

ORACLE

# Oracle Industry Playbook

High Technology

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# High Technology

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Over the last couple of years, high-tech companies have faced intense challenges, and unprecedented opportunities, as they have navigated volatile demand, broken supply chains, and changing customer expectations. Over the next decade, the most successful will be those that address volatile demand and supply chain disruption, greater focus on sustainability, increasing adoption of smart data-driven manufacturing, new opportunities for connected products and services, and responding to the changing work model and labor shortages.

# Key Imperatives for High Technology

- 1 Build resilient and sustainable supply chains while lowering costs
- 2 Grow revenue with new digital buying experiences and service-based business models
- 3 Accelerate innovation, enhance quality and productivity with smart manufacturing
- 4 Successfully transform the business to a newer, better version of itself

# Forces Shaping the High Technology Industry

## INDUSTRY CHALLENGES

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### Supply Chain Risks

Difficulty in recovering from shortages and supply chain disruptions due to geopolitical, economic, and environmental forces, while continuing to drive growth.

### Demand Risk and Rising Costs

Navigating demand volatility coupled with rising material, labor, and overhead costs make it difficult to achieve performance targets and maintain margins.

### Workforce Retention and Recruitment

Competition for talent, labor shortages, an aging workforce, and a lack of modern technology to shrink the knowledge gap.

### Embedding Sustainability

Difficulty developing plans and measuring success on environmental, social, and governance initiatives. Increased public demand for transparency. New government regulations on CO2 emissions, conflict minerals, and product disposal.

### Accelerating Innovation and Reducing IT Complexity

Complex legacy infrastructures, large data volumes, and data silos create friction and inefficiency, making it difficult to quickly develop new product innovations and technologies.

### Adopting Service-Based Business Models

Difficult to pursue growth opportunities and address customer needs as they transition from buying products to buying outcomes. Responsibility of owning and servicing assets is shifting from customer to manufacturer.

### Integrating Acquisitions

Continued drive for mergers and acquisitions to address technology gaps, supplement talent, create regional supply chains, and drive growth. High costs and long lead times to integrate acquired companies.

## VISION OF SUCCESS

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### Agile and Resilient Supply Chains

Integrate planning and execution across business and operations to forecast disruptions, gain visibility into supply and demand networks, and respond quickly to reduce supply chain risk.

### Efficient Operations and Maximized Fulfilment

Use data insights from connected supply chain processes, finance, sales, and the company's cost structure to adapt to demand fluctuations, manage cost variations, and mitigate profit margin risks.

### Exceptional Employee Engagement

Attract, hire, and quickly onboard talent. Upskill for a more tech-savvy workforce. Elevate the employee experience with modern tools and technology.

### Sustainable Value Chains

Build sustainability into every part of the supply chain, from the design, production, and transportation of products to the use of sustainable cloud computing.

### Faster Innovation, Simpler IT

A technology infrastructure that is agile and scalable to meet changing business needs. Ease and efficiency in gathering and using data through built-in integrations, automation, real-time alerts, dashboards, and machine learning.

### Outcome-Based Service Offerings

Drive new recurring revenue streams, new product innovation, and enhanced sustainability via connected assets and software-driven products.

### Unified Systems and Processes

Create unified financial and operational systems and processes that enable faster innovation. Adapt flexibly to changing market conditions and rapidly onboard acquired companies.



# Oracle Industry Suite for High Technology

Future-proof your business with a secure, scalable, high-performance cloud

## Oracle Industry Applications / Solutions



## 3rd Party Applications / Partner Solutions



## Oracle Applications

### ERP Enterprise Resource Planning

- Global Accounting
- Performance Management
- Procurement
- Projects
- Risk Management and Compliance

### SCM Supply Chain and Manufacturing

- Maintenance
- Manufacturing
- Order Management
- Planning
- Product Lifecycle Management
- Service Logistics
- Trade and Transportation Management
- Warehouse Management

### HCM Human Capital Management

- Human Resources
- Payroll
- Talent Acquisition
- Talent Management
- Workforce Management

### CX Customer Experience

- B2B Marketing
- B2C Marketing
- Commerce
- Configure, Price, Quote
- Field Service
- Partner Relationship Management
- Sales Automation
- Service
- Subscription Management

## Platform Services

### PS Platform Services



## Oracle Cloud Infrastructure (OCI)

Commercial and Industry Specific Clouds

Cloud@Customer



# Oracle Fusion Cloud Applications Suite

A platform for enterprise-wide transformation

## Customer Experience



Marketing  
Sales  
Service

## Supply Chain & Manufacturing



Supply Chain Planning  
Inventory Management  
Manufacturing  
Maintenance  
Product Lifecycle Management  
Procurement  
Order Management  
Logistics

## Enterprise Resource Planning



Financial Management  
Procurement  
Project Management  
Risk Management and Compliance

## Enterprise Performance Management



Planning, budgeting, and forecasting  
Profitability and Cost Management  
Financial Consolidation and Close  
Account Reconciliation  
Tax Reporting  
Enterprise Data Mgmt.

## Human Capital Management



Human Resources  
Talent Management  
Workforce Management  
Payroll

Data Intelligence

Revenue Transformation

Back-office Unification

Customer Experience

Supply Chain Unification

Financial Excellence

Empowered Workforce

Connected Planning



# Oracle Fusion Cloud ERP

## AI-Powered Finance



### Financials

- General Ledger
- Accounting Hub
- Payables & Assets
- Treasury & Payments
- Expense Management
- Receivables & Collections
- Bill & Credit Management
- Revenue Management
- CPQ / Subscription Management
- Joint Venture Management
- Lease Accounting



### Procurement

- Supplier Qualification Management
- Sourcing
- Procurement Contracts
- Self Service Procurement
- Purchasing
- Supplier Portal
- Spend Classification



### Project Management

- Cost Management & Control
- Billing & Revenue Mgmt
- Planning, Scheduling & Forecasting
- Project Asset Management
- Project Management
- Resource Management
- Program Management
- Grant Management
- Task Management



### Enterprise Performance Management

- Enterprise Planning
- Profitability & Cost Mgmt
- Narrative Reporting
- Financial Consolidation & Close
- Account Reconciliation
- Tax Reporting
- Enterprise Data Management



### Risk Management

- Separation of Duties Reporting (SOD)
- Preventive SOD User Provisioning
- Security Monitoring
- User Access Reviews & Certifications
- Fraud & Payment Monitoring
- Configuration & Audit Monitoring
- Internal Control Assessments
- Risk & Controls Matrix
- Workforce Health & Safety

Touchless Operations

Predictive Insights

Connected Actions



# Oracle Fusion Cloud SCM

Deep Functional Integration Connecting the Digital Thread



## Supply Chain Planning

Demand Management  
Supply Planning  
Sales & Operations Planning  
Supply Chain Collaboration

Strategic Sourcing



## Supply Chain Execution

Inventory  
Costing  
Manufacturing  
Maintenance  
Quality  
Production Monitoring

Smart Operations



## Order Management

Order Management  
Product Configuration  
Order Pricing  
Global Order Promising  
Channel Revenue Management

Perfect Order



## Logistics

Transportation Management  
Global Trade Management  
Warehouse Management  
Logistics Network Modeling

Revenue Transformations



## Product Lifecycle Management

Innovation Management  
Product Hub  
Product Development  
Quality Management

Strategic Sourcing



## Procurement

Sourcing  
Contracts  
Purchasing  
Supplier Management

End to End Visibility





# Oracle Fusion Cloud HCM

Empowering Employee Success for Exceptional Business Outcomes



## Human Resources

- Benefits
- Core HR
- Work Life
- Workforce Modeling & Predictions
- Strategic Workforce Planning
- Advanced HCM Controls



## Talent Management

- Recruiting
- Onboarding
- Learning
- Career Development
- Opportunity Marketplace
- Performance Management
- Compensation
- Succession Planning
- Dynamic Skills



## Workforce Management

- Time & Labor
- Workforce Scheduling
- Workforce Labor Optimization
- Absence Management
- Workforce Health & Safety



## Payroll

- Payroll
- Payroll Core
- Payroll Interface



## Employee Experience

- HCM Communicate
- Journeys
- Connections
- Grow
- Touchpoints
- Celebrate
- HR Help Desk
- Digital Assistant

Intelligent & Automated People Processes

Hyper-Personalized Experiences

End-to-End Visibility



# Oracle Fusion Cloud CX

## Maximizing the Power of Your Enterprise Data and AI



### Marketing

Unity Customer Data Platform  
Eloqua Marketing Automation  
Responsys Campaign Management  
CrowdTwist Loyalty and Engagement



### Sales

Fusion Sales  
Sales Force Automation  
Configure, Price, Quote (CPQ)  
Subscription Management  
Commerce  
Incentive Compensation



### Service

Fusion Service  
Digital Customer Service  
Field Service  
Knowledge Management  
Service Logistics

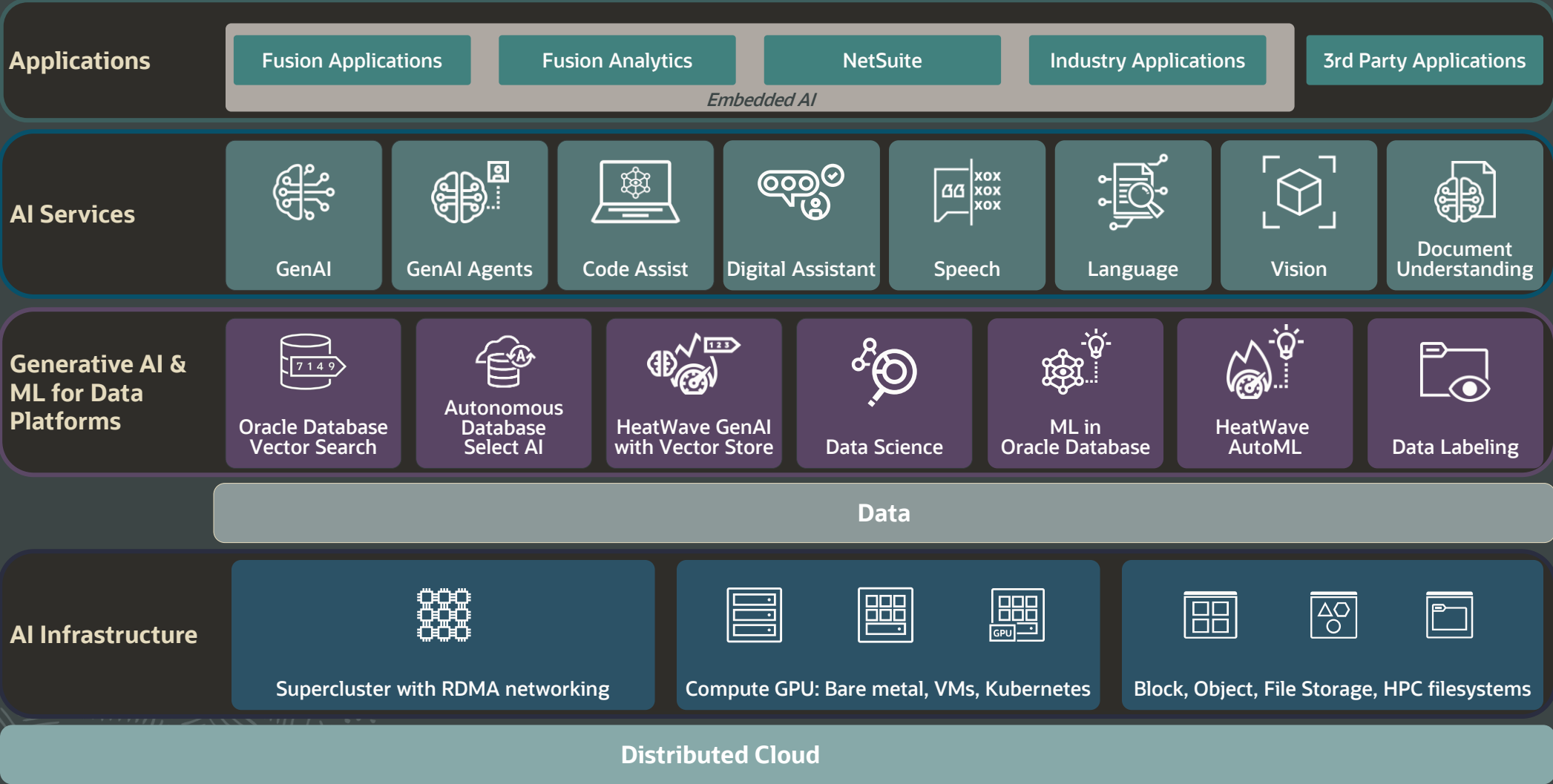
Revenue Transformation

Service Automation

Marketing and Sales Unification

Single Customer View

# The Oracle AI Stack



AI Partners and ISVs



# Extensive Partner and ISV Ecosystem

 **accenture**

**Deloitte.**

**IBM**

 **pwc**

**Infosys**

 **cognizant**

 **KPMG**

**tcs**

 **NVIDIA.**

 **wipro**

 **Informatica**

 **Palantir**

+20,000

Partners and ISVs

# More Industry and Leadership Awards Than Any Other SaaS Company

ERP	SCM	HCM	CX
<b>28X</b>	<b>10X</b>	<b>8X</b>	<b>22X</b>

Gartner, Forrester, IDC, Omdia

Number of times top-tier analyst firms placed Oracle in a leadership position over the last 36 months

# Why Oracle?

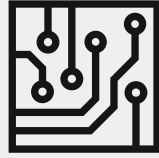


## Complete Suite

Best-of-breed apps designed and built for changing customer needs—with machine learning, process automation, and other customer-driven innovations.

Finance, HR, supply chain, manufacturing, marketing, sales, service and analytics built to work together.

100s of new features each quarter.



## Best Technology

Next-generation cloud infrastructure (OCI) designed for Fusion Applications.

The only public cloud with the performance, security and availability to run your mission-critical operations.

40 cloud regions worldwide for commercial and government with 9 more planned.



## Applications Platform

Award-winning consumer-grade+ user experience built with Redwood Design System.

The same tools for all developers to easily personalize, extend and build applications.

Self-learning and self-improving applications.

The logo consists of a red square with rounded corners. Inside the square, there are three white horizontal lines at the top, resembling a book's pages, and a white stylized 'O' shape below them.

# Oracle Playbook