ORACLE DATA SHEET

ORACLE ORDER MANAGEMENT CLOUD SERVICE

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FUSION APPLICATIONS
SUPPLY CHAIN MANAGEMENT

Oracle Order Management Cloud Service is a Fusion Supply Chain Management cloud application designed to improve order handling across the order-to-cash process. Pre-integration, centrally-managed orchestration policies, global availability, and fulfillment monitoring increase customer satisfaction and order profitability.

KEYBUSNIESS 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

Enable Quote-to-Cash

Oracle Order Management Cloud Service is an application that enables organizations to accurately and efficiently manage customer orders across the quote-to-cash process. It is pre-integrated with Oracle CPQ Cloud Service (Configure, Price and Quote), Inventory Cloud Service and Financials Cloud Service to provide seamless order processing for standard items, configured items and recurring services. It collects orders from Oracle CPQ Cloud, converts and stores them in a standard format, distributes them to Inventory and Financials Cloud, receives fulfillment status updates, and coordinates status updates back to CPQ Cloud.

Figure 1 – Seamless Cloud Quote-to-Cash

Monitor and Manage Exceptions

Order Management Cloud Service provides a centralized view to orders, allowing users to search for orders, view statues, see 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.

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KEY FEATURES

- Centralized & standardized order fulfillment processes and procedures
- Fulfillment process visibility
- 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 sources
- 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
- Pre-integrated quote-to-cash with Oracle CPQ, Inventory, and Financial Cloud Services

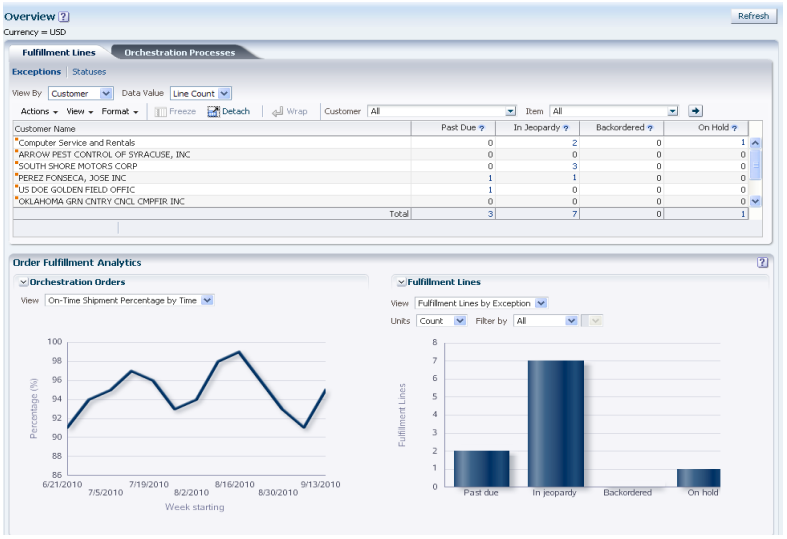

Figure 2 – Order Management Cloud Service – Dashboard

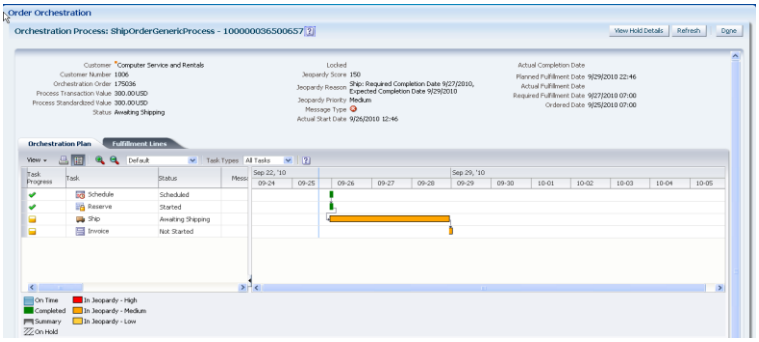

Figure 3 – Order Management Cloud Service – Order line process plan and exceptions

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. For example, if the fulfillment process includes schedule/ship/bill steps and is on the ship step when a customer changes the quantity, the change order logic will cancel the original request to shipping and roll back the process to begin at the 'schedule' step. 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. This results in faster deployments and lower overall costs.

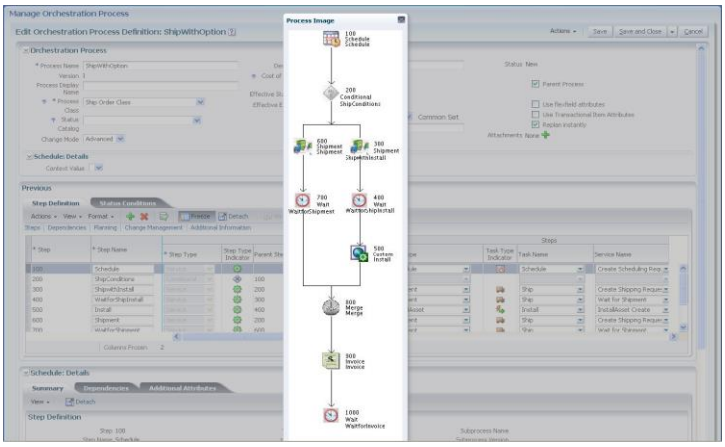

Figure 4 – Order Management Cloud Service – Process Definition Administration

Optimize Order Promising

With Oracle Global Order Promising Cloud Service, an optional component for Oracle Order Management Cloud Service, 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 Cloud Service collects key supply information 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 Cloud Service's advanced memory-resident architecture ensures that the order promising capability is available 24x7, even as its transaction and reference data are being refreshed.

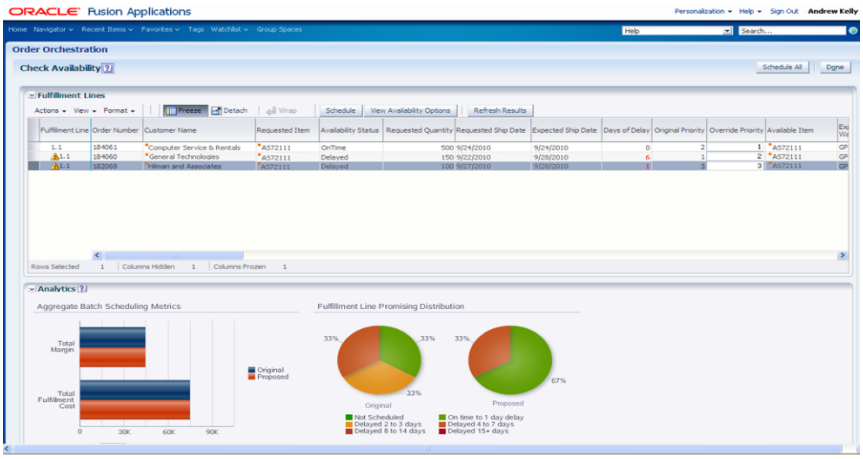

Figure 5 – Global Order Promising – What-if Analysis of Alternate Scenarios

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