

# Shorten Your Order Cycles with New Oracle E-Business Suite Release 12 Features: Want to Know How?

**Joint Session with Cisco Systems Inc. at Oracle OpenWorld 2008, San Francisco**

**Session Date**

September 22<sup>nd</sup>, 2008

**Overview**

This was a follow-up session from the R12 OM Enhancements session, conducted at Collaborate 08 at Denver.

This session mainly covered two things

- R12 Order Management, Advance Pricing and iStore features
- ICW Implementation, using R12 features at Cisco

## **Challenges faced by client**

The key steps involved in the ordering process at Cisco are supported by multiple online tools and applications. These key steps are not linked, causing redundancy and inefficiency for all participants. A simple transaction uses multiple tools, resulting into high lead time. The multiple manual entries, for the same transaction across applications and multiple clicks, are technology drivers for the program. There was also a need to have a single first place (portal) sign-on and execute different operations.

## **How Infosys' solution/ experts resolved the issues**

Infosys is a key development partner with Cisco. Infosys team worked together with Cisco and delivered the first phase of Commerce transformation project. This includes Integrated Commerce Workspace, Redefining the Ordering process using Oracle iStore, Integrating Oracle iStore with different applications - like Config User Access, etc., Integrating Oracle iStore with existing Order fulfillment environments, using Fusion middleware product BPEL. The team delivered a composite application framework, using Oracle EBS R12 iStore features and Oracle Fusion middleware product line, and leveraged the concept of Service Oriented Architecture.

## **Benefits derived**

The commerce transformation project is an iterative multiphase program. The first release of the program has delivered the Commerce workspace, which helps the partners to perform multiple operations from one single place. This results into partner productivity, better user experience using non-linear user interface, Optimization of Quote to Order business flow and Cycle time reduction. This initial release has created a solid foundation for the next phases of the commerce transformation program.