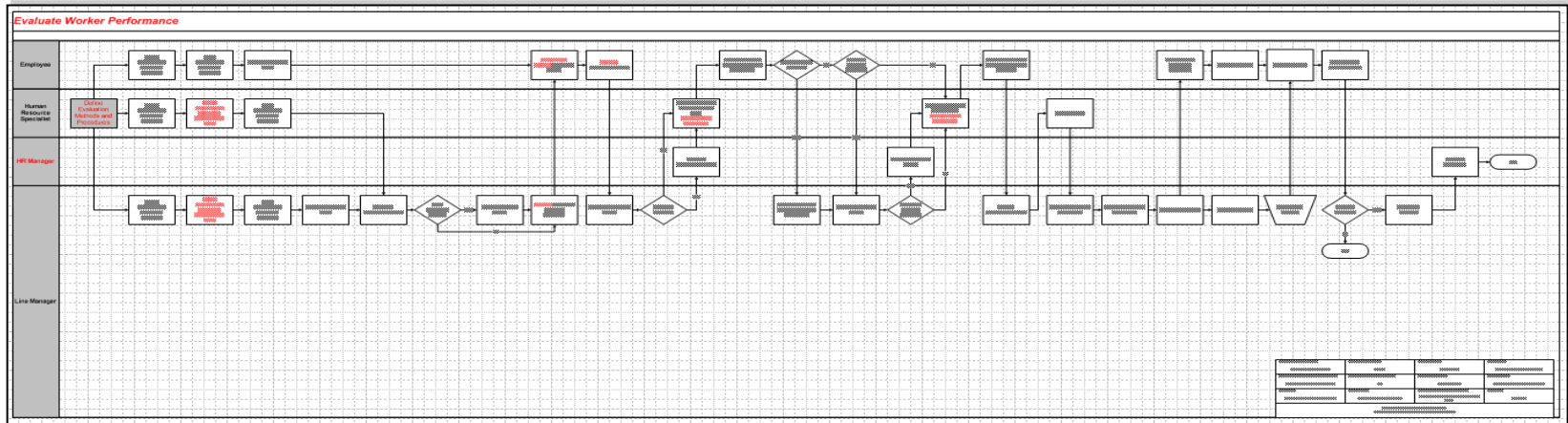


BPM Benefits: Efficiency, Visibility, Agility



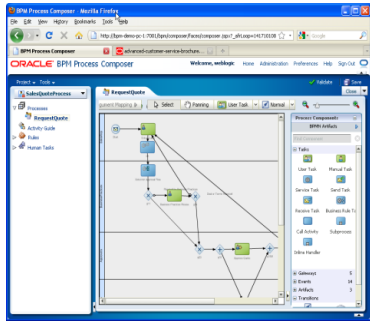
- **Efficiency** through streamlined processes and business empowerment
- **Visibility** into process operation and performance
- **Agility** enabled by rapid development and adaptable processes built-for-change

BPM Projects Today

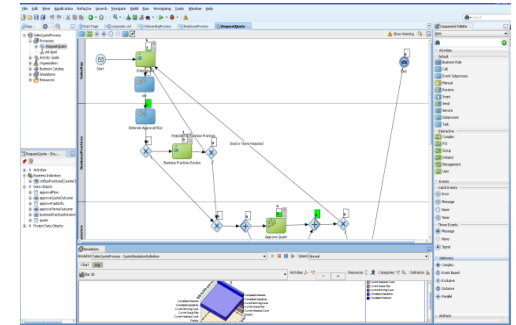


- Implemented in Visio
- Documents shared via file systems
- Lack process reuse
- Lacks continuous improvement

BPM Benefits: Business IT Collaboration

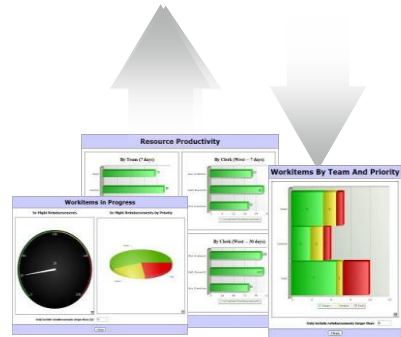


Process modeling,
and documentation

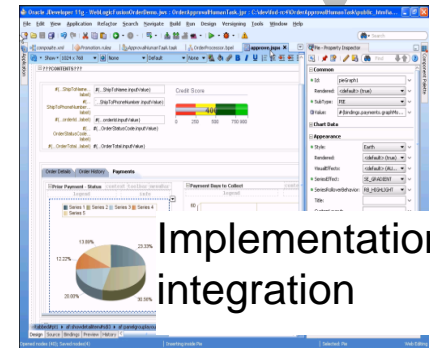


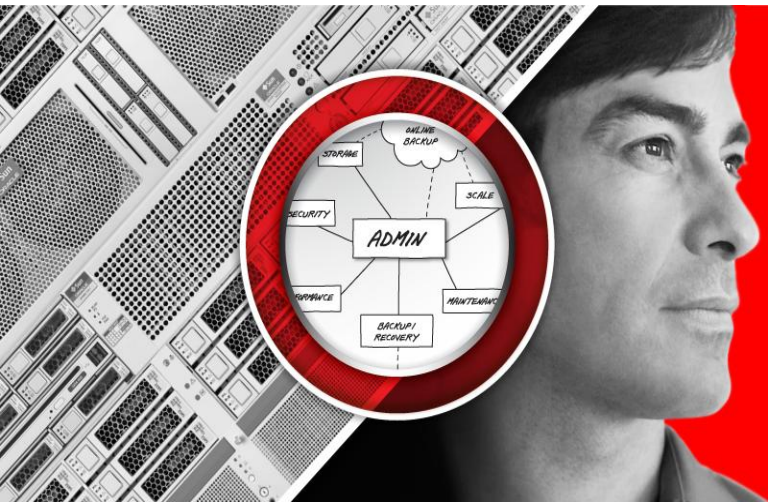
Process modeling, simulation,
design, binding

Single Process
Model



Rich Process Analytics





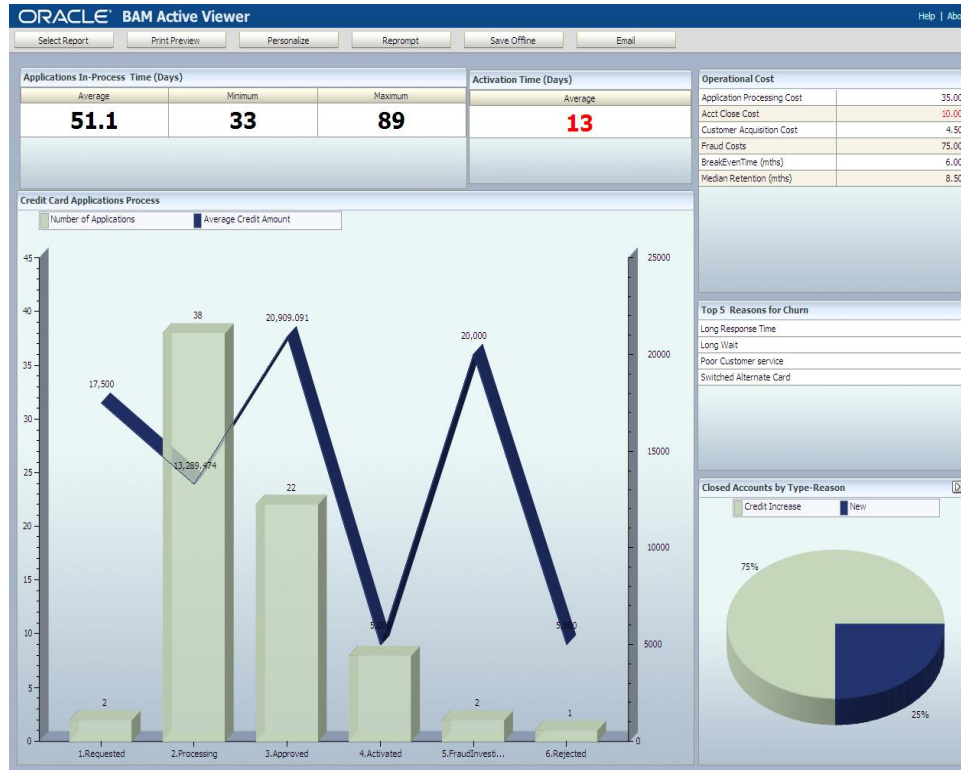
Oracle BPM 11g Functional Overview





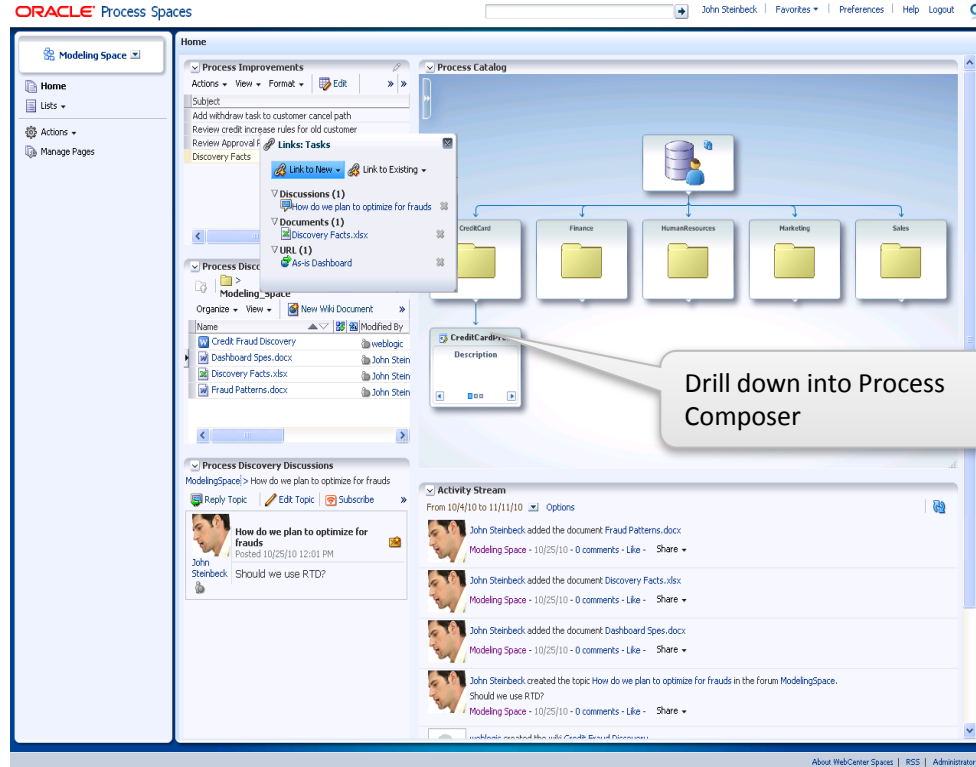
BAM for Fact Based Discovery

Analyze Transactional Apps, Data Stores, and Logs



Modeling Space

Collaborative Process Discovery & Modeling



Track improvement tasks including links to all relevant information

Use Wikis to collaborate

Manage all discovery documents

Discuss with stakeholders

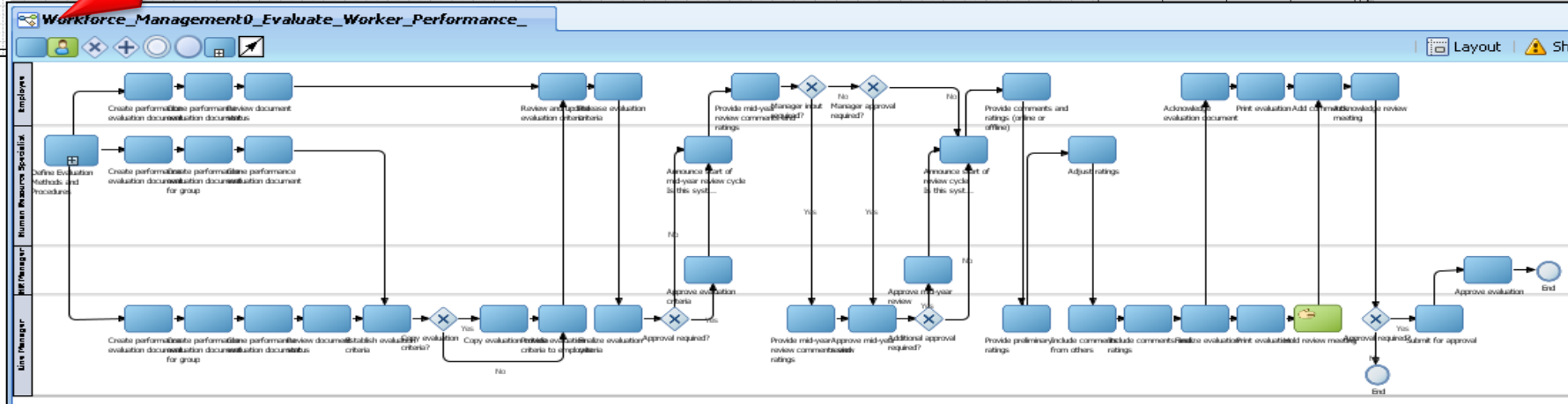
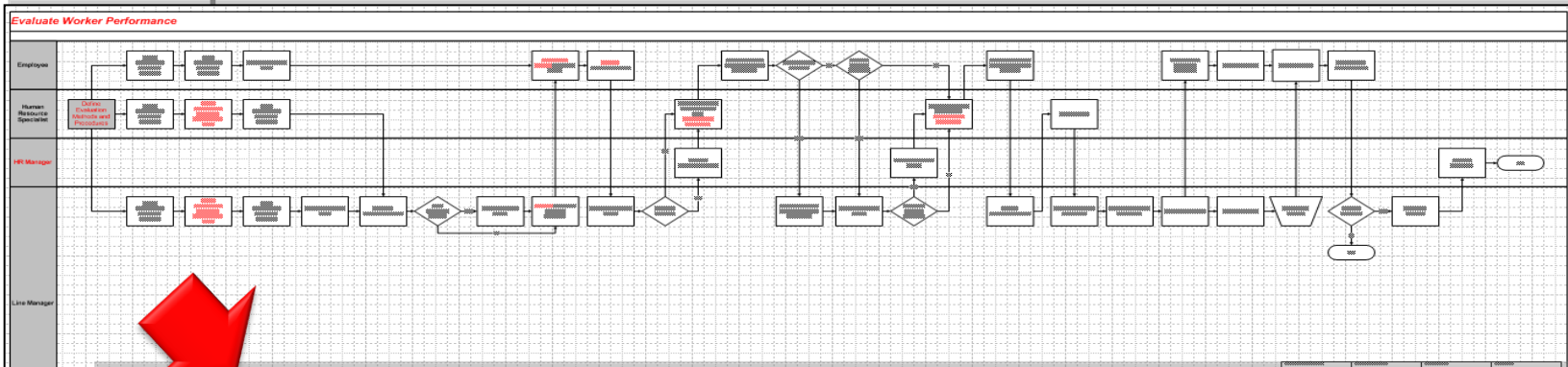
Drill down into Process Composer

About WebCenter Spaces | RSS | Administrator |



Leverage Existing Models

Import Visio and XPDL models

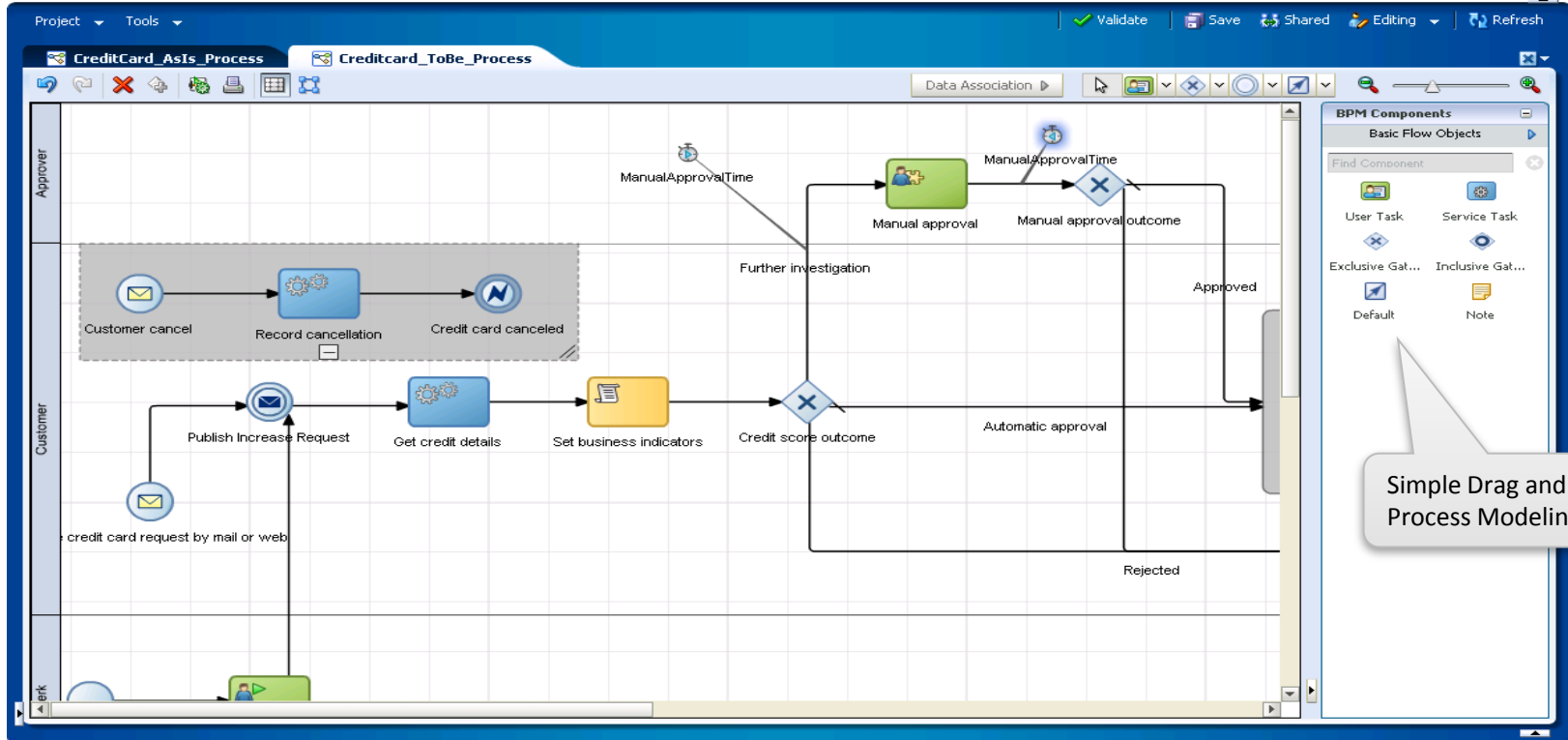


Process Composer

Business Analyst Driven Process Modeling

ORACLE Business Process Composer

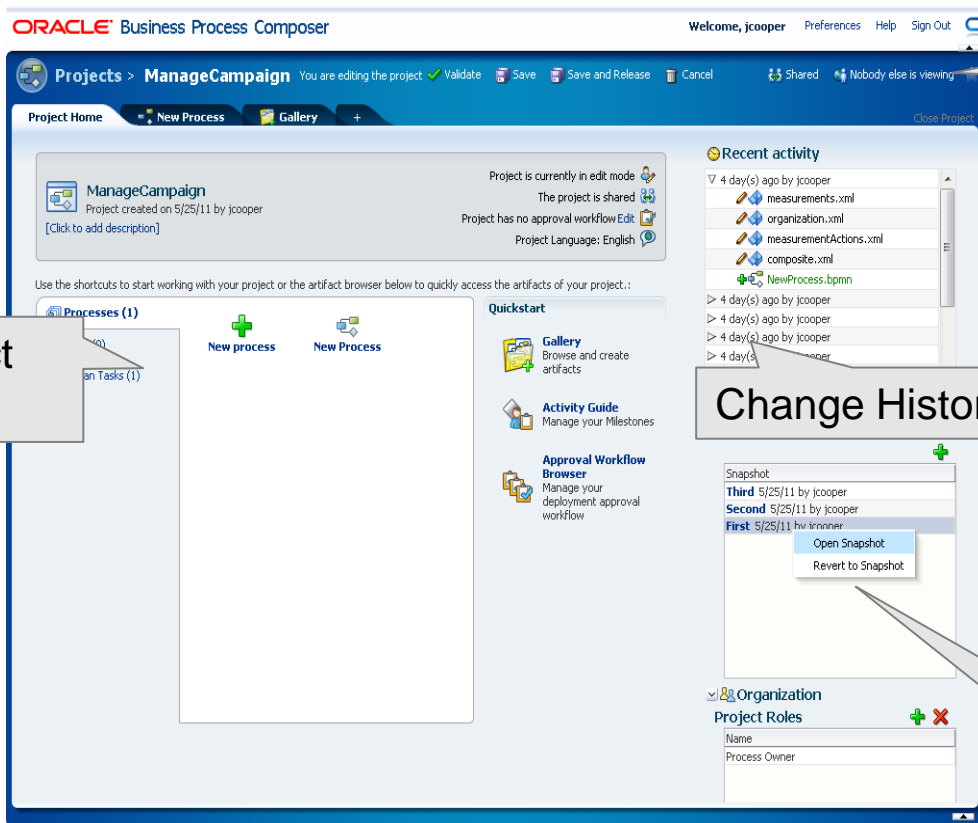
Welcome, jstein Home Administration Preferences Help Sign Out



Simple Drag and Drop Process Modeling

ORACLE

Collaborative modeling in Process Composer



Collaboration

Project Home

Change History

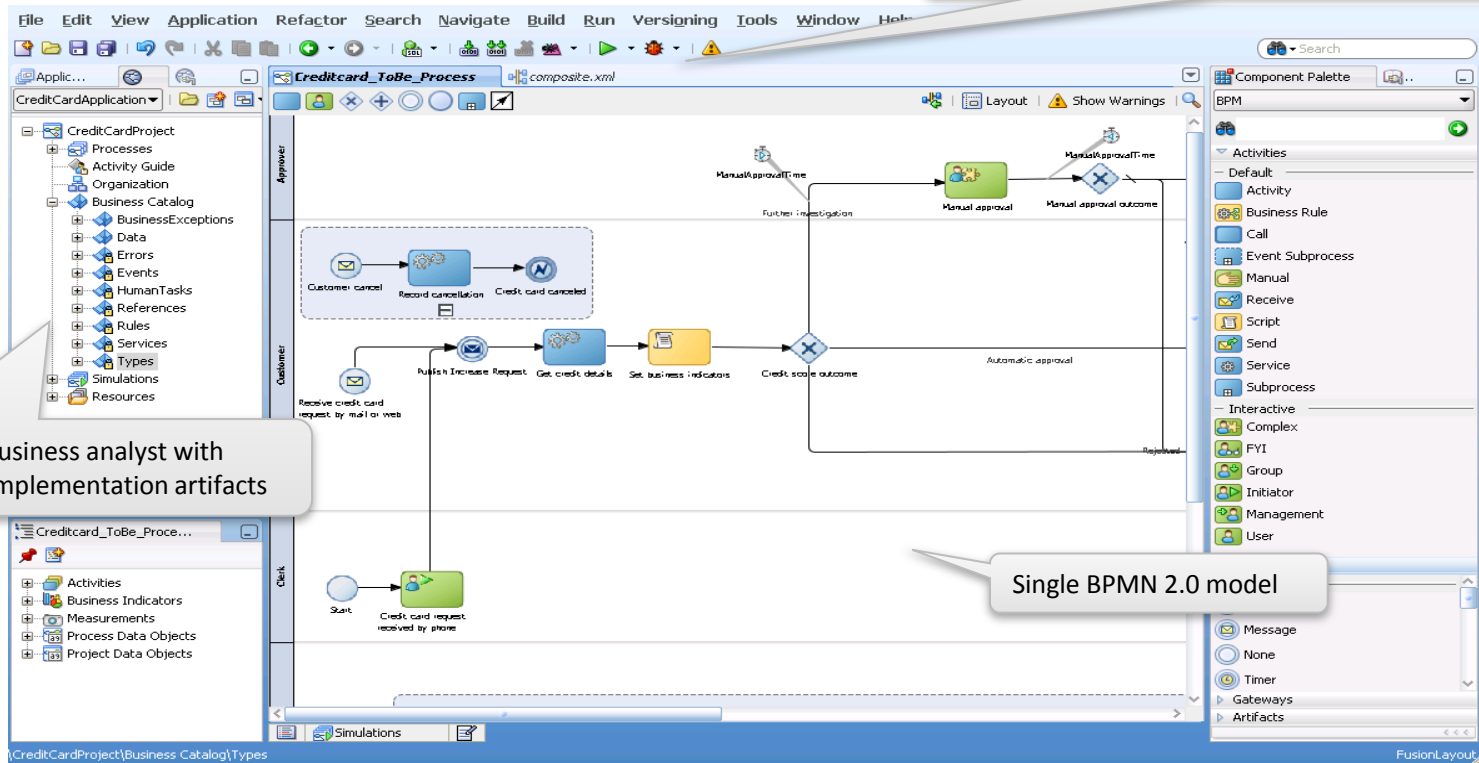
Snapshots

Project Sharing

Business IT Collaboration

Single Model From Modeling to Execution

Studio – Comprehensive IDE for Developers



Empower business analyst with catalog of implementation artifacts

Single BPMN 2.0 model

Simulate Before You Implement

File Edit View Application Refactor Search Navigate Build Run Versioning Tools Window Help

Creditcard_ToBe_Process CreditCardToBeSimulationRun composite.xml

Queue Buildups and What-ifs

Rich set of Charts

KPIs

Simulation: CreditCardProject - CreditCardToBeSimulationRun | Speed: Normal | Generate Report

Chart Log

Column

Activities: Resources: Indicators:

Process: Creditcard_ToBe_Process

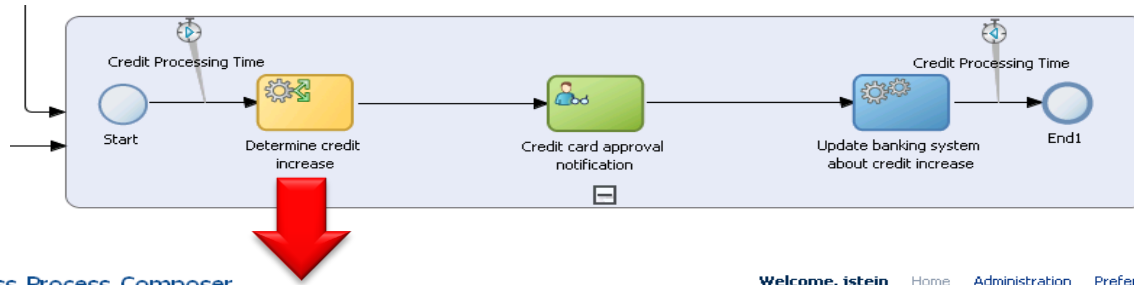
Legend:

- Current Instances Count
- Current Queue Size
- Current Working Count
- Completed Operations
- Completed Instances

Saved: D:\Developer\mywork\IDC\CreditCardApplication-2010_10_24\CreditCardProject\simulations\definitions\CreditCardToBeSimulationRun.xpi

FusionLayout

Built In Business Rules



ORACLE Business Process Composer

Welcome, jstein Home Administration Preferences Help Sign Out

Project Tools [Validate] [Save] [Shared] [Editing] [Refresh]

CreditCard_AsIs_Process Creditcard_ToBe_Process **CreditIncreaseRules**

CreditIncreaseRules View DecisionTable

DecisionTable

Rulesets: CreditIncreaseRules

Conditions

	R1	R2	R3	R4
CreditScoringResponseType.currentBalance	<1000.0, [1000.0..5000.0)		[5000.0..10000.0), [10000.0..100000.0)	
CreditScoringResponseType.latePaymentCount	<1, [1..3)	[3..5), >=5	<1, [1..3)	[3..5), >=5

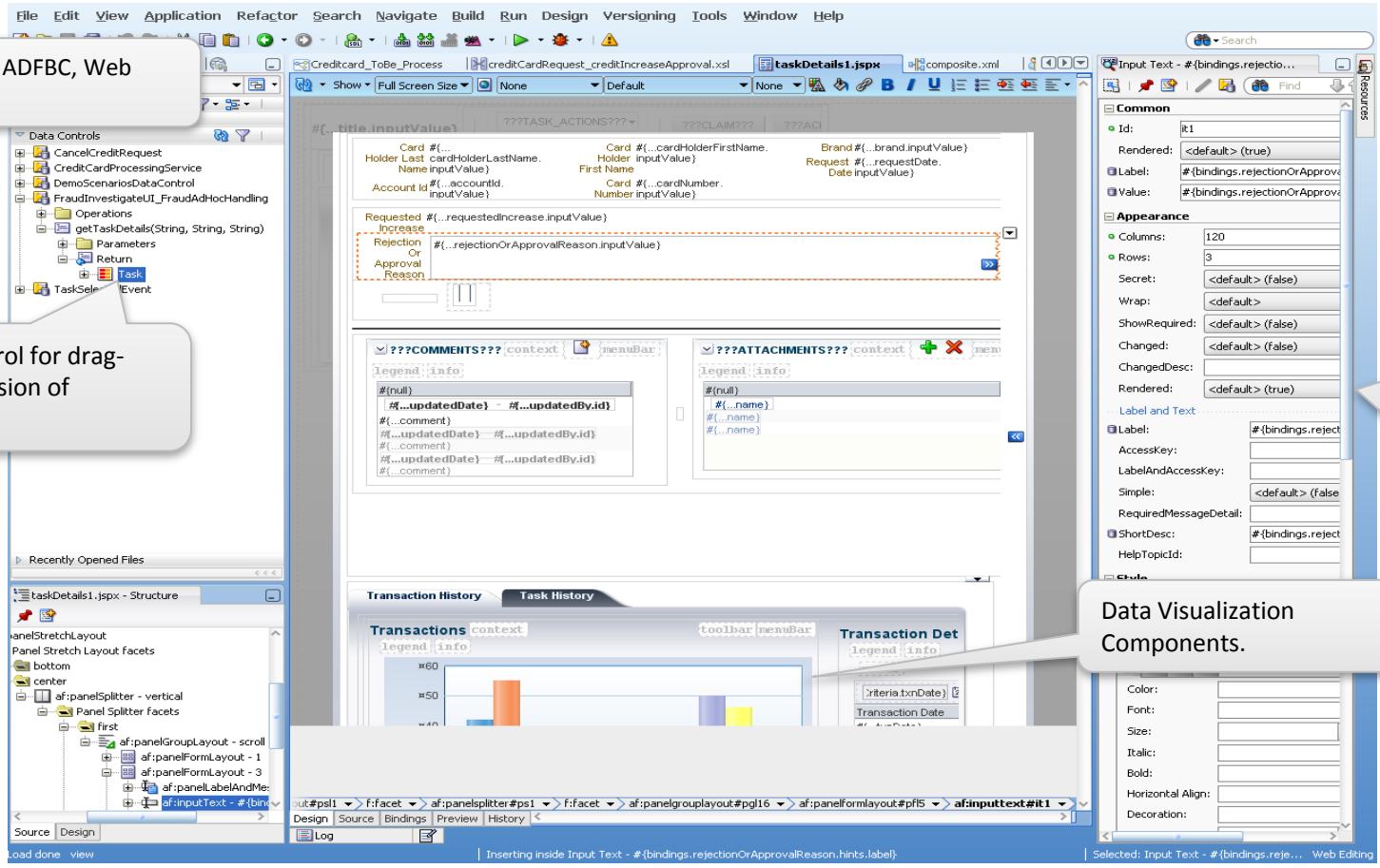
Conflict Resolution

Actions

	R1	R2	R3	R4
Modify result	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
approvedIncrease:int	2000	1000	5000	2000

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Visual Designer for Rich Forms



Data Controls – ADFBC, Web Services, etc.

BPM Data Control for drag-and-drop extension of generated form

Declarative specification of most UI behavior

Data Visualization Components.



Process Spaces - Work Space

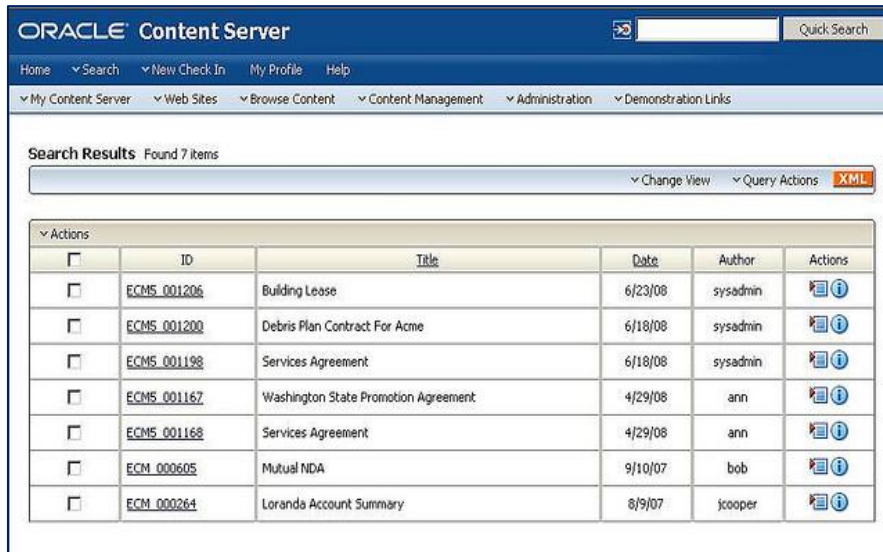
The screenshot shows the Oracle Process Spaces Work Space interface. The top navigation bar includes the Oracle logo, 'Process Spaces', and user options like 'WHUGO', 'Favorites', 'Administration', 'Preferences', 'Help', and 'Logout'. The main content area is divided into several sections:

- Process Workspace:** A sidebar on the left with options for Home, Process Tracking, Documents, Actions, and Manage.
- Home:** A central area with 'Available Processes' (listing '[Base] ReportExpenses v1.0' and '[Base] RequestVacation v1.0'), 'Members' (showing Conan Doyle as a participant), and a 'Process Calendar' for November 21st.
- Process Tasks:** A table listing tasks with columns for Title, Card Number, Account Id, Priority, Brand, Last Name, First Name, Start Date, Created, and Instance Space. The table contains three rows of 'Fraud Handling' tasks.
- Process Monitors:** A section titled 'Workload per process' with a bar chart and a legend for '[CreditCardProject] Creditcard_ToBe_Pro...'. The chart shows a single bar for the process.
- Discussion Forum Manager:** A section for managing discussions, including 'Create Topic', 'Edit Forum', and 'Watch Forum'. It shows a topic 'Lets work the processes better' by 'weblogic' with 0 replies.
- Document Manager:** A section for managing documents, showing a document 'Discounting Policies FAQ.doc' by 'weblogic'.

Three callout boxes provide additional context:

- Business users can edit page and add additional components such as BI dashboards:** Points to the 'Manage' option in the Process Workspace sidebar.
- Launch Instance (Case) specific collaboration space:** Points to the 'Instance Space' column in the Process Tasks table.
- Use collaboration technologies and content management to share best practices:** Points to the Discussion Forum Manager and Document Manager sections.

UCM Integration



ORACLE Content Server

Home Search New Check-In My Profile Help

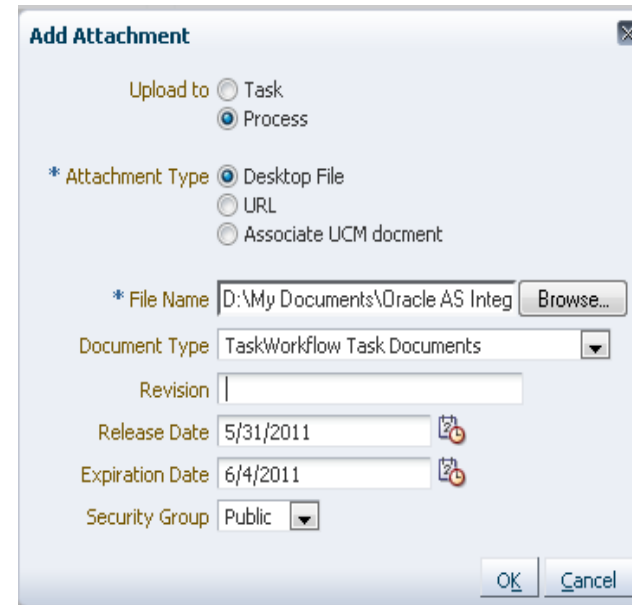
My Content Server Web Sites Browse Content Content Management Administration Demonstration Links

Search Results Found 7 items

Change View Query Actions XML

Actions	ID	Title	Date	Author	Actions
<input type="checkbox"/>	ECMS_001206	Building Lease	6/23/08	sysadmin	
<input type="checkbox"/>	ECMS_001200	Debris Plan Contract For Acme	6/18/08	sysadmin	
<input type="checkbox"/>	ECMS_001198	Services Agreement	6/18/08	sysadmin	
<input type="checkbox"/>	ECMS_001167	Washington State Promotion Agreement	4/29/08	ann	
<input type="checkbox"/>	ECMS_001168	Services Agreement	4/29/08	ann	
<input type="checkbox"/>	ECM_000605	Mutual NDA	9/10/07	bob	
<input type="checkbox"/>	ECM_000264	Loranda Account Summary	8/9/07	scooper	

- Tight integration with Content management systems
- Document workflow



Add Attachment


Upload to Task
 Process


* Attachment Type Desktop File
 URL
 Associate UCM document

* File Name

Document Type

Revision

Release Date 

Expiration Date 

Security Group

Process Spaces - Instance/Case Space

The screenshot displays the Oracle Process Spaces interface for a 'Fraud Investigation' instance. The interface is divided into several sections:

- Stake holders:** Lists 'weblogic' and 'CreditCardProject.Ap'.
- Case Documents:** Shows a list of documents for 'InstanceGS260003', including 'Analysis', '4444_44440003_2010_10_01_DI', and 'InvestigationReport.docx', all modified by 'VHUGO'.
- Audit Trail:** Provides details for 'Instance #260003 of CopyOfCreditCardToBeProcessVersion3', including priority, status, and open activities.
- Open Activities:** A table showing 'Fraud adhoc tasks' with a priority of '-', state of 'Running', and an action of 'Run'.
- Process Calendar:** A calendar for November 2010, with the 11th highlighted in yellow.

Annotations on the screenshot:

- A callout box on the left points to the 'Case Documents' section, stating: "Documents specific to this Fraud Investigation".
- A callout box at the bottom left points to the 'Recent Topics' section, stating: "Discussions on this Fraud investigation".
- A callout box on the right points to the 'Audit Trail' section, stating: "Audit trail for this process instance".

Alter Flow and Instance Patching

ORACLE Business Process Workspace

Logged in as jstein Home Preferences Help Logout

The screenshot displays the Oracle Business Process Workspace interface. A 'Grab Process' dialog box is open, allowing for changes to a process instance. The background shows the 'Instance #1 of RequestQuote' view with details and open activities.

Grab Process Dialog:

- Information:** Make changes and resume process.
- Changes:**

Current Activity	New Activity
Approve Terms	Set Approve Quote Outcome
Approve Deal	Approvals Merge
- Variables:**
 - Name: discount
 - approveTaskInfo
 - quote
 - revenueDimension
 - approveTermsOutcome
 - numQuoteEdits
 - businessPracticesReviewOutc
 - approveQuoteOutcome
- Comments:** [Text input field]
- Buttons:** Save, Resume, Cancel

Background View: Instance #1 of RequestQuote

- Details:** Priority: normal, Status: Running, Process: [SalesQuoteProcess] RequestQuote, Number: 1
- Open Activities:**

Activity	Title	Assigned to	Priority
Approve Deal	Approve Deal for Acrrjstein		
Approve Terms			
- Audit Trail:** [Empty]
- Comments:** [Empty]
- Attachments:** [Empty]

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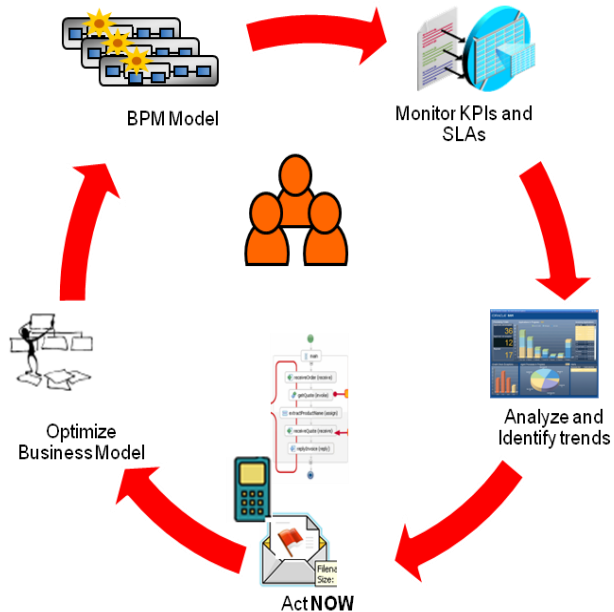
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Continuous Process Improvement with Integrated Process Analytics

Roundtrip Simulation and BI Integration



- Proactively detect exceptions and spot “common” problems across processes
 - Adapt business process based on current conditions
 - Take corrective action to avert crisis using real time monitoring.
- Enable Performance, Productivity and Workload balance analysis as well as Business metric level reporting
 - Automatic creation of Process specific Views for mapping to BI Model
 - Process Specific views provide access to data across process versions. Ex: Process Performance, Task Performance , Process Workload etc
- Roundtrip simulation
- Historical trend analysis using BI

Process Accelerators

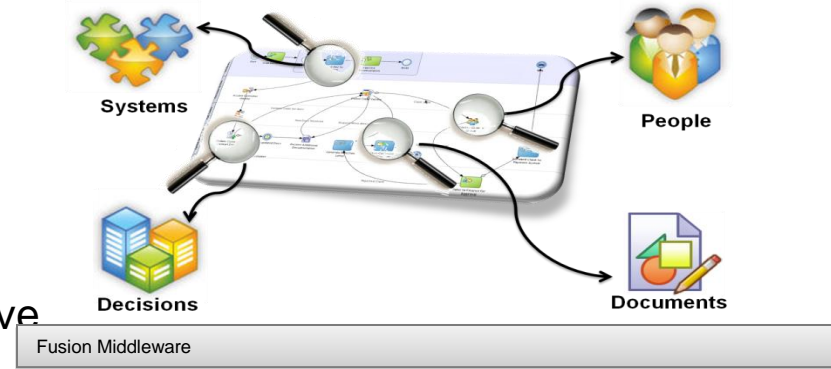
What

- Solutions built on top of Oracle BPM and E2.0 that are ready to deploy and use
- Not as deep in functionality as Oracle applications
- Ex: Onboarding, Incident reporting, Travel approval



Value Proposition

- Drive adoption by providing ready to use processes; esp. in areas which tends to fall off IT's plates
- Building blocks and starting point to speed time to value
- Provide customers blueprint that they can use to drive their own implementations



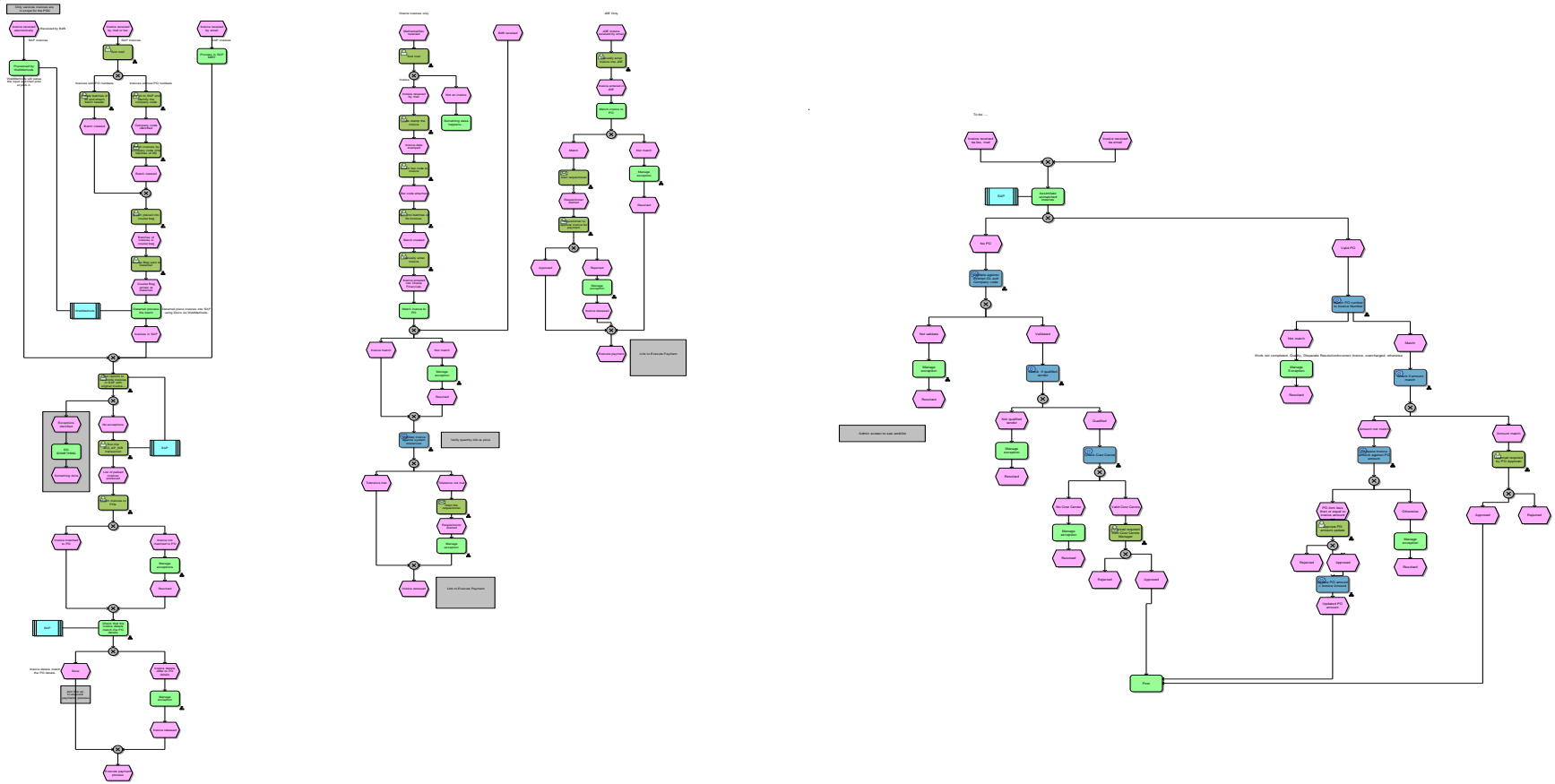
Case Study

Business Problem

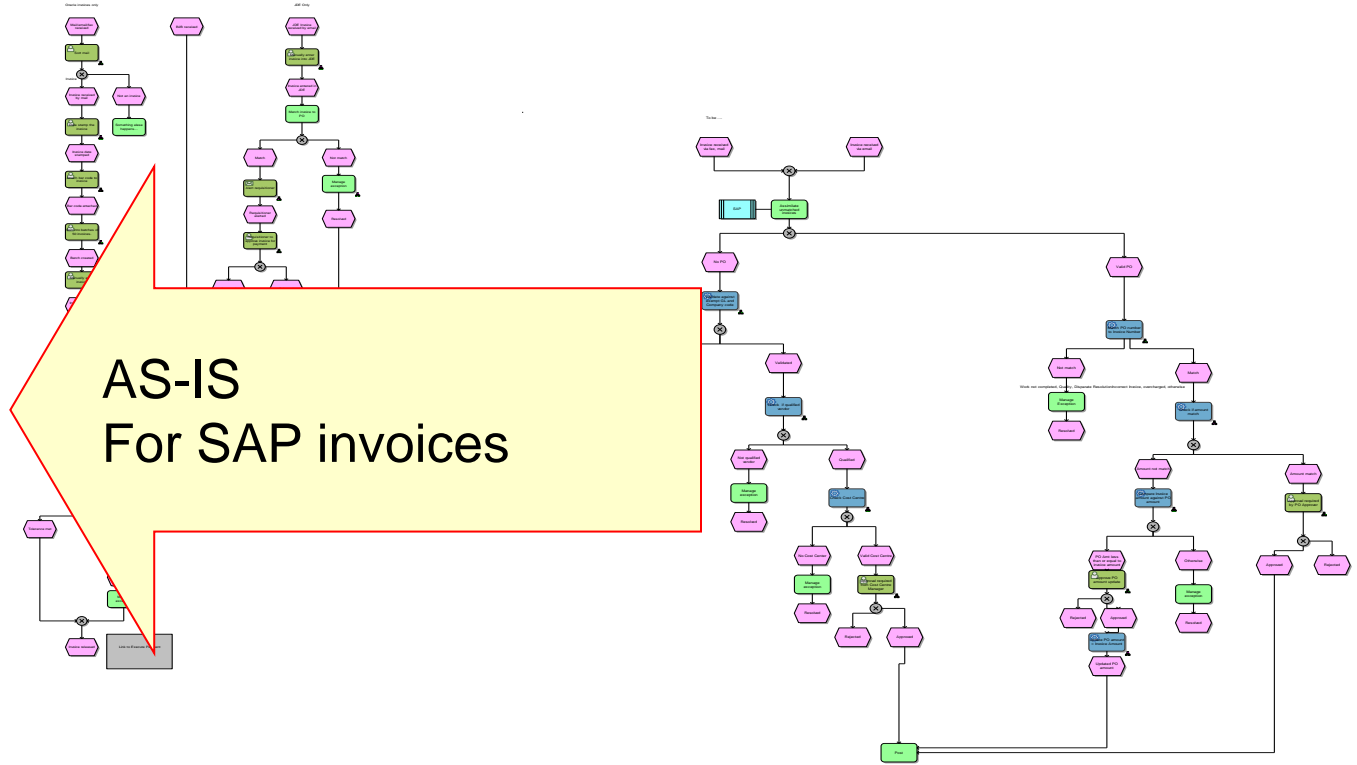
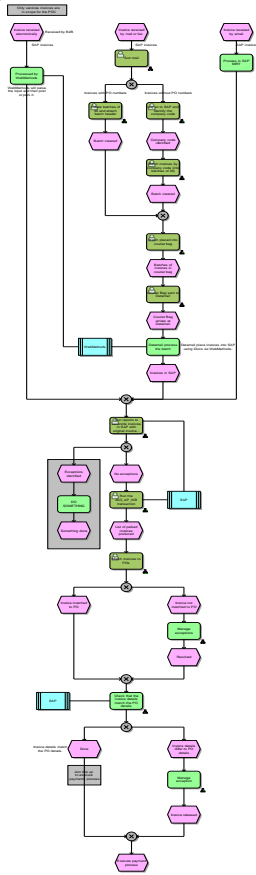
Procure to Pay – Invoice Matching

- Wanted to establish a consistent process, across three ERP systems
- Cost and time to implement using traditional methods was prohibitive
- Wanted to reduce training cost
- Wanted to improve the efficiency and accuracy of process
- Wanted to establish a single vendor relationship – single vendor number, consistent invoice/remittance process, reporting, etc.

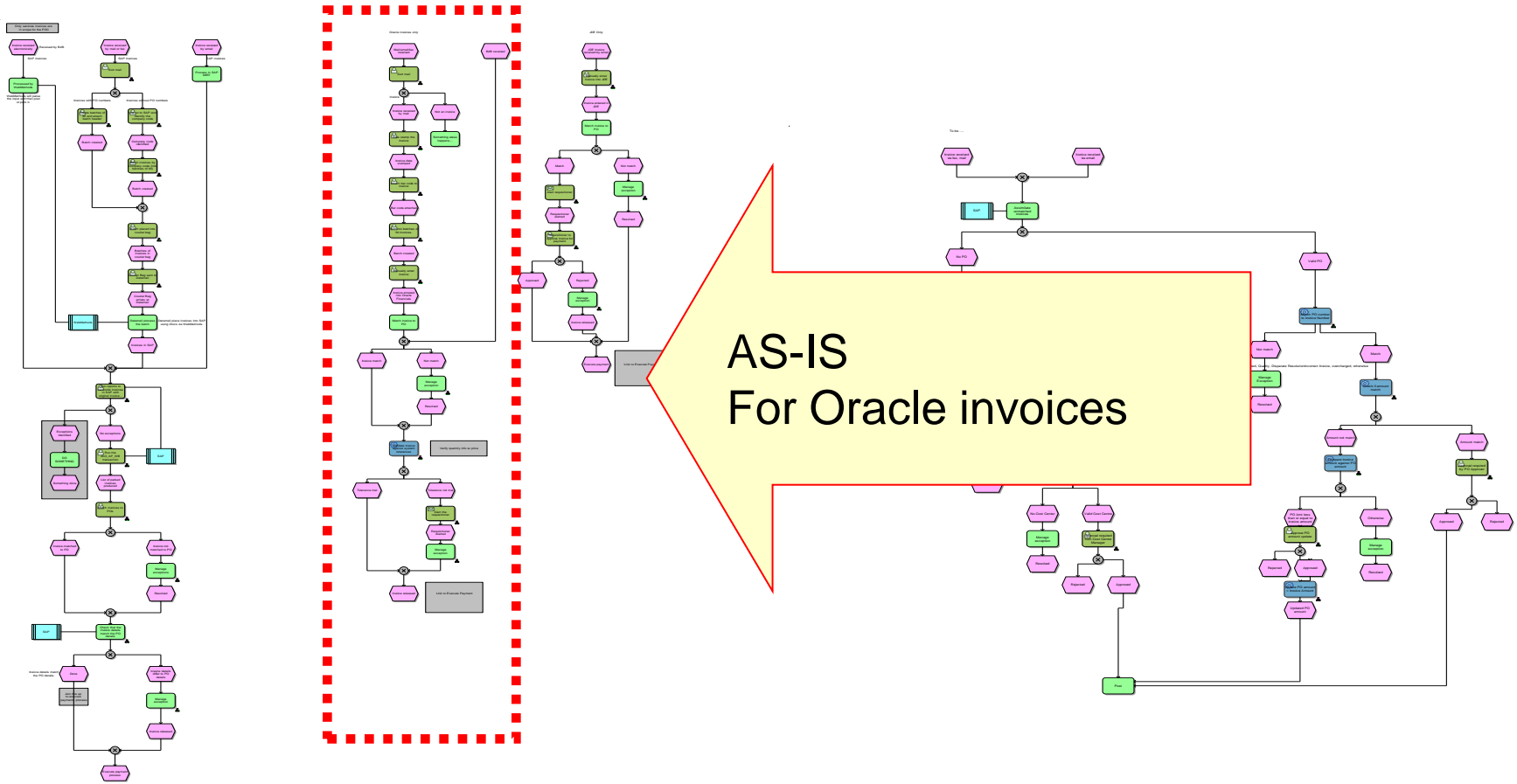
Invoice Matching



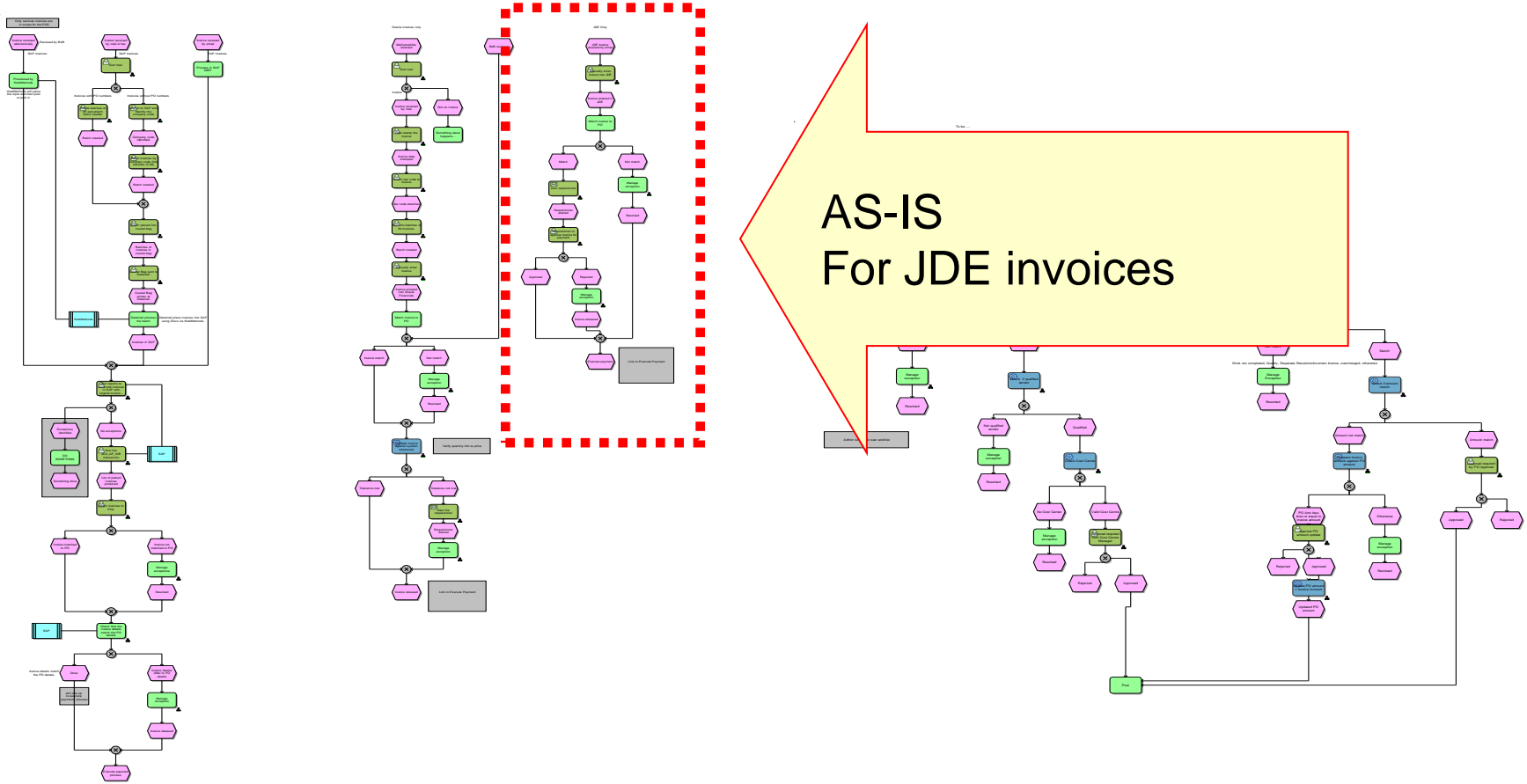
Invoice Matching



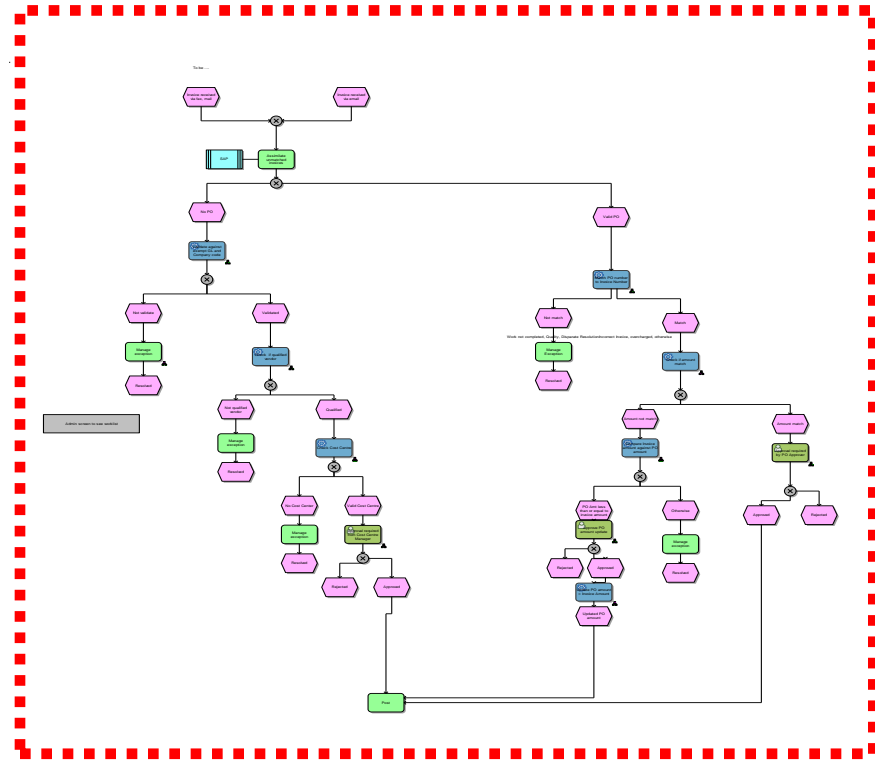
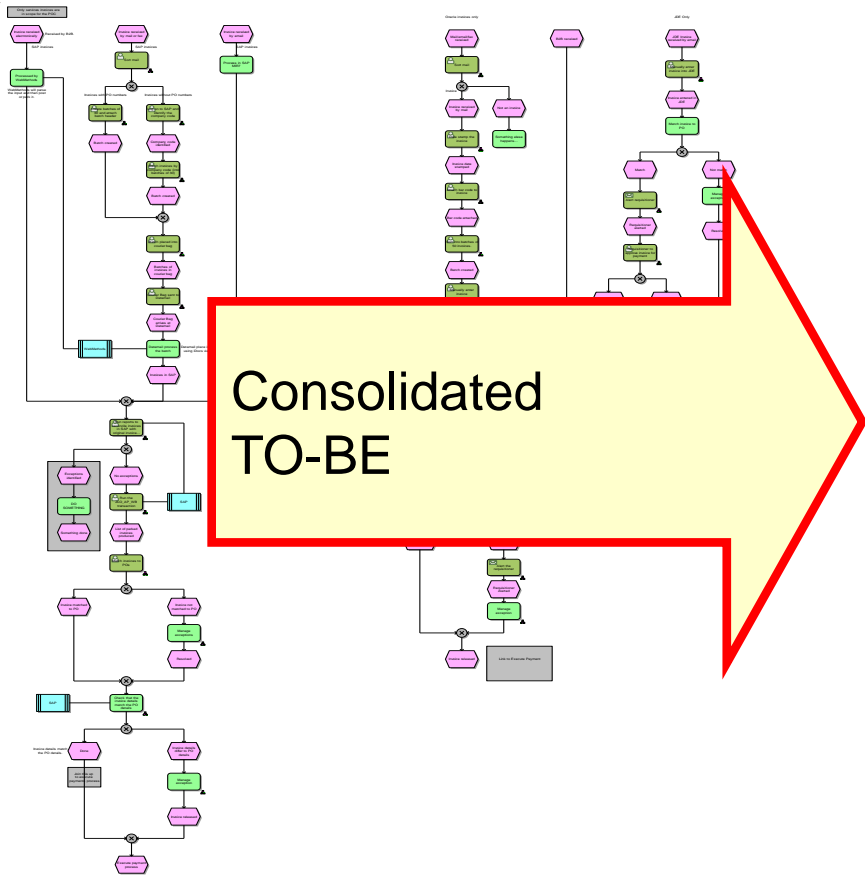
Invoice Matching



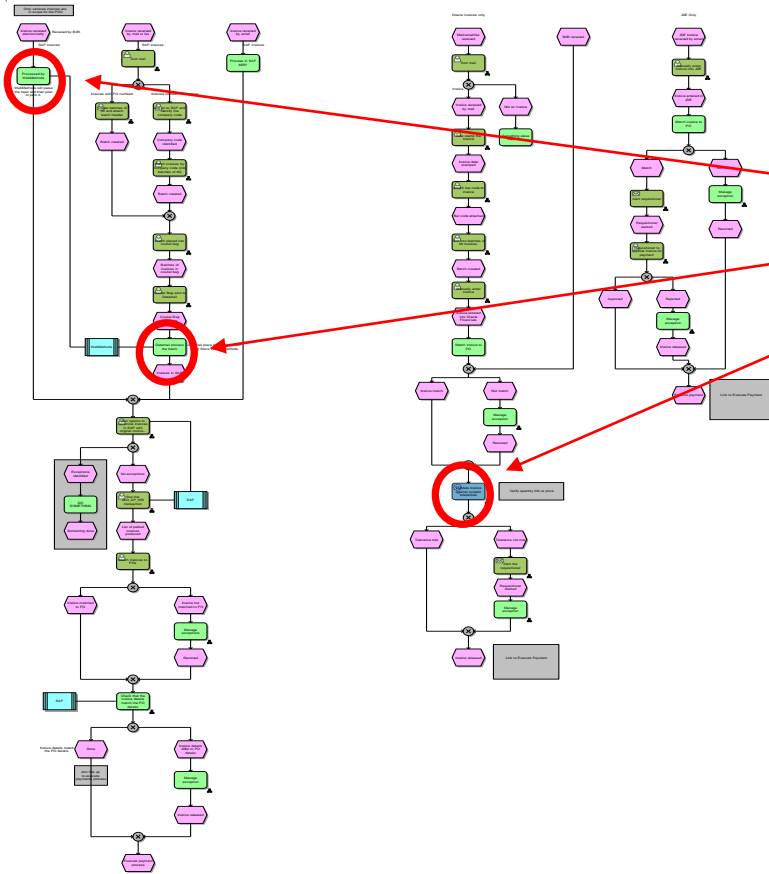
Invoice Matching



Invoice Matching



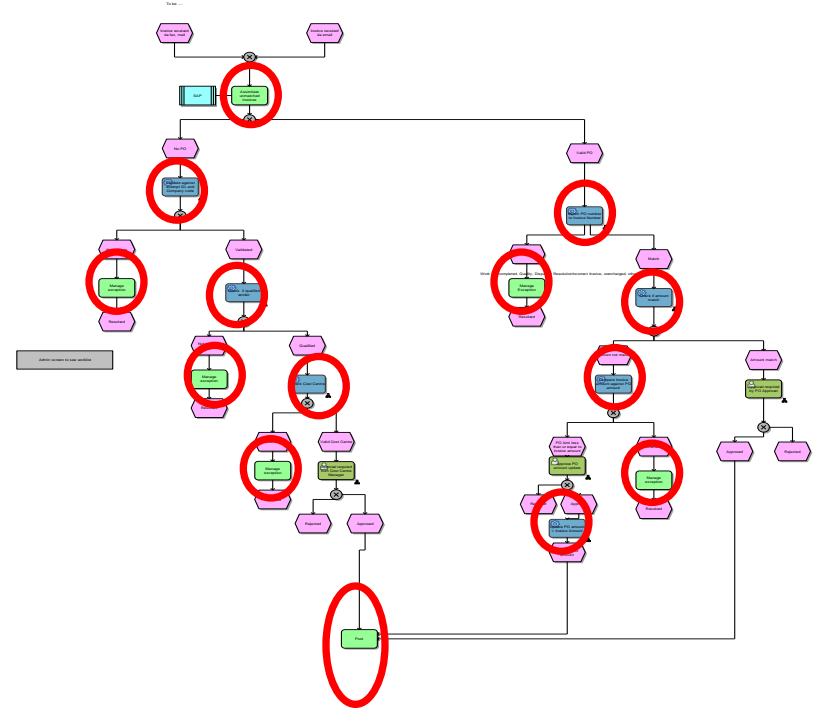
Invoice Matching (as is)



These parts are automated

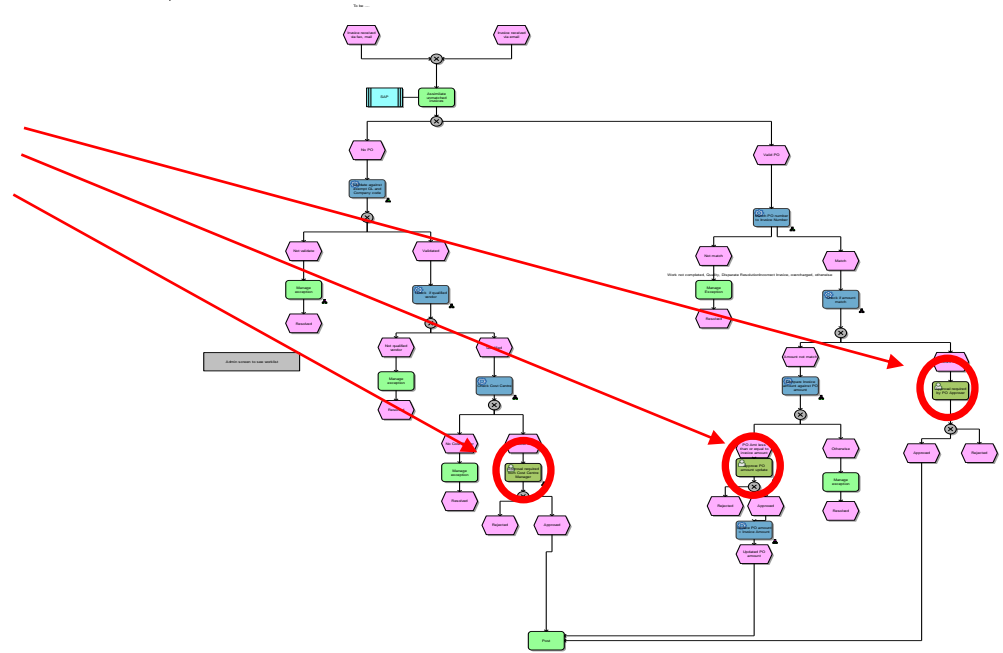
Invoice Matching (to be)

These parts are automated



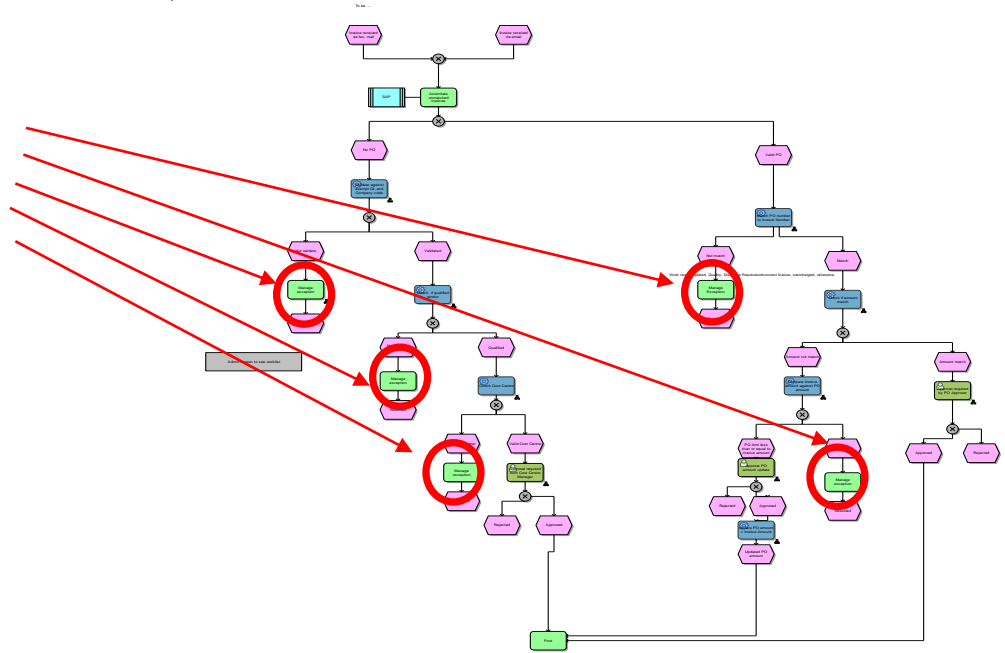
Invoice Matching

Leaving only these
as manual steps
requiring AP team
intervention



Invoice Matching

These are all the same
exception handling
sub-process

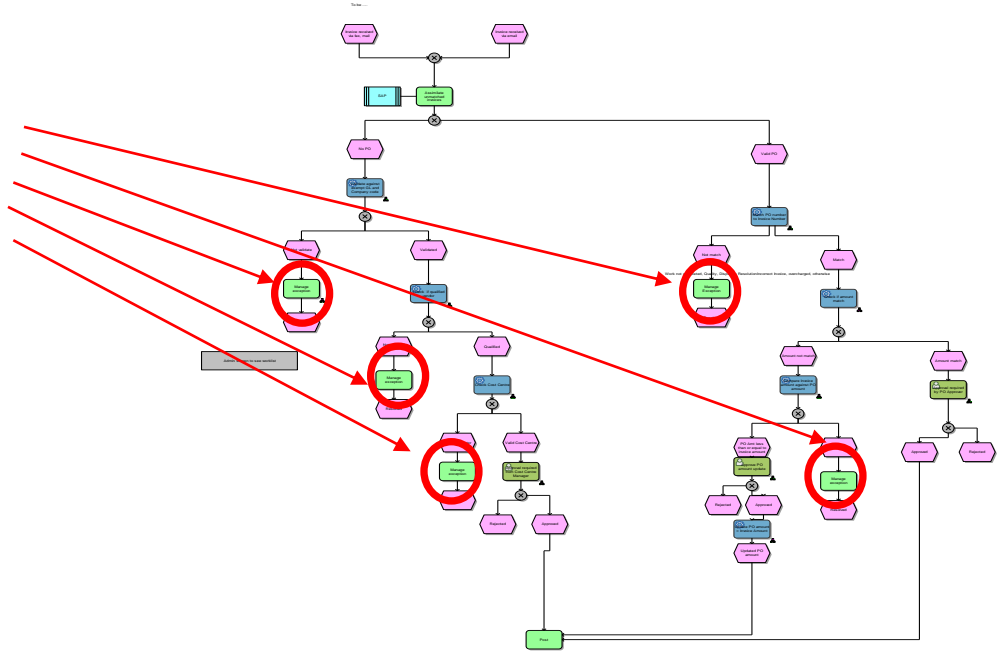


Invoice Matching

These are all the same exception handling sub-process



We can remove most of the reliance on the AP team to manually process these exceptions



BPM Motto

Start Small



Think Big



Move Fast

Q&A

Hardware and Software

ORACLE®

Engineered to Work Together

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