

Accelerate business process innovation with OCI integration services

Streamline hybrid and
multicloud operations



Outline



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OCI Integration Services for Industries

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High Tech

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Why customers are choosing OCI

OCI helps customers accelerate migrations of existing enterprise workloads, deliver better reliability and performance for all applications, and offer the complete services developers need to build innovative cloud applications.

OCI is the first public cloud built from the ground up to be a better cloud for every application. By rethinking core engineering and systems design for cloud computing, Oracle has created innovations to solve the problems customers experience with existing public clouds. [OCI Cloud Adoption Framework](#) is a good place to plan the path forward. [Architecture Center](#) has best practices, tutorials, and hands-on labs for the workloads customers run on OCI.

Learn more 



The OCI difference

1. Far easier to migrate critical enterprise workloads
2. All the services developers need to build modern cloud native applications
3. Autonomous services make it far easier to manage security, performance, and scalability
4. Complete support for multicloud and hybrid cloud strategies
5. Security that's built-in and on by default, at no extra charge
6. Superior price-performance

What are OCI Integration Services?

OCI Integration Services connect any application and data source to automate end-to-end processes and centralize management.

Prebuilt integrations and low-code automation simplify migration to the cloud while **streamlining hybrid and multicloud operations.**

Learn more



OCI Integration Services help customers

Extend and connect applications, data, and processes on-premises and in the cloud.

- Prebuilt application integration and process automation for quick connectivity
- End-to-end visibility across SaaS, custom, and on-premises business systems
- No-code dataflow designer for ETL/E-LT to accelerate data science and analytics
- Design, execute, and monitor data mesh replication and stream data processing
- Expose APIs for developers and partners to create new business models
- Leverage real-time, serverless, Apache Kafka-compatible event streaming


Popular reference architectures

- Retail lakehouse for inventory analytics
- Healthcare lakehouse for insurance analytics
- Utilities lakehouse for operational analytics
- Finance modernization for E-Business Suite and Oracle Cloud Fusion ERP
- Finance modernization with OIC and SOA on OCI
- HeatWave and OCI Data Integration for MySQL Database Service

View more reference architectures 

Automate faster with prebuilt integrations

View prebuilt integrations 

View all application adapters 

Multicloud operations reduce vendor dependency

OCI Integration Services simplify:

1 **HCM:** Recruit to Pay

2 **ERP:** Requisition to Receipt

3 **CX:** Lead to Invoice

“Multicloud strategies will reduce vendor dependency for two-thirds of organizations through 2024.”

Gartner

Connectivity for intelligent automation success

- Low-no code cloud platform with prebuilt connectors, integrations, and templates help business analysts and IT specialists to accelerate innovation
- Reusable API-led integrations are easily discovered and leveraged by developers to reduce time to connect and simplify management
- Visual designers help developers quickly orchestrate end-to-end processes involving integrations, human workflows, digital workers, conversational AI, and RPA robots
- Application Integration, Data Integration, API Management, and Kafka-compatible Event Streaming connect Digital Assistants, Blockchains, AI Services, and Lakehouse Analytics
- Operating across multiple application and SaaS vendors is challenging, so OCI Integration Services work with any on-premises, SaaS, or custom application, data source, or IoT device



OCI Integration Services simplify operations by streamlining integrations, automating processes, and augmenting modern lakehouse analytics

Modernize with OCI Integration Services today

Growth comes from the speed that new innovations can be scaled for better customer and employee experiences.

Speed depends on design. Now, it's more important than ever for enterprises to architect the foundation of digital business for explosive growth.



Growth = Velocity x Design

OCI Integration Services help cloud developers innovate at scale

Architect for speed with OCI Integration Services:

Faster Time to Value

Deliver 4-6 times faster with prebuilt connectors and integrations from Oracle and its ecosystem of partners.

Push-Button Releases

Push-button releases mean new innovations go live in minutes, not months.

Simplified SaaS Updates

Connections and extensions without traditional customization result in less testing and fewer delays.

Digital-first business is accelerating growth across industries

The pivot to digital-first engagement has highlighted the challenges of fragmented integration approaches for quickly automating and innovating business processes.

These studies from McKinsey, Gartner, and BCG show the impact of using a modern, multicloud integration platform to improve customer experiences and accelerate innovation.

“**80% of companies** plan to accelerate their companies’ digital transformations.”

BCG | 2020

The market is trending toward digital-first business

“By 2023 **40% of all enterprise workloads** will be deployed in cloud infrastructure and platform services, up from 20% in 2020.”

Gartner | 2020

That’s a 2X increase in just three years

“Just **16% of executives** say their company’s digital transformations are succeeding.”

McKinsey & Company | 2020

The 16% that have succeeded doubled their valuations

“Digital leaders **achieved 1.8x higher earnings** growth than digital laggards—and more than double the growth in total enterprise value.”

BCG | 2020

There is immense value in embracing modernization today

Industry trends

OCI Integration Services give customers the foundation to adapt faster to industry changes. Explore some of the current trends affecting all industries below.



The great resignation

4.5 million people voluntarily left their positions in November of 2021. These record-level resignation rates affirm the need for modern HCM analytics.



Concentration risk

Concern over vendor lock-in has companies searching for hybrid and multicloud solutions. Operations need to mitigate the risk of a single source of failure.



Digital-first

Remote work is on the rise and customers expect self-service apps. Companies are searching for meaningful ways to engage employees and customers alike.



Supply chain disruption

Global supply chain disruptions are driving innovation across industries. Businesses with the ability to adapt quickly are growing revenue and valuation.

With OCI Integration Services, customers convert business challenges into a competitive edge.

See how customers are using

OCI Integration Services

to cut time and costs while
accelerating growth



Enterprises of all sizes and across industries have proven the power of business process innovation. Quicker connectivity helps **grow revenues, increase profit, and enhance digital engagement** for customers and employees.

Industry

Manufacturing

Bring innovations to market faster, make supply chains more resilient, and redefine the customer experience with Oracle Cloud Infrastructure and our integrated suite of applications. From shop floors to marketplaces around the world, Oracle helps industrial manufacturers design, plan, build, deliver, and service products throughout their lifecycle.

50+

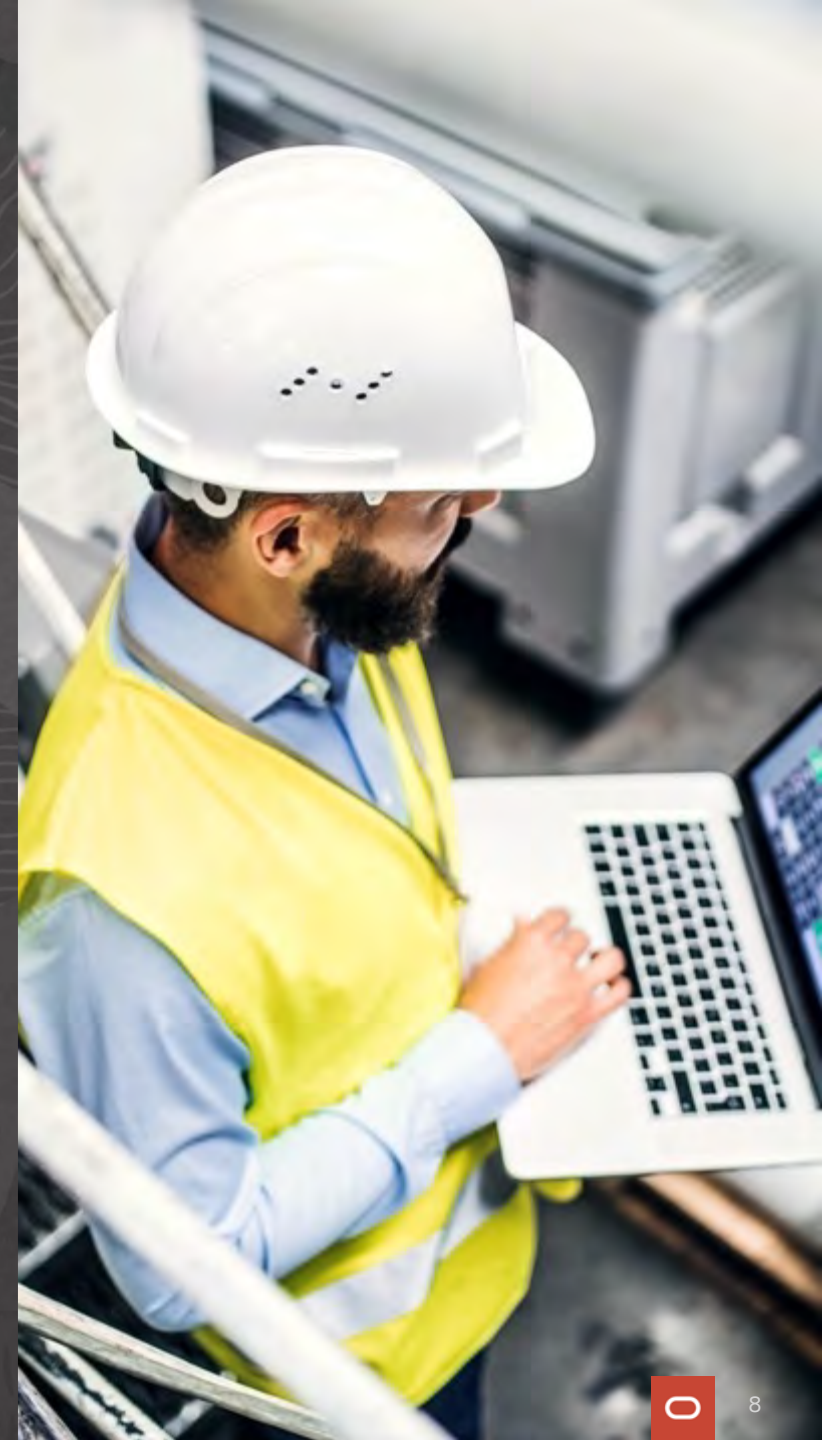
iconic Hormel brands now supported on Oracle Cloud Infrastructure and Applications

<1 day

time it takes Mazda to close the previous month's books

1-2 sec.

Zebra's response time for self-service analytics on Oracle Cloud Infrastructure





“Our data was dispersed in different systems, the user experience was poor, and older systems had performance issues. Oracle had prebuilt integrations that made our life a lot easier. Now, we’re able to bundle hardware, software, and services to go to market with amazing offerings.”

Livingston Hudson
Enterprise
Solution Architect,
Zebra Technologies

Zebra Technologies changes its stripes to accelerate growth with OCI Integration Services

[Read customer story](#)

Business Challenge

Zebra sells through channel partners in 100-plus countries. As digital experience became the primary engagement vehicle, they had to upgrade their selection, configuration, and sales ordering processes.

Results

Zebra selected OCI Integration Services to share consistent data across applications from multiple vendors. This helped the company simplify, automate, and improve operations with event-driven analytics.

- Zebra standardized on a single ordering portal for over 10K partners globally
- The company integrated a mix of custom and third-party applications along with Oracle’s
- Partners configure price quotes for even the most complex offerings, including custom SKUs
- OCI scales to ensure response times of 1-2 seconds with zero downtime and built-in security
- Zebra achieved a single view of sales orders in near real-time including on-premises systems

Products Used

Oracle Autonomous Database
Oracle Analytics
Oracle Advertising and CX

OCI Integration Services
Oracle Marketing
Oracle Commerce

Oracle Configure, Price, Quote (CPQ)
Oracle Cloud ERP
Oracle Cloud SCM

100+

countries where Zebra sells through channel partners

8,800

employees across languages, time zones, and industries work at Zebra

1-2 seconds

analytics response time with new Oracle solutions



“With all the data in one place, we all speak the same language, which helps as we move and integrate data, add people to payroll, get benefits information, set up accounts, and so forth. We’ve got a proven playbook.”

Mark Vaupel
Vice President of IT
Hormel Foods

Hormel unifies finance and HR with OCI Integration Services

Business Challenge

As the umbrella company for over 50 major food brands, Hormel had several different human capital management (HCM) and enterprise resource planning (ERP) applications. Some systems and applications were customized to an individual brand, hadn’t been upgraded in over 15 years, and depended on a single person who “understood the code.”

Results

Hormel Foods now supports its portfolio of 50-plus iconic brands with business software on a single platform, Oracle Cloud Applications. Hormel tapped Oracle to move to cloud-based HCM, ERP, EPM, and One Supply Chain systems. They later phased in OCI Integration Services, which allowed them to quickly connect applications and data.

- Last summer, Hormel Foods saw its first partially automated financial close go smoothly
- It also successfully moved purchasing processes to the cloud, despite external turmoil in global supply chains
- Gained a single “bird’s-eye view” for data and analytics

Products Used

Oracle Cloud HCM
Oracle Cloud ERP
Oracle Cloud SCM

Oracle Cloud Infrastructure
Oracle Cloud EPM

OCI Integration Services
Oracle Analytics

50+

iconic brands now supported on a single platform, Oracle Cloud Applications

100%

of Hormel employee base represented in data

15 years

of legacy systems upgraded

[Read customer story](#)



“We migrated a global inventory management system that tracks thousands of automotive repair parts and accessories from an on-premises system to Oracle Cloud Infrastructure. We've already achieved a 70% increase in performance and cut our 5-year total cost of ownership in half.”

Masahiko Tamura
General Manager,
Supply Chain Systems Department,
Mazda Motor Corporation

Mazda cuts costs 50% and boosts performance 70% with OCI Integration Services

Business Challenge

As a multinational automaker that supplies 1.5 million automobiles annually, Mazda has a complex inventory management system. In order to simplify its system, Mazda needed to shorten its demand forecasting processing cycle and improve the accuracy of demand forecasting.

Results

Mazda concluded that running applications on Oracle Cloud Infrastructure has a 50% lower total cost of ownership over five years compared with Mazda's current on-premises data center environment. The carmaker was able to keep a hybrid computing model, connecting on-premises and cloud applications using OCI Integration Services.

- The OCI environment provides up to a 70% performance improvement
- Mazda performs demand forecasting calculations any time they're needed
- The company runs models daily with the latest orders to improve demand forecasting and inventory management
- Mazda now brings more parameters into its service parts demand forecast to improve accuracy

Products Used

Oracle Cloud Infrastructure
Oracle Bare Metal Servers

Oracle GoldenGate
Oracle Linux

OCI Integration Services

70%

increase in performance

50%

cost reduction

Daily

inventory forecasts, up from once monthly

[Read customer story](#)

Industry

Financial Services

Deliver connected customer experiences that build loyalty and drive growth. Rapidly respond to customer needs and improve business operations with Oracle's data-driven applications and cloud services.

140

countries in which
customers are served

24 of 48

global SIFIs with managed risk

15%

of the world's population covered

\$200B

in revenue billed and managed





“We extended Oracle HCM Cloud with Oracle Content and Process, Java Cloud, and Database Cloud to drive enterprise-wide employee collaboration, improved engagement, and deliver a flexible platform for resource management.”

Federico Morosi
Group Head of Workforce Planning and HR Information Systems
Generali Group

Generali deploys flexible Oracle HCM Cloud solution with OCI Integration Services

[Read customer story](#)

Business Challenge

Generali wanted to enhance group-level strategic workforce planning by implementing a single global human capital management platform and enabling HR Global standard processes with consistent data, in line with market best practices across the insurance group.

Results

Generali improved HR service delivery by implementing Oracle HCM Cloud as a global HR management platform covering all of Generali's insurance businesses and branch offices worldwide. This paved the way for global process standardization across key HR functions, including performance management, talent development, compensation, benefits, and talent acquisition. OCI Integration Services enabled smooth connectivity between the centralized Oracle HCM Cloud and over 50 legacy systems. This included cloud, on-premises, custom, third-party applications, and data.

- Streamlined HR reporting and analytics thanks to a common set of biographic and organizational data
- Facilitated talent management, talent acquisition, and talent development by using a common HR language
- OCI Integration Services empowered Generali to configure different integration rules for each country's HR system

Products Used

OCI Integration Services
Oracle Service-Oriented Architecture (SOA)
Oracle Database

Oracle Cloud HCM
Oracle Recruiting
Oracle Onboarding

Oracle Learning
Oracle Goal Management
Oracle Performance Management

70%

time reduction to complete an HR transaction

50

legacy HR systems integrated

<2 seconds

reporting response time for HR users



“By pairing our secure and innovative solutions with Oracle, we can enable economic assistance programs at scale and deliver payment solutions that are both cost-effective and fast, in turn supporting those in need.”

Miguel Gamino
EVP,
Enterprise Partnerships and
Head of Global Cities Mastercard

Mastercard speeds social and economic assistance with OCI Integration Services

Business Challenge

In 2020, Mastercard partnered with the Mayor’s Fund for Los Angeles to provide direct financial assistance to families hit hardest by the pandemic. This included low-wage hourly workers with jobs in homes and restaurants, seasonal workers, day laborers, street vendors, and self-employed individuals. Mastercard wanted to deploy an equitable emergency aid solution quickly and avoid the “disbursement gap” between when applicants are approved and when they receive their payments. It was important to make instant and reliable disbursements, cut processing costs to free up funds, track payments, and maintain accurate data.

Results

Mastercard partnered with Oracle to create Civic Assist, which simplifies economic aid from end to end. Together, Oracle and Mastercard provided applications, infrastructure, and prebuilt integrations to quickly streamline the entire process. The solution removed barriers, reduced operational cost, and enhanced fraud prevention. They chose OCI Integration Services to deliver a personalized customer experience. Visual designers, built-in regulatory compliance, and rapid integration with Mastercard’s existing website and APIs enabled deployment across any device for citizen access and convenience. Oracle and Mastercard worked with The City of Los Angeles to streamline the verification and eligibility of people applying for support.

- The City provided a seamless payout experience using prepaid debit cards
- Mastercard now offers a flexible payment interface portal as part of the Civic Assist solution with Oracle, which allowed beneficiaries to choose how they wanted to receive payments and ensured flexible access
- In only three months, the program distributed more than 35,000 cards to households across Los Angeles, serving over 100,000 people with more than \$36 million in direct financial assistance

Products Used

Oracle CX
Oracle Cloud Infrastructure

OCI Integration Services
Visual Builder

API Management
Autonomous Transaction Processing

[Read customer story](#)

\$36M

distributed in 3 weeks with fast, secured payout methods

450,000

resident applications managed and triaged

135,000

pre-qualified applicants with real-time eligibility verification

Industry

Life Sciences

Bring new drugs, devices, and therapies to market while giving distributed teams tools for success. Discover solutions designed to help life sciences organizations unify data from clinical trials, streamline and automate safety case management, and strengthen business operations.

250K+

clinical trials
supported to date

10M+

safety cases processed

500K+

investigator sites using
Oracle

100+


countries are
running studies





“Our processing window for our nightly data analytics run was about 8.5 hours. With the combination of the backbone interconnection between the Azure and OCI platforms and the extensive horsepower on OCI, we moved that window to about 3.5 hours on a nightly basis.”

Peter Gawronkiak
Senior Director,
Global Infrastructure,
Integra LifeSciences



Integra LifeSciences modernizes request to receipt processes across clouds with OCI and achieves 90% time savings

[Read customer story](#)

Business Challenge

Integra LifeSciences is a leading global provider of regenerative and neurosurgical devices and technologies, serving surgeons and hospitals worldwide. Between its outdated on-premises infrastructure and multiple failed migration attempts that disrupted business operations, Integra needed a more performant cloud provider to host its workloads.

Results

With the help of a proof-to-pilot (P2P), Integra migrated more than 140 systems to OCI, across environments for development, quality assurance, production, disaster recovery, and special projects. Integra leveraged OCI Integration Services for prebuilt connectivity to software-as-a-service (SaaS) and on-premises applications.

- Migrated Oracle E-Business Suite, Agile PLM, supply chain analytics, and on-premises database systems to OCI
- Achieved 87% improved report run time from an hour and 45 minutes to 13 minutes
- Reduced its general processing window from 8.5 hours to 3.5 hours
- New environments provisioned in minutes compared to 10-14 days
- 91% time savings achieved with in-memory database options

Products Used

Oracle Cloud Infrastructure
OCI Integration Services

Oracle Active Data Guard
Oracle and Microsoft Azure Interconnect

91%

faster with in-memory
database option

87%

improved report run time on OCI
versus on-premises

50%

reduction in nightly
processing time

Industry

Media & Entertainment

Streaming, gaming, on-demand, and second-screen experiences are becoming standard for media and entertainment companies as audiences consume what they want, wherever they are. Exceed consumer expectations and drive innovation at global scale with OCI Integration Services. Oracle helps operators uncover efficiencies and optimize resources to provide the best possible customer experience. Simplify content development, production, broadcasting, over the top (OTT) services, and more.

44%

of global media enterprises were expected to move back-office systems to the cloud in 2021

Over half

of on-premises media enterprises will adopt cloud transformation within the next 12-24 months

100%

of media enterprises that implemented cloud back-office systems are satisfied with the benefits achieved

41%

of final purchasing decision makers revealed that Oracle is their leading preferred vendor





“How do you merge the insights from both the finance side and the HCM side? Having an integrated platform is allowing us to do that.”

David Hovstadius
Senior Vice President of
Finance Operations,
Hearst

Hearst connects back- office in the cloud to support growth

[Read customer story](#)

Business Challenge

Hearst operates 360 different businesses worldwide, and diversification left the media and information services company with many different finance and human resources processes managed by outdated, disconnected, highly customized applications that yielded inconsistent data. That application environment made it difficult for Hearst's finance and HR functions to rapidly adapt to business changes and deliver new digital capabilities.

Results

Hearst standardized its finance and human resources systems on an integrated portfolio of Oracle Cloud applications. OCI Integration Services helped reduce the risk, cost, and delivery time for transitioning Hearst's 25-year-old legacy applications environment to the cloud, while preparing the company for future acquisitions.

- Prebuilt adapters enabled the team to quickly connect Oracle Cloud applications with third-party SaaS and on-premises applications
- Improved financial reporting allowed insights in near real-time while reducing IT support costs
- New hires started contributing productively much more quickly, thanks to the automation and centralization of the employee onboarding process
- Reduced employee attrition by analyzing turnover data and making it easier for employees to view and apply for internal job openings
- Oracle's financial applications helped Hearst improve planning and budgeting by replacing six discrete software tools with one

Products Used

Oracle Cloud EPM
Oracle Cloud ERP

Oracle Cloud HCM
Oracle Cloud SCM

OCI Integration Services

15x

fewer chart of accounts

75%

fewer job codes needed

6x

reduction in software tools

Industry

Retail

Putting customers at the heart of every retail business matters. With a complete set of scalable retail solutions, cloud services, and hardware from Oracle, customers gain the insights and agility needed to delight customers at every touchpoint.

96

countries serving customers

\$100B

in transactions processed annually

176M

customer records managed

500M

transactions running on Oracle Cloud





“We needed to innovate fast. Cost was a consideration, as was regulatory compliance, including GDPR. We did consider other applications and AWS, the indication was that would take us 2 years to implement. We implemented the whole service in 2 quarters.”

Yvonne Foster
Head of
Resourcing Services,
The Co-op

The Co-op's HCM integration reimagines connected recruiting

[Read customer story](#)

Business Challenge

The Co-op is one of the world's largest consumer co-operatives. Manual job requisition posting, candidate screening, and hiring was taking managers an average of 12 hours with 100% annual employee turnover in their grocery business.

Results

The Co-op plugged preferred personality traits into Oracle Cloud HCM with an Oracle Taleo Recruiting module to create standard job postings. OCI Integration Services moved standard job descriptions and requirements in and out of the Taleo module. This enabled store managers to customize their job announcements in about five clicks with a custom web application.

- 4X faster time to value compared to competitive HCM vendors on AWS
- Involved a mix of custom and third-party applications along with Oracle's
- 11% annual staff turnover reduction with 98% offer acceptance rates
- Managers in 2,600 stores reduced time to hire from 12 hours to four hours
- Used Oracle Cloud Infrastructure to optimize performance of cloud applications

Products Used

Oracle Cloud HCM
Oracle Taleo Recruiting

OCI Integration Services
Oracle PeopleSoft

4x
acceleration in innovation

11%
decrease in labor turnover

98%
offer acceptance rate after
adopting Oracle Cloud HCM



“The transformation we are doing in our end-to-end value chain and the Oracle applications that we are deploying have a central role in the success of our vision.”

Juan Pajon
Business Technology Global
Senior Vice President,
Grupo Bimbo

Grupo Bimbo integrates applications to help keep the world fed

Business Challenge

Years of acquisitions and expanding operations left Grupo Bimbo with a mixture of homegrown applications that existed alongside the company’s global software. Retrieving information from these various systems proved complicated as the company attempted to implement AI and data analytics.

Results

Grupo Bimbo implemented one of the biggest global shifts to cloud applications that Oracle has ever seen, simplifying their processes and reducing costs. The team accelerated its continuous modernization by connecting all of its SaaS, custom, and on-premises applications with OCI Integration Services.

- The company now updates its Oracle Cloud Applications every quarter, which gives the company access to new functionality and features faster
- With the cloud-based transportation management system, Grupo Bimbo supply chain teams have insights that help make individual shipments more efficient, saving money and reducing emissions
- Oracle Cloud HCM is enabling the company to recruit talent all over the world, supporting diversity and inclusion goals
- As more jobs can be performed remotely, Grupo Bimbo can recruit the right skill sets regardless of location

Products Used

Oracle Cloud ERP
Oracle Cloud SCM

Oracle Cloud HCM
Oracle CX

OCI Integration Services
Oracle SOA on OCI

53,000

Bimbo distribution routes, the equivalent of going around the world 100 times

13,000

varieties of products delivered by Grupo Bimbo

Quarterly updates

from every 3-4 years with traditional application customizations

[Read customer story](#)

Industry

High Tech

Drive and lead industry innovation—whenever and wherever big ideas happen. OCI Integration Services help businesses transform how they engage their clients to deliver better technology products and services. Connecting digital ecosystems helps realize value from data and put customers at the center of the business.

80%

Dropbox experienced an 80% reduction in processing costs

50,000

DocuSign engaged more than 50,000 diverse customers

24x

Western Digital saw a 24x faster time in reporting





“Driving scale through automation and minimizing manual effort puts clean data in the hands of our decision makers as fast as we can get it there.”

Tim Regan
CFO,
Dropbox

Dropbox slashes processing costs by 80% with Oracle Cloud

Business Challenge

As a fast-growing company, Dropbox required a unified solution that could automate and cleanse the financial data coming from high volumes of monthly transactions. It wanted to deliver that information quickly so that its finance teams could analyze and guide current and future resource allocation decisions. To scale the business rapidly while minimizing cost and risk, Dropbox embraced automation—using “touchless transactions” across all finance operations wherever possible.

Results

Finance used OCI to create a simple, secure invoice consolidation process for managing high volumes of transactions. OCI provided Dropbox direct integration paths with its ERP system and visual application development tools. This enabled the finance team to take immediate action on the information passing through its systems. Using the prebuilt adapters and low-code automation from OCI Integration Services, Dropbox cut the cost of financial records processing and reduced the volume of transactions, while accelerating time to market by four times.

- Using Oracle Cloud ERP, Dropbox cut its financial period close in half and its accounts receivable period close from four days to one
- Oracle Cloud Risk Management helps the company automate user access controls to ensure segregation of duties (SOD) compliance worldwide for all business units
- Pilot programs are helping finance leverage those augmented analytics to manage cash flow, model the impact of new product offerings, and reallocate resources to higher-value initiatives

Products Used

Oracle Cloud Infrastructure
Oracle Cloud ERP

Oracle Cloud EPM
Oracle Database Cloud Service

OCI Integration Services
Oracle Analytics

[Read customer story](#)

80%

reduction in processing costs

2x

faster financial period close

4x

faster time to market



“We can create the logic with as many permutations as we need to comply today, and then adapt the logic to comply with the laws as they change in the future.”

Andrew Stafford
Senior Director of
Marketing Operations,
DocuSign

DocuSign automates approval workflows with OCI Integration Services

[Read customer story](#)

Business Challenge

With a wide range of more than 500,000 customers, from self-employed real estate agents to large global enterprises, DocuSign needed to tailor its marketing to each type of user.

Results

DocuSign integrated its platform with Oracle CX Sales and Oracle Cloud HCM using OCI Integration Services, making it much easier for account reps to execute sales contracts and for HR managers to get new employees to sign agreements.

- Oracle Eloqua enables DocuSign’s marketing team to tailor campaigns to specific customer profiles
- Oracle CX Marketing limits regulatory risk with its built-in compliance capabilities
- Automated end-to-end approval workflows to accelerate revenue and simplify employee onboarding

Products Used

Oracle CX
Oracle CX Marketing

Oracle Sales
Oracle Eloqua

Oracle Cloud HCM
OCI Integration Services

500,000

customers make up DocuSign’s
diverse customer base

3,000+

federal, state, and local government
agencies across 180 countries

350

prebuilt integrations with API
for embedding in websites



“Because we are an innovative company, speed to market is very important. Oracle Cloud innovations let us hit the ground running, without a lot of customization. If someone has a greenlighted idea, they can come to us today and tomorrow we’ll give them the basic toolset.”

Sreedhar Vaidyanathan
Vice President,
Digital Transformation,
Xerox

Xerox launches new ventures faster with OCI Integration Services

Business Challenge

Xerox is diversifying its office work brand into the Internet of Things, 3D printing, and augmented reality. Creativity and speed are the coin of this realm. In some cases, it took Xerox teams up to three months to implement the IT systems needed to support a new venture—an eternity in the digital economy. To break free from older technologies, Xerox began reviewing cloud systems that would enable its new businesses to launch and monetize services much faster.

Results

To fast-track new businesses, Xerox chose an “Oracle-in-a-box” approach with an online storefront, budgeting and financial planning, and prebuilt connectivity from OCI Integration Services. With these connected solutions, new Xerox businesses quickly sell online, create orders, process invoices, track performance, do financial planning, and exchange data across their application and data ecosystem. This can be accomplished in weeks, not months, all without having to wait for IT’s assistance.

- A Xerox team was able to stand up the IT infrastructure in just six weeks for the Xerox 3D printing business
- By automating processes such as procure-to-pay and quote-to-cash, the Xerox 3D printing team “gained the ability to transact right out of the gate”
- Oracle Cloud EPM consolidates and connects data to help the company evaluate financial performance across the portfolio
- Using augmented reality (AR) technologies, the CareAR service experience management (SXM) platform enabled field service teams to provide remote customer support

Products Used

Oracle Cloud Infrastructure
Oracle NetSuite
Oracle Cloud EPM

Oracle Autonomous Database
Oracle Commerce
OCI Integration Services

High Performance Computing Solutions

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3 months

time it previously took Xerox to implement the IT systems needed to support a new venture

2x increase

in implementing new ventures using OCI Integration Services

Instant

ability to transact with automated processes



“There were 2,000+ applications across these three companies. Being able to leverage out of the box was a key factor for us.”

Bill Roy
Senior Director of EPM and
Business Intelligence
Western Digital

Western Digital automates analytic processes with OCI Integration and AI Services

[Read customer story](#)

Business Challenge

Western Digital is a leading provider in hard disk drive manufacturing and data storage. After major acquisitions, Western Digital experienced disparate analytics processes and slow internal workflows. In order to align processes, Western Digital needed a cloud-based system that offered real-time access to data and reporting, while leveraging emerging technologies.

Results

Western Digital chose Oracle’s suite of products to create efficiencies within its financial reporting and overall business. Western Digital created an “always-on” suite of Oracle services including Oracle Cloud Infrastructure, OCI Integration Services, Oracle Database technologies, Oracle Analytics Cloud, Oracle ERP, and Oracle Exadata.

- Consolidated data and platforms onto OCI, effectively streamlining workflows, minimizing steps, and eliminating redundancy
- Created a single source of truth between disparate systems by removing legacy systems
- Decreased the number of contractors required for infrastructure maintenance and support, effectively reducing costs
- Reduced the time it took to access analytical data from 24 to 36 hours to less than 20 minutes
- Cut reporting time from 8+ hours to 20 minutes
- ERP refreshes that took 24 to 48 hours now take 5 seconds
- Gained 30% call deflection with automated customer self service

Products Used

Oracle Cloud Infrastructure
OCI Integration Services

Oracle Analytics Cloud
Oracle Cloud ERP Oracle Database

Oracle Digital Assistant

24x

faster reporting time

99%

reduction in time it takes to access analytical data

5 seconds

for ERP refreshes that previously took days

Industry

Transportation

From airlines, hotels, and trucking to rail, ocean shipping, and third-party logistics, OCI Integration Services help transportation companies deliver exceptional service while enhancing resilience. Streamline back-office operations, personalize marketing, and redefine customer experiences with Oracle Cloud.

14

times a leader in Gartner MQ for
Transportation Management

2x

faster time to change with Oracle
Cloud automation at FedEx

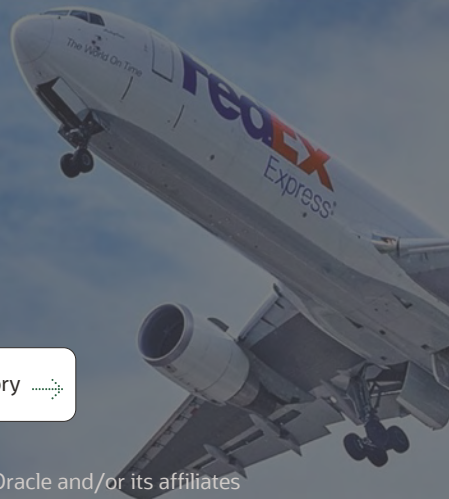




“In digital operations, FedEx has significantly cut manual effort and increased the speed of code deployments, and now has a 2x faster speed to market, thanks to its digital transformation and use of Oracle Cloud applications, infrastructure, and platform capabilities.”

Chris Wood
Vice President of
Business Transformation,
FedEx Services

Cloud automation helps FedEx respond to changes 2x faster



[Read customer story](#)

Business Challenge

FedEx is known for its innovative package delivery service. As competitors raised the bar, FedEx needed to upgrade the back-office systems powering its massive global logistics network.

Results

Under its new Digital Innovation Center of Excellence, FedEx consolidated the bulk of its core back-office operations onto more than 20 Oracle Cloud applications. It leveraged Oracle Cloud Infrastructure to make steep efficiency gains. OCI Integration Services with conversational AI and process automation helped FedEx stay resilient, flexible, and responsive to business changes. This included surges in online buying.

- Standardized over 200 global operations using 40+ Oracle applications
- 25 digital assistant skills enabled touchless approval processes
- Involved a mix of custom and third-party applications along with Oracle’s
- Facing COVID-19 travel restrictions, virtually deployed 9 new instances of Oracle Cloud ERP
- 3,000+ employees now use Oracle Cloud Analytics to make data-driven decisions and for access to AI, machine learning, and service automation
- OCI optimized performance of cloud applications

Products Used

Oracle Cloud ERP
Oracle Cloud SCM
Oracle Analytics

Oracle Cloud HCM
Oracle Cloud Infrastructure
OCI Integration Services

Oracle Cloud EPM
Oracle Digital Assistant

2x

faster speed to market

40+

cloud-connected applications standardized 220 operations

25

digital assistant skills for touchless approval workflows

Industry

Energy

Thrive in a sustainable, affordable energy, and water future. Deliver outstanding customer experiences and improve energy efficiency. Manage networks and connected assets to deliver essential services to customer communities every day.

31 TWh

of energy conserved

1.6T

meter reads analyzed annually

3B

customer bills delivered per year

\$2.7B

saved in customer energy costs





Drop Tank cloud integration fuels customer loyalty programs

[Read customer story](#)

“We can connect directly to the point-of-sale system with OCI Integration Services and that has really opened up an avenue for us to grow quick, grow the network much faster without the friction of an actual black box that had to be sent to sites.”

David VanWigger
CEO, Drop Tank

Business Challenge

Drop Tank was on a mission to tap into the data from the myriad of point-of-sale systems used by the diverse companies that own and operate gas stations across the US. Its goal was to offer fuel rewards programs on a national level. This required physical device installation and activation.

Results

Drop Tank began using OCI Integration Services to automatically connect disparate and legacy POS systems, eliminating the device and accelerating growth opportunities.

- When Drop Tank added another national fuel brand, the cloud-based integrations enabled the loyalty network to seamlessly connect 4,200 new locations in minutes — a process that previously took 6 to 12 months
- The cloud-based autonomous data warehouse processed initial daily transactions of 2,500 with 500x scalability in minutes
- Drop Tank reduced time to market and time to scale while eliminating database administration for provisioning, tuning, securing, and patching

Products Used

Oracle Autonomous Database
Oracle Cloud Infrastructure

Oracle Analytics
OCI Integration Services

8,000

connections in one night

10x

increase in IT efficiency

250,000

daily transactions at Drop Tank locations



Industry

Communications

Create new digital experiences, deliver on the full potential of 5G, and easily deploy new IoT business models. Leverage Oracle's complete suite of cloud native applications and secure network infrastructure solutions to evolve faster and grow revenue today.

Billions

of calls and texts routed daily

10M

orders orchestrated per day

Top 20

communications service provider
networks are protected

5B

subscribers supported globally





Indus Towers automates bill validation with OCI Integration Services

[Read customer story](#)

“For us to develop from a bolt-on solution, it would have taken much longer. Using Oracle Cloud Infrastructure Integration Services has actually reduced the time of design and implementation by 50%, at least.”

Gaurav Kushwaha
Vice President,
Indus Towers

Business Challenge

Bills from more than 180,000 towers and over 325,000 co-locations needed to be monitored, verified, validated, approved, prioritized, and paid on time. Indus Towers required an efficient method to automate this process. Additionally, the company was looking for a strategic growth partner that could help unlock the value of the cloud at scale. Indus Towers knew it needed to encompass the full spectrum of cloud capabilities to put advanced technologies at the heart of the business.

Results

Indus Towers chose OCI for its robust process automation, on-demand scalability, and seamless integration with Indus's on-premises instances of ERP, inventory management, and lifecycle management solutions. Indus Towers adopted OCI Integration Services for connectivity and automation across business applications, core platforms, and customers.

- Visual process automation accelerated connectivity with multiple backend billing transaction applications
- Automatic validation of more than 55% of invoices using core OCI services eliminated manual workarounds and provided a solid foundation for planning, budgeting, and forecasting
- Saved time, reduced costs, and are now able to focus on customer service

Products Used

Oracle Cloud Infrastructure
Visual Builder

OCI Integration Services

175,000

invoices processed by
Indus Towers monthly

55%

of invoices can now be automatically
validated using core OCI services

50%

time reduction in design and
implementation using OCI

Industry

Construction

Connect project teams, empower decision makers, and synchronize across supply chain partners with intelligent solutions from Oracle. OCI Integration Services help business experts and cloud developers work together to turn data into intelligence. Visually orchestrate resources for smooth project planning, delivery, and operations.

\$9T

in project value managed

4M

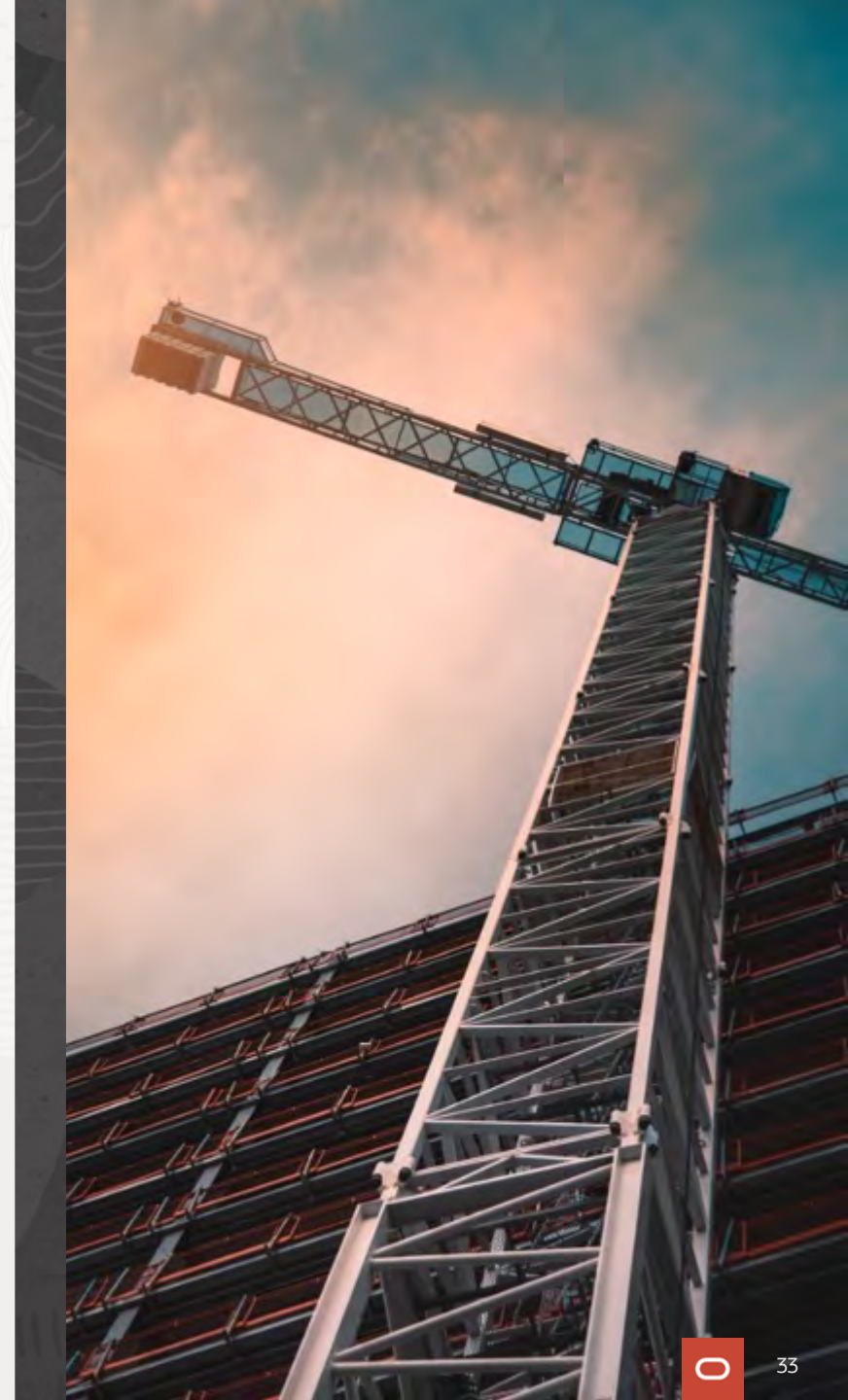
projects and
initiatives managed

\$9B

in subcontractor payments
processed monthly

1.8B

documents exchanged





“We went from a situation where we basically couldn’t have done it to three months later, we fully automated the process flow.”

Conny Bjorling
Head of Enterprise Architecture,
Skanska

Skanska builds speed and agility with OCI Integration Services

Business Challenge

New requirements from major banks required continuous checking of Skanska customers and suppliers for financing. Skanska needed an automated solution that provided self-service access for business users with minimal IT support.

Results

Skanska chose Oracle Analytics, OCI Integration Services, and Oracle Database Cloud machine learning to connect data from a variety of sources and automate processes. This lessened the need for administration and accelerated business insights.

- The financial reporting solution was up and running in only 17 days, ultimately providing automation and self-service without any drain on resources
- Automation improved time to deliver automated processes by 4X to 6X
- Business users generated analytics on their own in under five minutes that once required IT specialists and took a day and a half
- Project managers can quickly match more than 2,000 profiles of compliant customers and suppliers to make suggestions for Skanska to make faster, fairer financing decisions

Products Used

Oracle Analytics
OCI Integration Services

Oracle Database Cloud Service
Enterprise Database Service

[Read customer story](#)

6x faster

application extensions
and connections

5 mins

for new analytics versus 1.5
days with IT involved

23

data sources integrated with
OCI Integration Services

Takeaways



OCI Integration Services helped these businesses to modernize, automate end-to-end processes, and centralize management. While diverse in size, industry, and infrastructure, OCI Integration Services helped these innovative firms achieve:

- 1 Faster Time to Value**
with prebuilt integrations
- 2 Push-Button Releases**
for changes in minutes, not months
- 3 Simplified SaaS Updates**
without traditional application customization

OCI Integration Services accelerate innovation so digital businesses can:



Deliver faster

- Cut time to deliver by 4–6x
- See changes in minutes, not months
- Resolve issues faster with unified observability



Control costs

- Limit cost of enterprise and industry compliance
- Reduce cost of technical development
- Minimize SaaS upgrade testing and validation



Limit risk

- Simplify technical complexity for connectivity
- Mitigate multicloud and hybrid identity exposure
- Leverage best practices to avoid delays



Future proof

- Gain quick wins and scale on demand
- Include RPA, Blockchain, Digital Assistants, and IoT
- Swap task implementations for digital process steps



Every business needs scale to thrive in a high-velocity digital environment. Trends such as resignation, digital-first engagement, concentration risk, and supply chain disruption are just a few driving forces impacting industries today.

Build agility with visual automation. Connect applications, data, and devices faster with OCI Integration Services.

OCI Resources

Learn more



Oracle Cloud Infrastructure

- OCI Overview
- Oracle Cloud Customer Showcase
- Oracle Cloud Lift Services
- Oracle Support Rewards
- Oracle Cloud Economics
- Oracle Cloud vs. AWS



OCI solutions and services

- Migrate Oracle Applications to OCI
- Migrate Custom Applications to OCI
- Migrate ISV Applications to OCI
- Migrate VMware workloads to OCI
- Oracle Cloud Native services
- Oracle multicloud capabilities
- High performance computing on OCI



Training resources

- Oracle University
- Oracle Cloud Infrastructure Certification Paths
- Oracle Learning Explorer



E-Books and analyst reports

- OCI Powers Cloud-Connected Enterprises
- IDC: Modern Cloud Economics
- IDC: Oracle Cloud Infrastructure for Heterogenous Workloads
- Omdia: Why all clouds are not the same
- 451 Research: Oracle is building a compelling proposition around enterprise cloud



Technical resources

- Architecture Center
- Developer Tools
- Technical Whitepapers
- Cloud Adoption Framework
- Technical Case Studies
- Oracle PartnerNetwork



OCI video series + virtual summits

- Oracle Live
- Built and Deployed on OCI video series
- Oracle Cloud Infrastructure Events
- Oracle Live Labs
- First Look At Oracle Integration (4:23)

Ready to get started?



Explore OCI Integration Services

For extending and connecting any application with data, APIs, and event streaming



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