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Announcing Oracle E-Business Suite Enterprise Command Centers - April 2024 Update

Oracle is pleased to announce the April 2024 update of the Oracle E-Business Suite Enterprise Command Centers, a set of tightly integrated, information-rich dashboards to help Oracle E-Business Suite 12.2 users identify and act on priority transactions without custom operational reporting.

Since the initial release of the Enterprise Command Centers in October 2018, we've delivered twice-annual updates, with today's announcement marking the 12th such update.

Cliff Godwin, Senior Vice President, Applications Development, presents the latest command center updates and demonstrates business use cases for them in the video "Oracle E-Business Suite Enterprise Command Centers – April 2024 Update".

Oracle E-Business Suite Enterprise Command Centers – Overview

Enterprise Command Centers are central to the E-Business Suite 12.2 modern user experience, providing intuitive, business intelligence-style dashboards from which users can begin their E-Business Suite sessions.

Users can browse and drill on key indicators, charts, and graphs, and leverage consumer-like search and filters, to quickly identify and act on highest business priorities. Increasingly, users can interact with network diagrams to analyze trends and root causes for complex operational issues and find opportunities for business improvement.

Because the Enterprise Command Centers integrate tightly with the E-Business Suite user interface and security system, users remain within their E-Business Suite sessions as they navigate from a command center dashboard to a transaction page and back, or initiate action from within a dashboard pop-up.

Enterprise Command Centers are easy to deploy, and are available at no additional cost to licensed users of the underlying E-Business Suite products. While you must be running Release 12.2.4 or higher to deploy the command centers, you need not be running one of the latest 12.2.X releases, such as 12.2.13, to uptake latest command center updates.

Importantly, an enterprise can modify the delivered dashboards and build their own dashboards with the Enterprise Command Center (ECC) Framework used by Oracle's developers. In addition, end users can personalize the dashboards to reflect their preferences.

At this point, Enterprise Command Center dashboards can replace the home pages of most E-Business Suite applications. We offer 36 command centers, with more than 145 dashboards, for the following E-Business Suite products:

- **Financial Management**: General Ledger, Receivables, iReceivables, Payables, Employee Expenses (Internet Expenses), Assets, Cash Management, Lease Contracts (Financials), Lease and Finance Management

- **Order Management and Logistics**: Order Management, Inventory Management, Advanced Pricing, iStore, Landed Cost Management, Channel Revenue Management, Incentive Compensation

- **Asset Lifecycle and Service**: Enterprise Asset Management, Asset Tracking, Service Contracts, Service (TeleService), Field Service, Depot Repair

- **Procurement and Projects**: iProcurement, Procurement, Projects, Project Procurement, Contract Lifecycle Management for Public Sector

- **Manufacturing**: Discrete Manufacturing, Process Manufacturing, Outsourced Manufacturing, Project Manufacturing, Cost Management, Quality, Bills of Material

- **Human Capital Management**: Human Resources, Payroll

Highlights of the April 2024 Update

The April 2024 update of the Enterprise Command Centers delivers new and enhanced features across the E-Business Suite. Following are some feature highlights.

ERP Highlights:

General Ledger Command Center: Support for Secondary and Reporting Currency Ledgers and Cost Center Hierarchy – the General Ledger Command Center, applicable to most E-Business Suite customers, improves the accounting cycle and increases visibility to financial results.

With the April 2024 update, the Account Analysis dashboard provides visibility to secondary ledgers and reporting currency ledgers. It supports breakdown of balances by cost center hierarchy, adding to previously available support for breakdown by accounting segments and account hierarchy. The improved account analysis capabilities help you quickly narrow in on potential accounting errors.

For example, suppose you are a financials manager for a U.S.-based airline that maintains hangars and equipment in countries around the world. While performing the monthly close, you notice a significant increase in maintenance expenses as compared with the prior month. The expense fluctuation is due to high maintenance supply expenses for the U.K. subsidiary. You switch from the corporate ledger to the U.K. subsidiary ledger (secondary ledger) to investigate.

With the new cost center hierarchy drill-down, you find that maintenance supply expenses were concentrated in the U.K. hangar location. Drilling to the Payables subledger journal to view the source transactions, you learn that a new HVAC system compressor was installed at that location.

You ask the payables manager for the U.K. subsidiary if the HVAC system replacement should be treated as an asset to be capitalized instead of a maintenance supply expense. After following up with the local maintenance team, the payables manager confirms that the HVAC system was an improved unit that should be tracked as an asset. The payables manager updates the invoice line to correct the accounting treatment.

Lease and Finance Management Command Center: Asset Outcome Predictions using Machine Learning – the Lease and Finance Management Command Center increases throughput and scalability for the lease financing business, which typically involves vendor financing of equipment.

The April 2024 update to the Asset Management dashboard provides new capabilities, based on machine learning algorithms, to predict leased asset outcomes. As leases approach the end of their terms, a lessor's ability to predict and influence customer decisions offers a substantial opportunity to improve the lease financing business.

Example scenario: You are the asset manager for a lessor of farm equipment. When reviewing the inventory of equipment approaching end of lease term, you use new predictive capabilities to identify the customer with the highest predicted returns. You note that the tractors leased to the customer are more than twelve years old, which is beyond their useful service life. To retain the customer, you issue a quote to upgrade the customer to newer tractors.

SCM Highlights:

Order Management Command Center: Credit Check Analyzer – the Order Management Command Center helps you accelerate order flows and quickly act on order exceptions. The April 2024 update to the Orders dashboard helps you to investigate and clear orders stuck on credit check hold.

Example scenario: As a customer service representative for a restaurant supply business, you focus on the customer with the highest amount on credit hold. You select the customer's highest value order for credit check analysis, which quickly provides you with details of the customer's credit exposure.

A recent $11,000 order has caused the customer to exceed their per-order credit limit, and

their overall credit exposure limit. While the customer typically orders $2,000 of consumables per week, this time they've also ordered an $11,000 freezer. After reviewing the situation, you and the credit manager agree to allow the order exception. With your credit manager's e-mail approval attached, you release the credit check hold to keep the customer's orders flowing.

Discrete Manufacturing Command Center: More Detailed Visibility into Production Execution – the Discrete Manufacturing Command Center helps you efficiently manage production operations to meet customer commitments. The April 2024 update increases visibility to execution details that affect the production process.

The Work Order Execution Track & Trace network diagram, which displays the steps and dependencies of a work order, was enhanced to display precise machine and resource assignments. For example, you can see that "John Smith" is the machinist performing an operation with machine "CNC-SN1001".

The Work Order Execution Timeline, which previously displayed Assembly Completion and Return events, now adds these production quality events: WIP Scrap, WIP Return from Scrap, WIP Reject, and WIP Return from Reject.

The Assembly Completions dashboard now lets you see specific instance details associated with a particular work order, such as the Assembly Item Lots and Serial Numbers, and the Component Item Lots and Serial Numbers.

ECC Framework Highlights:

Share Personalizations by Power User – since earlier Enterprise Command Center releases, end users have been able to personalize a dashboard to hide/show attributes and change visualizations, and then preserve the personalizations for their own use. Similarly, developers have been able to modify the delivered dashboards and create new dashboards using ECC Framework technology.

The new "Share Personalizations by Power User" feature provides an additional method for modifying the delivered dashboards to support a customer's specific business processes.

Example Use Case: A line of business supervisor ("power user") personalizes a dashboard with an additional chart that supports the process flow they want their employees to use. They use the "Share Personalization by Power User" function to create a copy of the personalized page. An EBS administrator then adds the copied page to the responsibility and menu of the supervisor's employees, all without programming.

Summary of the April 2024 Update

The April 2024 Update includes many new features beyond those highlighted above. We provide a summary of the new features below:

- **ERP:**
  - **General Ledger**: Support for Secondary and Reporting Currency Ledgers;

Support for Cost Center Hierarchy

- o **Receivables and Payables:** Enhanced Period Close Activities with Drilldown into Subledger Journals for Accounting Events; Drilldown into Journal Errors for Invalid Accounting Events

- o **Projects:** Billing Dashboard: Enhanced Visibility to Revenue Financial Plans and Revenue Accounting Analysis; Costing Dashboard: Enhanced Visibility to Cost Financial Plans and More GL Accounting Attributes; G-Invoicing: Support for Admin Mods, Support for EZ Invoices, Support for Invoice Generation for Multiple Customers using Participation Ratio for Shared Services, Visibility to Intragovernmental Transactions Exceptions

- o **Lease and Finance Management:** Asset Outcome Predictions using Machine Learning; Enhanced Period Close Readiness with Asset Transactions and Exceptions

- **SCM:**

  - o **Order Management:** Credit Check Analyzer

  - o **Discrete Manufacturing:** Assembly Completion Dashboard: More Detailed Visibility into Assembly and Component Item Lots and Serial Numbers; Work Order Execution Track & Trace: Machine and Person Resource Instances in Execution Network, Production Quality Events for WIP Scrap and WIP Reject in Execution Timelines

  - o **Enterprise Asset Management**: Enhanced Productivity and Visibility in Open Work Orders Dashboard with Navigation to Scheduler Workbench; View Attachments for Work Orders; View More Work Order Details in Timeline View

  - o **Discrete Manufacturing:** More Detailed Visibility into Production Execution with Lot and Serial Numbers for Assembly Items and Components; Person and Machine Resource Instances in Track & Trace; Production Quality Events for WIP Scrap and Reject in Timelines

  - o **Enterprise Asset Management:** Enhanced Productivity and Visibility in Open Work Orders Dashboard with Navigation to Scheduler Workbench; View Attachments for Work Orders; View More Work Order Details in Timeline View

- **ECC Framework**:

  - o **Personalization:** Share Personalizations by Power User

  - o **User Productivity:** Enhanced Date Filters; Enhanced Local Filters

  - o **Developer Components:** Enhanced Aggregate Tables; Support for Moving Averages and Running Totals in Charts; Enhanced Hierarchical Queries; Custom Labels for Metrics

- o **Developer Collaboration:** Import Subset of Application Pages and Data Sets

- o **Administration:** Data Set Statistics; Reduced Log Files

For more information on the April 2024 new features, see the Oracle E-Business Suite Release Content Documents *(Doc ID 1302189.1)*, and the Oracle E-Business Suite Transfer of Information (TOI) Training. Note that new functional features are designated as "Release 12.2.13+", while new ECC Framework features are designated as "Release 12.2 V12".

Easy Deployment with Oracle E-Business Suite 12.2

You can add Enterprise Command Centers to Oracle E-Business Suite 12.2 with minimal setup or effort. Using a simple, all-in-one installer, you can rapidly deploy Enterprise Command Centers and achieve seamless, out-of-the-box integration with E-Business Suite applications.

Unlike a traditional data warehouse that requires replication of security setups from the transaction system, Enterprise Command Centers automatically adhere to existing E-Business Suite security. The dashboard content the user sees is consistent with E-Business Suite context and security.

Deployment Details

The Oracle Enterprise Command Center Framework Release 12.2 V12 Quick Install for Linux x86-64 is currently available via My Oracle Support Patch 36026872. It can be applied to Oracle E-Business Suite Release 12.2.4 and higher.

Instructions for installing the Oracle Enterprise Command Center Framework and for integrating the available command centers with Oracle E-Business Suite are in "Installing Oracle Enterprise Command Center Framework, Release 12.2", Doc ID 2495053.1. The same document explains how to upgrade an existing installation of Oracle Enterprise Command Center Framework from Release 12.2 V2 or higher to Release 12.2 V12.

Supporting Resources on www.oracle.com/ebs-resources - Direct Links

- Oracle E-Business Suite Enterprise Command Centers – April 2024 Update *(Video and PDF) [Cliff Godwin's announcement]*
- Oracle Enterprise Command Centers Solution Brief *(PDF) [2-page ECC solution brief]*
- Oracle Enterprise Command Centers Quick Start Guide *(PDF) [ECC patches and information]*
- Oracle E-Business Suite Release Content Documents *(Doc ID 1302189.1) [EBS new and changed features]*
- Oracle E-Business Suite Transfer of Information (TOI) Training *[EBS "Implement and Use" training]*